Attachment C

Phone Call Reminder Script for Mailed Survey Non-respondents

Phone Call Reminder Script for Mailed Survey Non-respondents

Hello, may I speak to _____(Patient Name)_____. My name is _____(Interviewer Name)_____ and I am calling from Mayo Clinic in Rochester, Minnesota.

Recently, we mailed a survey out to you entitled "_____(Survey Title)_____."

Please understand that your future care will not be affected if you choose not to participate in this study.

Do you recall receiving this survey?

 ❑ Yes → Would you be willing to complete the survey and return it to us?

   ❑ Yes → Thank you – we appreciate your time and effort. (End call.)
   ❑ No → Thank you for your time. (End call.)

 ❑ No → May I tell you a little about the study?

   ❑ Yes → Read cover letter then ask: Would you be willing to participate in this study?

     ❑ Yes → Thank you – we will send out a survey for you to complete and return to us. (End call.)
     ❑ No → Thank you for your time. (End call.)

   ❑ No → Thank you for your time. (End call.)