Navigating Services - Clinician dialogue

Guide a collaborative conversation about navigating services while checking fit and participant choice.

Mental health professionals | 15 minutes

Fictional example: Casey is unsure which service handles a referral.

Invite and obtain permission

Offer: "Would it be useful to explore navigating services using an ordinary or fictional example? We can adapt it, observe, or stop." Ask what the person wants from the conversation.

Elicit before teaching

Ask: "How does this show up, if at all, in your own words?" Offer this idea tentatively: Knowing roles and routes can reduce the burden of seeking help. Ask what fits and what does not.

Guide the task

Create a map of providers, peer services, scheduling contacts, and questions about eligibility or cost. Ask for permission before giving an example. Use this fictional illustration if useful: Casey is unsure which service handles a referral.

Reflect and check accuracy

Reflect only what was offered: "I heard you describe ___. What did I miss?" Ask: Who can clarify the next step without making you tell the whole story again? Avoid assigning motives or interpreting silence as agreement.

Respond to a mismatch

If the person rejects the frame, say: "Thank you for correcting it. What would be more useful?" Return to their language or choose a different approach.

Close with agency

Ask which observation, question, or support request the person wants to keep. Confirm a manageable ending and appropriate follow-up; do not turn a tentative possibility into a homework obligation.

Reflection

What would tell me to adapt, stop, or seek supervision?

Scope and adaptation

Original IMR-informed companion exercises, not the official IMR manual, fidelity assessment, or complete IMR program. Use collaborative clinical assessment and existing care plans. Do not change medication independently, challenge distressing beliefs through confrontation, or use worksheets to determine urgency. Increased or concerning symptoms need appropriate clinical assessment.

Original AI-assisted educational draft; independent clinical review pending. Version 1.0. Background: Illness Management and Recovery Evidence-Based Practices KIT. Full source links and scope: library.morethantherapy.org/recovery/resources/IMR-A17-3