

14.2 Scripts for Various Participant Contact Scenarios

14.2.1 Verbal Script for Telephone Encounter

Flesch-Kincaid Grade Level 6.1

Date

Recruiter Initials

“Hello, my name is _____. Thanks for calling for information about (*study name*) at - (*choose one: UM, HSC, UNC*)”.

“I will tell you a little about our study so you can decide if you would like to hear more about it. Before I do that, please tell me how you heard about our study.”

- RDS coupon # _____ (*document coupon number*)
- Venue location _____ (*note venue location*)
- Flyer or Brochure
- Word-of-mouth

We are doing this study to learn about women’s health risk behaviors. As part of the study, women answer survey questions on a computer and get tested for HIV. It will only take a few minutes to find out if you are eligible for the study. If you are eligible and decide to join the study, doing the computer survey and being tested for HIV takes about 1½ hours. Women who enroll in our study get \$50 as a thank you”.

“Would you like to see if you are eligible to be in our study”?

NO, woman does NOT want to be screened:

“OK, Thanks for calling. Are you willing to answer a few questions about why you don’t want to be screened for this study before you go?”

IF YES: “Thank you.” ***Proceed with Encounter Screening Eligibility form on the computer.***

IF NO: “Ok, please call us again if you change your mind. We can give you more information about our study and check to see if you are eligible when you call.”

YES, woman wants to be screened:

“OK, great. I can ask you the questions to see if you are eligible for the study right now.” **Proceed with Encounter Eligibility Screening Form on computer.**

If INELIGIBLE: “I’m sorry, but you are not eligible for this study. Thanks for taking time to speak with me.”

IF woman asks why she is INELIGIBLE: “To be eligible to take part in this study, women must meet certain age, ethnic, racial, behavioral and health criteria. When I enter your responses into the computer, it checks to make sure that all requirements for the study are met and then lets me know if you are eligible or not. According to one or more of your answers, you are not eligible.”

If ELIGIBLE: “You are eligible to be in the study. Does our study sound like something you might be interested in joining?”

YES, eligible woman wants to enroll: If YES: “Great. Our study van goes to (x location, y location and z location). Are you able to meet us at any of these locations?”

If YES: Schedule day, date, time and location of the appointment.

“Please write this number down and bring it with you so you don’t have to answer the screening questions again. If you forget this number, we will have to ask you the questions again. (Give caller her screening number). The screening number is good for 2 weeks. After that, we will have to ask you these questions again.”

Appointment Date_____

Appointment Time_____

Appointment Location_____

Screening Number_____

If NO: “That’s OK, let’s find a place and time that is convenient for you to meet us.” **Schedule day, date, time and alternate meeting location for the appointment.**

Appointment Date_____

Appointment Time_____

Appointment Location_____

“Please write this number down and bring it with you so you don’t have to answer the screening questions again. If you forget this number, we will have to ask you the questions again. (Give caller her screening number). The screening number is good for 2 weeks. After that, we will have to ask you these questions again.”

Screening Number_____

NO, eligible woman does not want to enroll:

“OK, Thanks for your interest in our study. Please call us if you change your mind.”

Please be certain you have completed question SCR16 (and SCR17, if possible) on the Encounter Eligibility Screening Form.

14.2.2 Verbal Script for Walk-Ins

Flesch-Kincaid Grade Level 6.7

Date

Recruiter Initials

“Hello, my name is _____. Thanks for stopping by for information about (study name) at - (*choose one: UM, HSC, UNC*)”.

“I will tell you a little about our study so you can decide if you would like to hear more about it. Before I do that, please tell me how you heard about our study”.

- RDS coupon # _____ (*collect coupon and document coupon number*)
- Venue location _____ (*note venue location*)
- Flyer or Brochure
- Word-of-mouth

IMPORTANT: If woman brings an RDS coupon, take the coupon and properly document the coupon number.

