Below are questions about circumstances that might arise during the COLLECT step of the MBC three-step process.

**WHAT IF ...**

**... the client doesn’t want to complete the form?**
- Revisit the rationale. Use examples like: “These numbers are vital signs, like your blood pressure & temperature. They help us keep an eye on how you’re doing. But we won’t rely only on these numbers.”
- You can try revisiting the frequency: “It sounds like every other visit is too often. What about ever third or once every 6 weeks?”
- At the end of the day, if the client declines using measures in care, it’s always their choice.

**... a different provider just gave this measure?**
- Based on the timeframe, you may choose not to re-administer the measure. In fact, you can use the data collected by another clinician to do the Share and Act steps of MBC in your encounter.

**... I want to track more than one thing?**
- Some measures include several domains, but if there isn’t one that captures all you’d like to track, you can use multiple measures. Another option is to alternate (e.g., a measure of functioning at one visit, anxiety at the next).

“The best thing is catching people not responding to treatment. MBC helps us not lose sight of these folks.” –psychologist