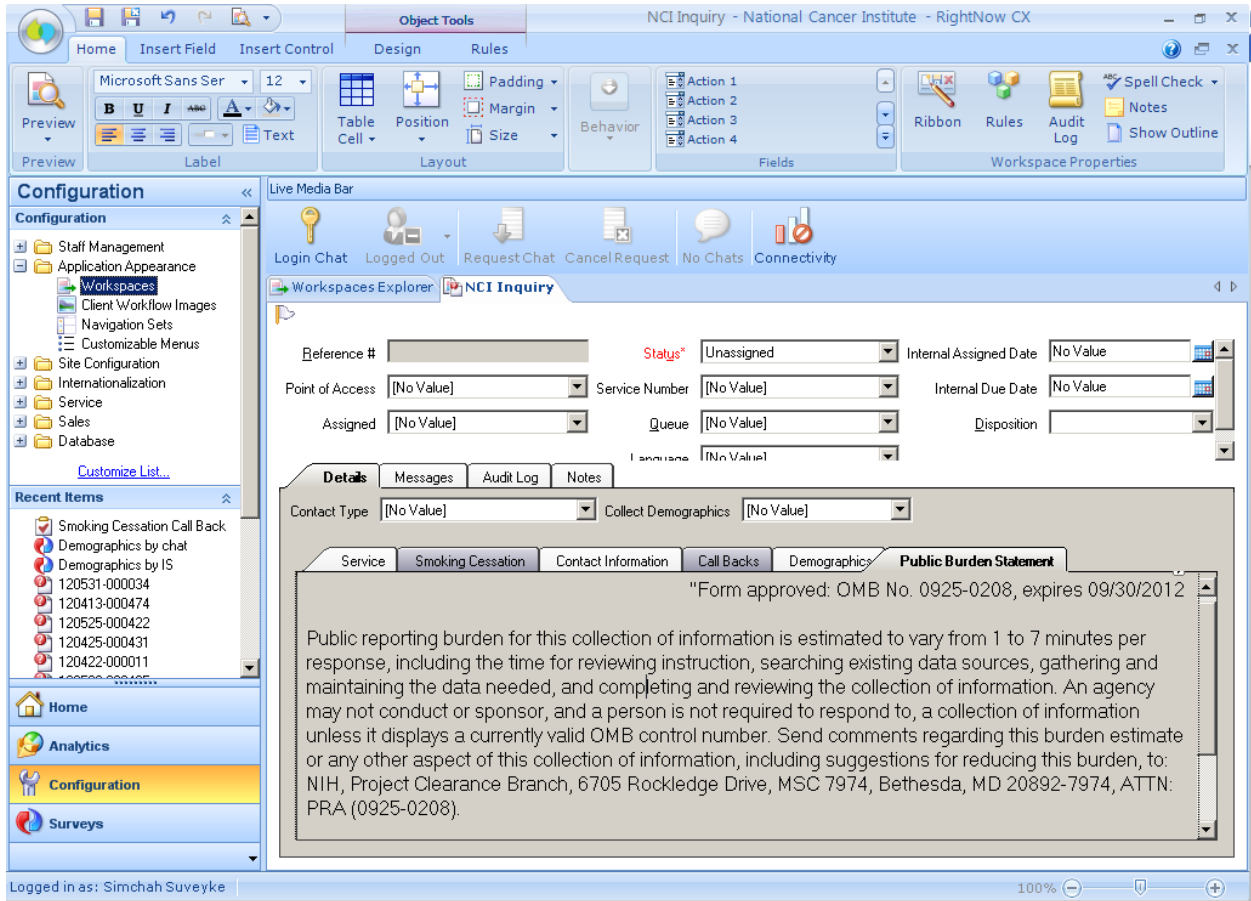


APPENDIX 1 C

**DATA COLLECTION INSTRUMENTS AND
ELECTRONIC CONTACT RECORD FORM (ECRF)**

**REACTIVE SMOKING CESSATION QUESTIONS
(CUSTOMER SERVICE AND DEMOGRAPHICS QUESTIONS)**

Public Burden Statement



Microsoft Sans Ser 12

Preview Label Text

Table Cell Position Layout

Padding Margin Size

Behavior

Action 1 Action 2 Action 3 Action 4

Ribbon Rules Audit Log Notes Show Outline

Spell Check

Workspace Properties

Configuration

Staff Management Application Appearance Workspaces Client Workflow Images Navigation Sets Customizable Menus Site Configuration Internationalization Service Sales Database

Customize List...

