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**Sample screening script for respondent contact by QDRL Laboratory Recruiter/QDRL Staff  
for testing the NAMCS CLAS Supplement  
recruited through invitation letter for one-on-one cognitive interviews**

**Dial respondent's telephone number [hereafter referred to as R] as indicated on audio recording.**

**Note: Speak only to R. If the number is answered by an answering machine/voice mail, call back at another time.**

**QDRL Laboratory Recruiter/QDRL Staff:** Good morning/afternoon, may I speak to [fill name]?

**If R is not available say, “Thank you” and try again at another time.**

**If the person who answered the phone (NOT R) asks, “Who is calling?” or “What’s this about?” say, “I am following up on a letter I mailed them. I’ll try to reach them at another time.”**

**If R has been successfully contacted, continue...**

...Hello, my name is [QDRL Staff/QDRL Laboratory Recruiter's name]. I am calling from the National Center for Health Statistics. You might remember receiving an invitation letter from Charlie Rothwell stating that we were looking for paid volunteers to help us evaluate a questionnaire about topics related to physicians' training, awareness, and provision of culturally and linguistically appropriate services.

**If correct person has been contacted. Continue...**

...In order to determine if you are eligible for our study, I'll need a few minutes of your time to ask some background questions. Answering these questions is completely voluntary. We are required by law to use your information for statistical research only and to keep it confidential. The law prohibits us from giving anyone any information that may identify you without your consent. Is this a good time to ask the questions or should I call back later?

**If the potential respondent has not received the invitational letter...**

The Questionnaire Design Research Laboratory within the National Center for Health Statistics will be conducting a study to evaluate a questionnaire about topics related to physicians' training, awareness, and provision of culturally and linguistically appropriate services. To do so, we will be conducting one-on-one interviews to get information about your experience filling out the form, and your opinions of the survey questions and the form. The one-on-one interview will last approximately 60 minutes. Respondents will receive \$100.00.

...In order to determine if you are eligible for our study, I'll need a few minutes of your time to ask some background questions. Answering these questions is completely voluntary. We are required by law to use your information for statistical research only and to keep it confidential. The law prohibits us from giving anyone any information that may identify you without your consent. Is this a good time to ask the questions or should I call back later?

**If not a good time to talk, schedule a time to call back.**

**If good time to talk, continue...**

1. **What is your specialty?** \_\_\_\_\_

2. **What describes your primary practice location? Would you say it is...**

An office physically located within a larger medical facility

An office located in the community (not in a larger facility)

Another outpatient facility, like an ambulatory or surgical center

A hospital setting (such as inpatient ward, ER department, surgical suite, radiology facility)

Something else \_\_\_\_\_

3. **Is your office a solo practice, or are you associated with other physicians in a partnership, in a group practice or in some other way?**

1 Solo

2 Associated with others

**3.a. How many physicians are associated with you at your office?**

\_\_\_\_\_ physicians

4. **How familiar are you with the National Standards for Culturally and Linguistically Appropriate Services in Health and Health Care?**

Never heard of it

Heard of it, but do not know much about it

Know something about it

Very familiar with it

5. How old are you?

\_\_\_\_\_

6. Are you Spanish, Hispanic or Latino?

Yes

No

7. What race or races do you consider yourself to be? You may indicate more than one race.

White

Black or African American

Asian

American Indian or Alaska Native

Native Hawaiian or Other Pacific Islander

**[If individual has not met any of the eligibility requirements go to exit script 1].**

**[If the recruitment needs for certain groups have been achieved, go to exit script 2].**

**Entry Script:**

...Based on your answers to the questions, we would like you to take part in our study. An interviewer will ask you about topics related to physicians' training, awareness, and provision of culturally and linguistically appropriate services. The interviewer will also ask you about your opinions of the survey questions and the form. Everything you say will be kept private. Your individual responses will not be shared with anyone. Only summary reports will be available to those interested in the results of this study. With your permission, we would like to audio record your interview. The recording is a record of what we asked and what you said. Do you give permission to have your interview audio recorded? *Yes/No*. **[If no, go to exit script 3. Audio recording is essential for this project].**

Do you have any questions at this point? *Pause to answer questions.* If (not/you have no other questions), then let's get you on the schedule, ok? We will be interviewing in your area on (Day, Month/Date) through (Day, Month/Date) from 8 a.m. to 6 p.m. Looking at your schedule, when would you be available to participate? *Schedule.* **[If date/times not available go to exit script 4.]**

A reminder call will be made to you a few days in advance. Should you have any questions or need to change your appointment, please feel free to contact me [name] at [phone number]. Thank you for being willing to participate and we look forward to seeing you at (LOCATION) at (DATE/TIME) *Get respondent to cite date & time if possible.*

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**Exit script 1:** I'm sorry, you have not met one of the eligibility requirements for this particular study. However, I would like to put your name and the information you gave me into our database so that I can contact you about other studies coming up in the future. Is that ok? *If yes, record name & number. If no: OK, thank you for your time.*

**Exit script 2:** Based upon your answers, it seems that we may already have a number of volunteers with very similar answers to yours. At this point we need to talk with people with some different characteristics. However, if we have cancellations or other slots open up, I may wish to call you back. Would it be okay if I kept your name, telephone number, and the information you provided in response to the eligibility questions until the end of this study? *If yes, make notation. If no, Would it be okay if I added your name, telephone number, age, educational level, and race to our database so that I can contact you about other studies coming up in the future? If yes, add to database. If no: OK, thank you for your time. Your name and any information you gave me will not be added to our database.*

**Exit script 3:** I'm sorry, willingness to be audio recorded is required in order to take part in this study and therefore we won't be able to use you at this time.

**Exit script 4:** I see...ok, we were hoping to complete this particular study between (Month/Date) and (Month/Date), so it looks like we won't be able to schedule you at this time.