

SCMG HOTLINE CALL DIAGNOSTIC PROCESS

A. Initial Greeting:

1. This is the Sandoval County Master Gardener Hotline; My Name is _____.
Name _____ Phone: _____ Location _____

2. How can I be of help? Caller's Description of the problem

B. Plant Info: Tree__ Shrub__ Vine__ Vegetable__ Flower__ Grass__ Fruit__ Cacti__
Weed__

Variety: (genus and species and/or common name) _____

Age of Plant _____ Planting date _____

C. Symptoms (mark all that apply):

Plant parts affected: roots/crowns__ Stems/branches __ Leaves__ Fruit__ Whole
Plant _____

Symptoms: Spots__ Tip burn__ Distortion__ Mosaic/Mottle__ Chlorosis__ Necrosis__
Rot__ Mildew__ Blisters__ Defoliation__ Wilt__ Dieback__ Blight__ Stunting__
Canker__ Galls__

Visible pests__ Signs of insects__

When did symptoms first appear _____

Are symptoms: Spreading _____ Localized _____

Symptom development: Sudden _____ Gradual _____

Distribution of diseased plants: Scattered _____ Clustered _____ In a row or
pattern _____

Are other plants affected: Same species__ Different species __ Number/% affected ____

D. Plant History:

1. Growing conditions (mark all that apply): Indoors__ Hoophouse/Greenhouse__ Home
Garden__ Lawn__ Landscape__ Organic Garden__ Other _____

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2. Soil Type: Sand___ Silt___ Clay___ Well Drained___ Poorly Drained___ Heavy___
Light___

3. Exposure: Full Sun___ Shade___ Partial Sun___ Morning Sun___ Afternoon Sun___

4. Proximity to Structure: Sidewalk___ Walls___ Buildings___ Roads___ Driveways___

5. Fertilization History:

When_____ How Much_____ What type_____ Don't know_____

6. Watering History: Furrow___ Flood___ Drip___ Sprinkler___ Hand___

Frequency_____ Volume_____

7. Chemical Use: Chemical name_____ Method of application
_____ Frequency_____ Amount applied_____

8. Vegetable Growing /Planting History: Do You Rotate Your vegetables? Yes___ No___

Past Problems_____

E. Summarize Caller's description of the problem:

1. Let me just summarize with you to make sure I have all the information needed.

(Repeat back to the caller the information you have gathered)

2. I need to research the problem and get back to you. Will that be alright? Either myself or someone will get back to you as soon as possible. Caution: For email responses do not use your personal account. Use scmghotline@gmail.com. Password: Hotline2019

F. Conduct Research if Needed; Preferred Websites refer to resources in Hotline binder.

G. If Resolved, Call Back with Answer to Question: Response provided:

H. Status of the Call:

Completed_____

Unable to Resolve, Referred Call to Next Shift _____

Need to Consult with Extension Agent for Potential Home Visit _____

Date_____ Name (Print) _____

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Civil Rights - Please designate if caller is: Male___ Female___

Ethnicity: White___ Hispanic___ Native American___ Asian___ Black___ Pacific Islander___