"Exploring HIV Prevention Communication Among Black Men Who Have Sex with Men in New York City: Project BROTHA"

0920-XXXX

Attachment 5c. Participant Contact Template

Phone Script Only

❑ Receiving voicemail when attempting to contact a potential participant (not yet screened) who left a message on the Project's voicemail: *"Hello, My name is _____ from Hunter College. You left us a voicemail yesterday asking us to call you back about <Project Name>. We will be here to take your call until _____today and between the hours of ____ and ____ tomorrow. Our number again is 212-206-7919, x???. We look forward to hearing from you.*

Phone/Email Scripts

❑ Making a reminder call/email: *"Hello, My name is _____ from* [state the preference, eg., Hunter College, <project name>, participant indicated on Locator form] *I am calling/emailing to remind you of your appointment with us on* [day, date, time]. *We are located between 7th and 8th avenues at 250 W 26th St., please dial 3112# on the outside intercom to be buzzed in. We are located on the 3rd floor. A building directory is posted by the buzzer if you forget the intercom number. Thank you. We looking forward to seeing you tomorrow* (or on Monday if call is made on Friday).

❑ To reschedule a missed appointment: *"Hello, my name is _____ from* [state the preference, eg., Hunter College, <project name>, participant indicated on Locator form] *we'd like to reschedule the appointment you missed with us on* [day, date, time]. *Please call us back at 212-206-7919, x???. Thank you. We looking forward to hearing from you tomorrow* (or on Monday if call is made on Friday).

❑ To schedule follow up survey: *"Hello, My name is _____ from* [state the preference, eg., Hunter College, <project name>, participant indicated on Locator form], *I am calling/emailing to schedule your follow up survey appointment. Please call us back at 212-206-7919, x??? to schedule your appointment. Thank you. We looking forward to hearing from you.*

*All attempts and actual contact with participants MUST be recorded in the Participant's Contact Log. We will only be attempting 3 contacts per participant per appointment.