

Centers for Disease Control and Prevention Performance Evaluation Program for
Mycobacterium tuberculosis and Non-tuberculous Mycobacteria Drug Susceptibility Testing

Telephone Script for Follow-up for Data Collection

[Script once contact has been made with the person you want to speak to]

Good Morning (Good Afternoon). My name is (your name) and I am with Contractor XXX for the Centers for Disease Control and Prevention (CDC) and I coordinate the *Mycobacterium tuberculosis* Drug Susceptibility Testing Program. I am calling about the shipment results for strains sent to your laboratory in (Month, Day) of this year.

We would like to include your results and laboratory information in the final report for this shipment. Has your laboratory completed the testing procedures for the strains in shipment 2006-xx?

Your results are very important in assisting CDC in evaluating *M. tuberculosis* testing methods and correlating testing practices in mycobacteriology laboratories. **If the response is “YES”:**

We would very much appreciate receiving your results within the next two days in order that information about your laboratory can be summarized with information from other laboratories for the aggregate report. Go to thank you paragraph below.

If the response is, “We have not completed the testing”:

Reply:

Will you be able to complete it and send it to us by (date: within five days of the call)? We would very much appreciate receiving your completed results by (give same date within five days of the call) in order that information about your laboratory can be summarized with information from other laboratories for the final report. Converse as appropriate and then go to the thank you paragraph.

If the response is, “We have already sent the results”:

Reply:

Do you recall when you sent it and if it was sent in the envelope provided?
(If they sent it over two weeks ago and we have not received it, ask them if they could send a copy, if they have one.)

Thank you for your help. The TB/NTM Performance Evaluation Program is successful because of the support of laboratorians like yourself and CDC very much appreciates your participation. My name is (your name). You can contact me at 1-800-xxx-xxxx if you have any questions. Thanks very much for your time.