



Advancing Transfusion and  
Cellular Therapies Worldwide

**NBCUS Follow-up Telephone Script**

**Introduction:**

*Hi, this is \_\_\_\_\_ and I am calling from the AABB regarding the 2007 National Blood Collection and Utilization Survey. You should have received your survey packet that we mailed earlier in the summer. It had a bright orange cover. I am calling today to verify that you did receive the survey and to inquire about its status. Have you seen the survey?*

**Yes**            *Are you in the process of completing it?*

**Yes**

*Thank you for taking the time to complete the survey. Do you have any questions that I can answer?*

*[Answer questions]*

**No**

**Yes, but not completing**

*As you know, this is a very important survey. It is the ONLY survey of its kind and the only way for HHS to determine the amount of blood that is collected and transfused in the United States, as well as to ascertain the answers to many important questions about the blood supply. Let me assure you the information you provide us will be kept confidential and the data will only be reported in aggregate.*

*Do you need another copy of the survey? Can we email you a copy?*

*Do you have any questions about the survey that might be holding you up?*

**Yes, but it's too long. I don't have time to complete it.**

*We understand that your time is valuable. [Read above paragraph. If this is still a refusal go to Web Survey Invitation]*

**No**            *Are you the correct person to complete the survey? Can you please give me the name and telephone number of the person who will be completing the survey? Thank you. START OVER.*

**Web survey invitation:**

*We understand that your time is valuable. If you are not intending to complete the paper survey, would you please complete a shorter version of the survey online? It will only take a little bit of your time and this will give us an accurate picture of the number of units collected and transfused in the United States.*

*Please go to our website: [aabb.org](http://aabb.org) and enter your survey ID [provide survey ID again if necessary] and complete the short survey. You can enter and exit the survey multiple times and complete it at your convenience.*