“We are doing this study to learn about women’s health risk behaviors. As part of the study, women answer survey questions on a computer and get tested for HIV. It will only take a few minutes to find out if you are eligible for the study. If you are eligible and decide to join the study, doing the computer survey and being tested for HIV takes about 1½ hours. Women in our study get \$50 as a thank you”.

“Would you like to see if you are eligible to be in our study”?

NO, woman does NOT want to be screened:

“OK, Thanks for stopping by. Are you willing to answer a few questions about why you don’t want to see if you are eligible for this study before you go?”

IF YES: “Thank you.” ***Proceed with n Encounter Screening Eligibility form on the computer.***

Before ending: “Please take this card and call us if you change your mind. We can give you more information about our study and check to see if you are eligible when you call.”

IF NO: “Please take this card and call us if you change your mind. We can give you more information about our study and check to see if you are eligible when you call.”

YES, woman wants to be screened:

“OK, great. I can ask you the questions to see if you are eligible for the study in the van, where we’ll have more privacy, or I can ask you the questions over there (motion to a private place). Which place do you prefer?” **Proceed with Encounter Eligibility Screening Form on computer.**

If INELIGIBLE: “I’m sorry, but you are not eligible for this study. Thanks for taking time to speak with me.” (*Offer token gift*)

IF woman asks why she is INELIGIBLE: “To be eligible to take part in this study, women must meet certain age, ethnic, racial, behavioral and health criteria. When I enter your responses into the computer, it checks to make sure that all requirements for the study are met and then lets me know if you are eligible or not. According to one or more of your answers, you are not eligible.”

If ELIGIBLE: “You are eligible to be in the study. Does our study sound like something you might be interested in joining?”

YES, eligible woman wants to enroll: “Great. We can do the computer survey and HIV test right now in our study van if you would like to be in the study and have time now.”

YES, woman can do ACASI and HIV testing now:

“OK, let’s get started.”

Administer informed consent. Resume Encounter Eligibility Screening Form at question SCR12 on the computer. Administer the ACASI the rapid HIV testing and counseling only after the woman gives consent.

NO, woman can’t do ACASI and HIV testing now:

That’s OK. I can make an appointment for you to either come to our office or meet me on (*day/date/time*) when our van at (*say location choices*).” **Set appointment and give appointment card. (Consent women when she returns to do the ACASI and HIV test).**

Appointment Date _____

Appointment Time _____

Appointment Location _____

“Please write this number down and bring it with you so you don’t have to answer the screening questions again. If you forget this number, we will have to ask you the screening questions again. (Give woman her screening number). The screening number is good for 2 weeks. After that, we will have to ask you these questions again.”

Screening Number _____

NO, eligible woman does not want to enroll:

“OK, Thanks for your interest in our study. Please take this card and call us if you change your mind.” **Resume Encounter Eligibility Screening Form at question SCR12 on the computer.**

Please be certain you have completed question SCR16 (and SCR17, if possible) on Encounter Eligibility Screening Form.

14.2.3 Verbal Script for Street/Venue Encounter

Flesch-Kincaid Grade Level 6.7

(Recruiting in venues)

STAFF REQUIREMENTS:

All research staff should have University ID available to show to women if needed. Staff should also have brochures and study related palm cards on hand.

INITIAL CONTACT:

“Hi, my name is _____ and I’m from (site name). We are recruiting women for a research study. Do you have a minute, so I can tell you more about it?” [HAND THE WOMAN A BROCHURE IF POSSIBLE]

NO, woman does not want information about the study:

“OK, thanks for you time. Are you willing to answer a few questions about why you don’t want more information about this study before you go?”

IF YES: “Thank you.” ***Proceed with Encounter Screening Eligibility form on the computer.***

Before ending: “Please take this card and call us if you change your mind. We can give you more information about our study and check to see if you are eligible when you call.”

IF NO: “Please take this card and call us if you change your mind. We can give you more information about our study and check to see if you are eligible when you call.”

