

Important call notes

Use one copy for a call about care services, a bill, or help with costs. Keep the answer and the next step together.

Parent’s name

Call date / time

Service or office

Phone

Person I spoke with

Number they give for this call or case

What I asked them to help with

What they said / what is covered / what it may cost

Next step / paper needed	Who will do it / due date

When I will call back if I hear nothing

Ask for costs and rules in writing. Do not put passwords or full account numbers on this sheet.