

Centerstone Suicide Pathway Caring Letter

Centerstone of Tennessee developed this caring letter—in English and Spanish—with the help of Leah Harris. It is designed to be sent after other follow-up procedures (e.g., clinicians or others trained to do follow-up calls have reached out) have not been successful in reaching an individual who has been under your care.

Date

Dear XXXX:

I hope you are doing well.

Over the past few weeks, I have not seen you for our scheduled appointments or been able to reach you. We have called you and your emergency contacts several times to check in, but we have been unable to make contact with you. I hope our not hearing from you means that you are feeling better, but if not, I hope you will remember that we are here if you need us.

Please know that I want to continue to be here for you, both to listen and to talk about how our working together is helping or not helping you. Also, I am happy to see if I can offer any community resources that might be helpful to your recovery.

I look forward to speaking with you soon, hopefully, for an update on how you are doing, and to offer any support that I can. Please call me at XXX-XXX and if I am not available and you need immediate assistance you can ask for the Clinic Manager.

Hope to hear from you soon,

Staff Name

Title

Date

Dear XXXX,

I hope you are doing well.

Over the past few weeks, I have not seen you for our scheduled appointments or been able to reach you. We have called you and your emergency contacts several times to check in, but we have been unable to make contact with you. I hope our not hearing from you means that you are feeling better, but if not, I hope you will remember that we are here if you need us.

Please know that I want to continue to be here for you, both to listen and to talk about how our working together is helping or not helping you. Also, I am happy to see if I can offer any community resources that might be helpful to your recovery.

I look forward to speaking with you soon, hopefully, for an update on how you are doing, and to offer any support that I can. Please call me at XXX-XXX and if I am not available and you need immediate assistance you can ask for the Clinic Manager.

Hope to hear from you soon,

Staff Name

Title

Date

Estimado/a XXXX,

Espero que esté bien.

Durante las últimas semanas, no le he visto para nuestras citas programadas o no he podido contactarle. Le hemos llamado a usted y a sus contactos de emergencia varias veces para averiguar, pero no hemos podido hacer contacto con usted. Espero que el no saber de usted signifique que usted se está sintiendo mejor, pero si no, espero que recuerde que estamos aquí si nos necesita.

Por favor, sepa que quiero seguir aquí para usted, tanto para escuchar como para hablar de cómo trabajar juntos le está ayudando o no le está ayudando. Además, me contenta ver si le puedo ofrecer algún recurso de la comunidad que le pueda ser útil para su recuperación.

Espero con interés hablar con usted pronto, esperando también, me ponga al día de cómo le va, y poder ofrecer cualquier apoyo que pueda. Por favor llámeme al XXX-XXX y si no estoy disponible y usted necesita ayuda inmediata puede preguntar por el Gerente de Clínica.

Espero saber de usted pronto,

Staff Name

Title