

IPV Script for Telemedicine & Phone Call Outreach:

Given the current circumstances...

- We have started talking about intimate partner violence with all of our patients and families because it can have such a serious impact on the health and well-being of you and your children/families. Since we are all currently isolated in our homes, and stress levels might be higher than normal, we want to make sure that we are telling everyone about CT's statewide IPV hotline, called Safe Connect.
- If you can write this down, or save it in your phone, we would love for you to have this information so you can share it with a friend or family member that might benefit from it during these stressful times.

(Let them get a pen or type it into their phone)

- Safe Connect Advocates understand complicated relationships and they are available 24/7 to provide free, confidential and voluntary IPV resources.
- Anyone that you think might benefit from this resource can call 888.774.2900 or live chat/ email through www.CTSafeConnect.org.

Script for the Addition of a “Code Phrase” for IPV Supports:

- If at any point you feel unsafe, or would like further resources for IPV please utilize the code phrase “purple ribbon” when speaking with us.
 - Ex: “I am calling to learn more about your purple ribbon program”, “I need to get a purple ribbon”
 - Health professionals can work with their staff on a phrase or word that will work best for them.

Suggestions for Health Professionals:

- Ask patients if they are alone, or if they can put in headphones/take the call off speaker before you discuss the options for “code phrases”.
- Ask the patient if there is a time that would work best to increase privacy and try to schedule the telemedicine appointment around that.
 - Some individuals might still have significant others that go out at some point during the day.
- At any point, if you or the patient needs further resources, connect them directly to an IPV advocate through www.CTSafeConnect.org or 888-774-2900. All calls, chats and emails are confidential. You can even conference call them to an advocate if they are comfortable with that.
- You can remind patients that they do not have to say their name when they call or live chat with a Safe Connect advocate, it is 100% confidential.
- Safe Connect is not attached to the police, DCF, or immigration.
 - Sometimes this fact helps people feel more comfortable about reaching out.