

Attachment H

General Population Survey: Telephone Interview Scripts

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Form Approved OMB No. 0990-0335
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GENERAL POPULATION SURVEY: TELEPHONE INTERVIEW SCRIPTS

According to the Paperwork Reduction Act of 1995, no persons are required to respond to a collection of information unless it displays a valid OMB control number. The valid OMB control number for this information collection is 0990-0335 . The time required to complete this information collection is estimated to average 15 minutes per response, including the time to review instructions, search existing data resources, gather the data needed, and complete and review the information collection. If you have comments concerning the accuracy of the time estimate(s) or suggestions for improving this form, please write to: U.S. Department of Health & Human Services, OS/OCIO/PRA, 200 Independence Ave., S.W., Suite 537-H, Washington D.C. 20201, Attention: PRA Reports Clearance Officer.

INTRODUCTION and CONSENT

INTRO_1 Hello, my name is (first and last name). I'm calling from NORC at the University of Chicago. We're conducting a nationwide study about some important health care issues. Your telephone number has been selected at random to be included in this study. There is no benefit to you, but the research will help the federal government's Office of Minority Health better understand peoples' opinions about the differences in minority health care.

S1 May I please speak with the *person in your household 18 or older who most recently had a birthday*?

- | | |
|--------------------------------------|------------------------|
| (1) I AM THAT PERSON | [SKIP TO S2] |
| (2) THIS IS NOT A HOUSEHOLD | [TERMINATE] |
| (3) NEW PERSON COMES TO PHONE | [GO TO INTRO_1 and S2] |
| (4) REQUESTED PERSON NOT AT HOME | [SCHEDULE APPT] |
| (9) NO PERSON AT HOME WHO IS OVER 17 | [SCHEDULE APPT] |
| (99) REFUSED | [TERMINATE] |

BUSINESSES OR GROUP QUARTERS SUCH AS BARRACKS, DORMITORIES, HOSPITALS, OR SCHOOLS SHOULD BE CODED AS "THIS IS NOT A HOUSEHOLD."

S2 Are you willing to participate in a brief interview about important health care issues, it will only take about 15 minutes, and all of your answers will be kept confidential. [IF YES, GO TO S2_TAPE]

FLUENT **INTERVIEWER LANGUAGE OBSERVATION: IS RESPONDENT A FLUENT ENGLISH SPEAKER?**

- | | |
|-------|--|
| 1 Yes | IF YES CONTINUE INTERVIEW IN ENGLISH, GO TO S2TAPE |
| 2 No | IF NO GO TO LANG2 |

LANG2 IS ANY OTHER LANGUAGE BESIDE ENGLISH SPOKEN IN YOUR HOME?

1 YES (OR DOES NOT UNDERSTAND THE QUESTION IN ENGLISH)

2 NO

LANG3 WOULD YOU LIKE TO CONTINUE THE INTERVIEW IN ENGLISH OR ANOTHER LANGUAGE SUCH AS SPANISH, CHINESE, VIETNAMESE, KOREAN?

- 1 CONTINUE THE INTERVIEW IN ENGLISH (GO TO S2TAPE)
- 2 SPANISH
- 3 CHINESE
- 4 VIETNAMESE
- 5 KOREAN
- 6 SOME OTHER LANGUAGE (NOTE LANGUAGE AND DISCONTINUE INTERVIEW)

S2_TAPE In order to review my work, my supervisor may record and listen as I ask the questions. I'd like to continue now unless you have any questions.

S2_MORE Thank you for agreeing to participate. Let me tell you a bit more about the interview. The Office of Minority Health has asked NORC at the University of Chicago, a non-profit organization that specializes in survey research, to interview select individuals about some important health care issues including your thoughts about health care services offered in our Country today. As I mentioned, the interview will only take about 15 minutes. Your participation is voluntary and all of the information you provide will be kept confidential. You don't have to answer any items that you do not want to answer and you can stop the interview or ask questions at any time. Do you have any questions before we begin?

TO SCHEDULE APPOINTMENTS:

APPT Can you give me some dates and times that are convenient for you? Thank you very much for scheduling the appointment. Can I confirm the phone number I should contact you at is _____. Thank you for your time and we look forward to speaking with you at (REPEAT TIME/DATE APPT).

FOR APPOINTMENT CALLBACKS:

INTRO_1A Hello, my name is (first and last name). I'm calling from NORC at the University of Chicago. Earlier, we contacted your household to participate in a survey about some important health care issues. I'm calling back to conduct the interview. (IF NAME WAS GIVEN FOR APPOINTMENT, ASK FOR THAT PERSON.)

FOR APPOINTMENT CALLBACKS LEAVE MESSAGE:

Hello, my name is (first and last name). I'm calling from NORC at the University of Chicago regarding a nationwide study on important health care issues. When we spoke previously about this important study, you requested that we call you back at

this time. I'm sorry that we've missed you. We'll try to contact you again soon but please feel free to return our call anytime at 1-877-236-8161. Also, if you have any questions, that number again is 1-877-236-8161. Thank You.

FOR BREAKOFFS:

INTRO_1B Hello, my name is (first and last name). I'm calling from NORC at the University of Chicago. Earlier, someone in your household started an interview about some important health care issues. I'm calling back now to continue the interview. We know your time is valuable, so in appreciation for your participation, we will send you a check for \$15. Are you willing to continue the interview?

BE SURE TO CONFIRM THAT YOU ARE SPEAKING WITH THE SAME PERSON WHO STARTED THE INTERVIEW. THE PERSON WHO STARTED THE INTERVIEW MUST COMPLETE THIS INTERVIEW.

FOR BREAKOFFS LEAVE MESSAGE:

Hello, my name is (first and last name). I'm calling from the NORC at the University of Chicago regarding a nationwide study on important health care issues. We recently spoke with someone in this household regarding this important study. Your participation is very important to us, we would like to finish the interview at your earliest convenience. In appreciation for your time, we will send you \$15 after we speak with you. Please call us toll-free at 1-877-236-8161 to either complete the interview or make an appointment to do so. The number again is 1-877-236-8161. Thank You.

FOR REFUSAL CONVERSIONS:

INTRO_1C Hello, my name is (first and last name). I'm calling from NORC at the University of Chicago. Earlier, we called your household to conduct an interview about some important health care issues. We are very eager to have your household participate. We have chosen our sample systematically and your responses will represent those of many other households. We know your time is valuable so in appreciation for your participation, we will send you a check for \$15. Are you willing to participate in this brief interview? [IF YES: GO TO S2_TAPE]

ANSWERING MACHINE SCRIPTS:

(TO BE LEFT FIRST TIME GET ANSWERING MACHINE AND NO MORE THAN 1 TIME A WEEK)

Hello, my name is (first name and last name). I am calling from NORC at the University of Chicago. We are conducting a study on some important health care issues. You have been selected at random to participate in this important study. Please call our toll free number 1-877-236-8161 and mention the study on health care. Again our toll free number is: 1-877-236-8161. Thank You!

DEBRIEFING

NO INCENTIVE: Thank you very much for participating in this interview. The information you have provided will be useful to the Office of Minority Health as they develop health policies and programs. Do you have anything else to add, or do you have any questions? Again, thank you for your participation.

INCENTIVE: Thank you very much for participating in this interview. The information you have provided will be useful to the Office of Minority Health as they develop health policies and programs. Please tell me your correct address and we will mail you a check for \$15 in appreciation of your participation. Do you have anything else to add, or do you have any questions? Again, thank you for your participation.