Recent Items

- Smoking Cessation Call Back
- Demographics by chat
- Demographics by IS
- 120531-000034
- 120413-000474
- 120525-000422
- 120425-000431
- 120422-000011
- 120525-000422

Home Analytics Configuration Surveys

Live Media Bar

Login Chat Logged Out Request Chat Cancel Request No Chats Connectivity

Workspaces Explorer NCI Inquiry

Reference # [No Value] Status* [Unassigned] Internal Assigned Date [No Value]

Point of Access [No Value] Service Number [No Value] Internal Due Date [No Value]

Assigned [No Value] Queue [No Value] Disposition [No Value]

Details Messages Audit Log Notes

Contact Type [No Value] Collect Demographics [No Value]

Service Smoking Cessation Contact Information Call Backs Demographics **Public Burden Statement**

"Form approved: OMB No. 0925-0208, expires 09/30/2012"

Public reporting burden for this collection of information is estimated to vary from 1 to 7 minutes per response, including the time for reviewing instruction, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. An agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a currently valid OMB control number. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to: NIH, Project Clearance Branch, 6705 Rockledge Drive, MSC 7974, Bethesda, MD 20892-7974, ATTN: PRA (0925-0208).

Logged in as: Simchah Suveyke 100%

Smoking Cessation Intake Form (SCIF): Dependency Tab > Summary

The screenshot shows a web application window titled "New SCIF - National Cancer Institute - RightNow CX". The interface includes a top navigation bar with "Home" and a toolbar with "OK", "Cancel", and "Spell Check" buttons. The main content area is divided into tabs: "Background", "Dependency", and "Motivation". The "Dependency" tab is active and contains sub-tabs for "Summary", "Symptoms", "Triggers", "Past Meds", and "Future Meds". The "Summary" sub-tab is selected, displaying a form with the following fields:

- Starting Age: [Dropdown]
- First Cigarette of Day: [Dropdown] Interval: [No Value]
- Life Attempts to Quit: [Dropdown]
- Successful Quitting Time: [Dropdown] Interval: [No Value]
- Past Year Quitting Attempts: [Dropdown]
- Longest Quit Time: [Dropdown] Interval: [No Value]

On the right side of the form, there is a "SCIF Notes" section with an "Add" button and a "Sort" dropdown menu set to "Date - Descending". The bottom status bar shows "Logged in as: Simchah Suveyke" and a zoom level of "100%".

Smoking Cessation Intake Form (SCIF): Dependency Tab Symptoms

The screenshot shows a web application window titled "New SCIF - National Cancer Institute - RightNow CX". The interface includes a top navigation bar with "Home" and a toolbar with "OK", "Cancel", "Spell Check", and "Proofing" buttons. The main content area is divided into tabs: "Background", "Dependency", and "Motivation". The "Dependency" tab is active and contains sub-tabs: "Summary", "Symptoms", "Triggers", "Past Meds", and "Future Meds". The "Symptoms" sub-tab is selected, displaying a list of symptoms, each with a dropdown menu currently set to "[No Value]". The symptoms listed are: Did Not Ask Symptoms, 1st Attempt to Quit, Chest Pain, Concentration, Feeling Ill or Sick, Irritable, Angry Agitated, Mood Swings or Depression, Nervous or Anxious, Shakes, Stress, Tired or Fatigued, Trouble Sleeping, Weight Gain, and Other Symptoms. To the right of the form is a "SCIF Notes" section with an "Add" button and a "Sort" dropdown set to "Date - Descending". The bottom status bar shows "Logged in as: Simchah Suvayke" and a zoom level of "100%".

