LOS ANGELES COUNTY
DEPARTMENT OF
MENTAL HEALTH
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Los Angeles County Department of Mental Health
Office of Administrative Operations – Quality, Outcomes, and Training Division
Calendar Year (CY) 2021

Sample Beneficiary Problem/Complaint Related Test Call Scenarios

The following are scenarios you can use to make the Test Calls or use as ideas to develop your own script. Please note that the scenarios are not crisis or emergency situations and **each is a beneficiary concern/complaint/dissatisfaction regarding access to services or services received.**

Scenario # 1 Parent calling regarding their child:

Hello, I'm calling to complain about how long it is taking for me to get an appointment for my son with his doctor. They tell me I have to wait for a month. I am not happy with the medication the doctor gave him last month. He is getting a skin rash and I need the medication to be changed. Can you tell me what I should do?

Scenario # 2 Front office service is bad:

I am angry with how rude and insensitive the receptionist is. Is there anything I can do about this? Every time I go to see my therapist she is never there. The receptionist does not even say hello to me. She doesn't inform me how long I have to wait, and if I ask something, she says, "there is nothing I can do". "You have to wait for your turn". I called to ask if I can change my appointment and she said I have to come in for that and there is no way I can talk to my therapist. Can you please help me to do something about it?

Scenario # 3 Dirty facility:

I am at College Hospital for the second time this month. This place is so dirty and no one cares. I feel unsafe here. They poison my food. All my things are taken by people here. There is no place to keep my stuff here. Can you help me?

Scenario # 4 Request to be in a group:

I have been asking my Doc if I can be in this anger management group at the clinic that runs every week. I am fed up of asking for this over and over again as he doesn't seem to care and does nothing about it. Whom can I talk to for help?