YES, woman wants more information: “We are doing this study to learn about women’s health risk behaviors. As part of the study, women answer survey questions on a computer and get tested for HIV. It will only take a few minutes to find out if you are eligible for the study. If you are eligible and decide to join the study, doing the computer survey and being tested for HIV takes about 1½ hours. Women in our study get \$50 as a thank you. Would you like to see if you are eligible to be in our study?”

NO, woman does not want to be screened: “OK, thanks. Are you willing to answer a few questions about why you don’t want to see if you are eligible for this study before you go?”

IF YES: “Thank you.” ***Proceed with Encounter Screening Eligibility form on the computer.***

Before ending: “Please take this card and call us if you change your mind. We can give you more information about our study and check to see if you are eligible when you call.”

IF NO: “Please take this card and call us if you change your mind. We can give you more information about our study and check to see if you are eligible when you call.”

YES, woman wants to be screened: “Great, I can ask you the questions to see if you are eligible for the study in the van, where we’ll have more privacy, or I can ask you the questions over there (motion to a private place). Which place do you prefer?” Proceed with **Encounter Eligibility Screening Form on the computer.**

IF INELIGIBLE: “I’m sorry, but you are not eligible for this study. Thanks for taking time to speak with me.” (**Offer token gift**)

If women asks why she is INELIGIBLE: “To be eligible to take part in this study, women must meet certain age, ethnic, racial, behavioral and health criteria. When I enter your responses into the computer, it checks to make sure that all requirements for the study are met and then lets me know if you are eligible or not. According to one or more of your answers, you are not eligible.”

IF ELIGIBLE: “You are eligible to be in the study. Does our study sound like something you might be interested in joining?”

YES, eligible woman wants to enroll. “Great. We can do the computer survey and HIV test right now in our study van if you would like to be in the study and have time now.”

YES, eligible woman can do ACASI and HIV testing now:

Great, let’s get started.

Administer informed consent. Resume encounter Eligibility Screening Form at question SCR12 on the computer. Administer the ACASI the rapid HIV testing and counseling only after the woman gives consent.

NO, eligible woman can’t do ACASI and HIV testing now: That’s OK. I can make an appointment for you to either come to our office or meet me on (day/date/time) when our van at (say location choices).” **Set appointment and give appointment card. (Consent woman when she returns to do the ACASI and HIV test).**

Appointment Date _____

Appointment Time _____

Appointment Location _____

“Please write this number down and bring it with you so you don’t have to answer the screening questions again. If you forget this number, we will have to ask you the questions again. (Give the woman her screening number). The screening number is only good for 2 weeks. After that, we will have to ask you these questions again.”

Screening Number _____

NO, eligible woman does not want to enroll:

“OK, Thanks for your interest in our study. Please take this card and call us if you change your mind.” **Resume Encounter Eligibility Screening Form at question SCR12 on the computer.**

Please be certain you have completed question SCR16 (and SCR17, if possible on Encounter Eligibility Screening Form.

14.2.4 Verbal Script for Telephone Contact with Women Who Do Not Return for HIV Test Results

Flesch-Kincaid Reading Level 3.5

Hello, may I speak with “*Jane Doe*.”

“Hi, Jane, this is ‘*Assistant*’ from the ‘*Site Specific Name of Project*’. The result of your lab test that was done as part our study has come back. It is very important that you know the result of your test. I noticed that you have not come back to get this information. We can only give you the test result in person. Would you like to set up another time to come in to get your test result?”

IF YES: What day and time would work best for you? Our van can meet you at (location) or (location). Which of these is best for you?

Schedule day, date and time of appointment.

“OK, you have an appointment on (day, date time) to come for your test result. Please write this telephone number down and call me if you want to change your appointment (give study telephone number). Thank you and we’ll see you on (appointment date).”

Appointment Date_____

Appointment Time_____

Appointment Location_____

IF NO: OK, please call us back if you change your mind and want to come in for your test result. Here is the number to call... (Give local study number).

