

Phone Script for Reminder Calls

Q: STARTIT

RAPID INFLUENZA DIAGNOSTIC TESTING - REMINDER CALL

ENTER 1 TO CONTINUE

Q: avail

May I speak to NAME AND TITLE ?

IF NOT AVAILABLE: May I leave a voice mail message for them?

IF NO LONGER WORKS THERE - CODE 2

1. Yes - able to speak to live person or leave message
2. No longer employed here

if (ans =1 ) skip to question remem

Q: newname

IF NO LONGER EMPLOYED THERE:

I need to speak to the person who took over their position, or  
the person responsible for overseeing rapid influenza diagnostic testing in your  
laboratory,

Can you tell me that persons name ?

RECORD FIRST AND LAST NAME OF KNOWLEDGEABLE PERSON

Q: newnum1

Can you transfer me or shall I call another number?

Respondent's Name:

1. Number dialed is correct or can transfer
  2. PWA has new number for respondent
- if (ans= 1) skip to question remem

Q: newnum2a use for entering new number

Respondent's Name:

Q: remem

Hello my name is

I am calling from Northern Illinois University. The Joint Commission asked us to call you.

You may recall that we recently sent you a survey regarding rapid influenza diagnostic testing in your laboratory.

We have not received the completed survey from you and I would like to encourage you to complete it and send it back to us.

IF LIVE PERSON:

Do you remember receiving an email from the Public Opinion Laboratory at Northern Illinois University? It contained a link to a questionnaire with a letter from The Joint Commission.

1. Yes - Remembers seeing it
2. No - Does not recall seeing it
3. LEFT MESSAGE ON VOICEMAIL/MACHINE
4. Left message in-person

7. DON'T KNOW/NOT SURE

9. REFUSED

if (ans = 3) skip to question message

Q: send

We would appreciate it if the survey was completed and mailed back to us.

Do you need us to send you another copy?

IF PERSON TAKING THE MESSAGE

WANTS TO GET OFF THE PHONE AND WON'T TAKE THE TIME TO LISTEN:

Please have them call 1-800-874-1990 and we will send them another survey.

1. Yes
2. No
3. Left 800 #

7. DON'T KNOW/NOT SURE

9. REFUSED

if (ans =1) skip to question quesmail

if (ans >1) skip to question need

Q: MESSAGE

If you need another copy of the survey sent to you please call 1-800-874-1990.

ENTER 1 TO CONTINUE

Skip to question need

Q: quesemail

What is your name, title, facility name, and your email address? We will send out the survey within the week.

FirstName

LastName

TITLE

Facility name

Email ADDRESS

Q: need

Thank you.

IF NOT STATED BEFORE READ:

We appreciate you completing the survey promptly and sending it back.

ENTER 1 TO CONTINUE

Q: addinfo

ENTER INFORMATION ABOUT CALL FOR STUDY DIRECTOR

SUCH AS: LEFT MESSAGE WITH RECEPTIONIST, LEFT MESSAGE ON AM  
ATTITUDE OF PEOPLE YOU SPOKE WITH

D. DON'T KNOW/NOT SURE

N. NONE

R. REFUSED