Summary	Symptoms	Triggers	Past Meds	Future Meds
Did Not Ask Symptoms	[No Value]			
1st Attempt to Quit	[No Value]			
Chest Pain	[No Value]			
Concentration	[No Value]			
Feeling Ill or Sick	[No Value]			
Irritable, Angry Agitated	[No Value]			
Mood Swings or Depression	[No Value]			
Nervous or Anxious	[No Value]			
Shakes	[No Value]			
Stress	[No Value]			
Tired or Fatigued	[No Value]			
Trouble Sleeping	[No Value]			
Weight Gain	[No Value]			
Other Symptoms				

Smoking Cessation Intake Form (SCIF): Dependency Tab > Triggers

The screenshot shows a web application window titled "New SCIF - National Cancer Institute - RightNow CX". The interface includes a toolbar with "OK", "Cancel", "Spell Check", and "Editor" buttons. The main content area is divided into tabs: "Background", "Dependency", and "Motivation". The "Dependency" tab is active and contains sub-tabs: "Summary", "Symptoms", "Triggers", "Past Meds", and "Future Meds". The "Triggers" sub-tab is selected, displaying a list of trigger categories, each with a dropdown menu currently set to "[No Value]". The categories are: Did Not Ask Triggers, After Meals, Alcohol, Anxiety, Coffee, Driving, Fatigue, Phone Calls, Sadness, Stress, Watching TV, Work Breaks, and Other Triggers. To the right of the triggers is a "SCIF Notes" section with an "Add" button and a "Sort" dropdown set to "Date - Descending". The status bar at the bottom indicates "Logged in as: Simchah Suveyke" and a zoom level of "100%".

Trigger Category	Value
Did Not Ask Triggers	[No Value]
After Meals	[No Value]
Alcohol	[No Value]
Anxiety	[No Value]
Coffee	[No Value]
Driving	[No Value]
Fatigue	[No Value]
Phone Calls	[No Value]
Sadness	[No Value]
Stress	[No Value]
Watching TV	[No Value]
Work Breaks	[No Value]
Other Triggers	

Smoking Cessation Intake Form (SCIF): Dependency Tab > Past Meds

The screenshot shows a web application window titled "New SCIF - National Cancer Institute - RightNow CX". The interface includes a top navigation bar with "Home", "OK", "Cancel", "Spell Check", and "Proofing" buttons. Below this is a tabbed interface with "Background", "Dependency", and "Motivation" tabs. The "Dependency" tab is active, and within it, the "Past Meds" sub-tab is selected. The "Past Meds" section contains a list of medication categories, each with a dropdown menu currently set to "[No Value]":

- Did Not Ask
- Used in Past
- Bupropion Hydrochloride
- Chantix
- Herbal
- Inhalers
- Lozenges
- Nasal Sprays
- Patches
- Polacrilex Gums
- Other

To the right of the "Past Meds" section is a "SCIF Notes" panel with an "Add" button and a "Sort" dropdown menu set to "Date - Descending". At the bottom of the window, the status bar shows "Logged in as: Simchah Suvayke" and a zoom level of "100%".

Smoking Cessation Intake Form (SCIF): Dependency Tab > Future Meds

The screenshot shows a web application window titled "New SCIF - National Cancer Institute - RightNow CX". The interface includes a top navigation bar with "Home", "OK", "Cancel", and "Spell Check" buttons. Below this is a tabbed interface with "Background", "Dependency", and "Motivation" tabs. The "Dependency" tab is active, and within it, the "Future Meds" sub-tab is selected. The "Future Meds" section contains a list of medication categories, each with a dropdown menu currently set to "[No Value]":

- Did Not Ask
- Not Interested
- Bupropion Hydrochlorid
- Chantix
- Herbal
- Inhalers
- Lozenges
- Nasal Sprays
- Patches
- Polacrilex Gums
- Other

To the right of the main form is a "SCIF Notes" section with an "Add" button and a "Sort" dropdown menu set to "Date - Descending". At the bottom of the window, the status bar shows "Logged in as: Simchah Suveyke" and a zoom level of "100%".

