

**ATTACHMENT 16**  
**Telephone Script for OnSite**  
**Recruitment of Clients for Exam and Survey**

Notes:

- Words in {UPPERCASE LETTERS AND ENCLOSED IN BRACES} are fields that contain variables that should be filled in prior to the call
- Caller instructions appear in [UPPER CASE LETTERS ENCLOSED IN BRACKETS]
- [R] denotes respondent of interest (i.e., potential participant who was sent the information letter prior to the call)
- [CMHC] denotes COMMUNITY MENTAL HEALTH CENTER
- Callers should read aloud all text that appears in **bold lowercase letters**

Script:

**Hello, my name is {CALLER NAME} and I'm calling from OnSite Health Diagnostics. May I please speak to {MR/MRS/MS LAST NAME}?**

[IF R ANSWERS PHONE OR COMES TO PHONE, GO TO 1.]

[IF R IS NOT AVAILABLE:] **When would be a good time to call {MR/MRS/MS LAST NAME} back?**

[IF DON'T KNOW, SCHEDULE SOFT CALLBACK FOR DIFFERENT DAY/TIME]

[IF DAY/TIME IS OFFERRED, SCHEDULE CALLBACK APPOINTMENT]

1. **Hello {MR/MRS/MS LAST NAME}. My name is {CALLER NAME} and I'm calling from Onsite Health Diagnostics. I'm calling because a staff member at {CMHC} told us that you were interested in hearing more about a research study being conducted by the RAND Corporation. The goal of the study is to learn about whether locating basic medical services at community mental health centers improves the physical and emotional health of the people they serve. We recently sent you a letter describing the study details. Did you receive this letter?**

[IF R RECEIVED MAILING, GO TO 2.]

[IF R DID NOT RECEIVE MAILING, GO TO 3.]

2. **Great. So as mentioned in the letter, if you decide to participate in the study, you'll be asked some survey questions and given a brief health exam, which includes providing a**

**blood sample. Do you have any questions or concerns about the study that I could answer for you at this time?**

[ANSWER ANY QUESTIONS, THEN CONTINUE READING BELOW]

**We'll be conducting the study at {CMHC} {IN A FEW DAYS/NEXT WEEK}. Do you think you will be participating?**

[IF YES, RECORD DAY/TIME THAT R PLANS TO VISIT CENTER, THEN CONTINUE:] **Thank you for your time {MR/MRS/MS LAST NAME}. We'll see you soon.** [END CALL]

[IF UNSURE, ANSWER ANY REMAINING QUESTIONS, THEN CONTINUE:] **I'd like to remind you that your decision about whether to participate in the study won't affect the services you normally receive. Please feel free to contact us at {PHONE NUMBER [GIVE TIME TO RECORD]} if you decide to participate or have any more questions. Thank you for your time {MR/MRS/MS LAST NAME}.** [END CALL]

[IF NO, ASK IF THERE REMAINING QUESTIONS, ANSWER THESE, THEN CONTINUE:] **Well thank you for your time {MR/MRS/MS LAST NAME}. If you happen to change your mind, please feel free to contact us at {PHONE NUMBER [GIVE TIME TO RECORD]}.** [END CALL]

3. [IF R DID NOT RECEIVE THE LETTER:] **I'd be happy to mail you the letter again if you'd like. Let me confirm your mailing address. The address I have is {ADDRESS}. Is that correct?**

[IF YES:] **Great. I'll send you the letter again.** [GO TO 4.]

[IF NO, RECORD CORRECT ADDRESS, THEN CONTINUE:] **Thank you. I'll send the letter again.** [GO TO 4.]

4. **Since I have you on the phone right now, may I take a few moments to tell you about the study?**

[IF NO, SCHEDULE CALLBACK TIME, END CALL]

[IF YES:] **As I mentioned before, the research study is about whether locating basic medical services at community mental health centers improves the physical and emotional health of the people they serve. The study is being conducted by the RAND Corporation, a non-profit research institution, and is funded by the Substance Abuse and Mental Health Services Administration, a government agency. {CMHC} is one of several sites participating in the study.**

**If you decide to participate in the study, a staff member from {CMHC} will ask you survey questions about your health and lifestyle. You'll also be given a brief health exam, which measures your height, weight, blood pressure, belly width, and exposure to**

**tobacco smoke (which requires you to blow into a tube). You'll also provide a blood sample of about three tablespoons to measure your blood sugar, blood fat, and cholesterol.**

**Participation in the study is completely voluntary. Your decision to participate or not will not affect the services that you normally receive at {CMHC}. If you complete the interview and health exam, you'll be given a \$20 gift card to {LOCAL LARGE CHAIN STORE} in appreciation of your time.**

**Do you have any questions or concerns about the study that I could answer for you at this time?**

[ANSWER ANY QUESTIONS, THEN CONTINUE READING BELOW]

**We'll be conducting the study at {CMHC} {IN A FEW DAYS/NEXT WEEK}. Do you think you will be participating?**

[IF YES, RECORD DAY/TIME THAT R PLANS TO VISIT CENTER, THEN CONTINUE:] **Thank you for your time {MR/MRS/MS LAST NAME}. We'll see you soon.** [END CALL]

[IF UNSURE, ANSWER ANY REMAINING QUESTIONS, THEN CONTINUE:] **Please feel free to contact us at {PHONE NUMBER [GIVE TIME TO RECORD]} if you decide to participate or have any more questions. Thank you for your time {MR/MRS/MS LAST NAME}.** [END CALL]

[IF NO, ASK IF THERE REMAINING QUESTIONS, ANSWER THESE, THEN CONTINUE:] **Well thank you for your time {MR/MRS/MS LAST NAME}. If you happen to change your mind, please feel free to contact us at {PHONE NUMBER [GIVE TIME TO RECORD]}.** [END CALL]