Smoking Cessation Intake Form (SCIF): Motivation Tab

New SCIF - National Cancer Institute - RightNow CX

Home

OK Cancel ABC Spell Check

Editor Proofing

Background Dependency **Motivation**

Most Important Reason to Quit [No Value]

Secondary Reason to Quit [No Value]

Other Household Users		Houldhold Tobacco Products Used	
Other Users	[No Value]	Chewing	[No Value]
Child	[No Value]	Cigarettes	[No Value]
Friend	[No Value]	Cigars	[No Value]
Parent	[No Value]	Pipes	[No Value]
Partner	[No Value]	Snuff	[No Value]

Quitting

Quitting Next 30 Days? [No Value] Quit Date [No Value]

Confidence in Quitting [No Value]

Call Backs?

Interested In Call Back? [No Value] Agree to Terms of Service [No Value]

SCIF Notes

Add Sort Date - Descending

Logged in as: Simchah Suveyke 100%

Electronic Coding Records Form (ECRF): seen within the Service Tab

120426-000329 - National Cancer Institute - RightNow CX

Home

Save Save & Close New Copy Refresh Forward Print Propose ABC Spell Check Links Info Proofing Links and Info

Home << 120426-000256 New Answer 120426-000329 >>

Reference # 120426-000329 Status* Unassigned Internal Assigned Date No Value

Point of Access [No Value] Service Number [No Value] Internal Due Date No Value

Assigned Simchah Suveyke Queue [No Value] Disposition [No Value]

Details Messages Audit Log Notes

Contact Type [No Value] Collect Demographics [No Value]

Service Contact Information Demographics Public Burden Statement

Subject of Interaction	Special Codes	Referrals Given
Subject 1 [No Value]	Special Code [No Value]	Referral 1 [No Value]
Subject 2 [No Value]	Follow-up Actions	Referral 2 [No Value]
Subject 3 [No Value]	Action 1 [No Value]	Referral 3 [No Value]
Subject 4 [No Value]	Action 2 [No Value]	Referral 4 [No Value]
Subject 5 [No Value]	Action 3 [No Value]	Referral 5 [No Value]
	Action 4 [No Value]	Referral 6 [No Value]
	Action 5 [No Value]	Clinical Trials
Cancer Site		Clinical Trials [No Value]
Cancer Site 1 [No Value]		
Cancer Site 2 [No Value]		
Cancer Site 3 [No Value]		

Logged in as: Simchah Suveyke 100%

Spanish Version

Electronic Coding Records Form (ECRF): seen within the Service Tab

120426-000414 - Instituto Nacional del Cáncer - RightNow CX

Página de inicio

Guardar Save & Close | Nuevo Copiar Actualizar Reenviar Imprimir Sugerir | Spell Check | Links Información

Guardar Acciones | Revisión Enlaces e información

Nº de referencia: 120426-000414 | Estado: No solucionado | Internal Assigned Date: [Sin valor]

Modo de Comunicarse: [Sin valor] | Numeros de Servicio: [Sin valor] | Internal Due Date: [Sin valor]

Asignado: Adrianna Gutierrez | Cola: [Sin valor] | Motivo: [Sin valor]

Detalles | Mensajes | Registro de auditoría | Notas

Contact Type: [Sin valor] | Collect Demographics: [Sin valor]

Service | Información de Contacto | Demográficos | Public Burden Statement

Tema de Interacción		Códigos Especiales		Referidos Proporcionados	
Tema 1	[Sin valor]	Special Code	[Sin valor]	Referido 1	[Sin valor]
Tema 2	[Sin valor]	Acción de Seguimiento		Referido 2	[Sin valor]
Tema 3	[Sin valor]	Acción 1	[Sin valor]	Referido 3	[Sin valor]
Tema 4	[Sin valor]	Acción 2	[Sin valor]	Referido 4	[Sin valor]
Tema 5	[Sin valor]	Acción 3	[Sin valor]	Referido 5	[Sin valor]
Sitio/Tipo de Cáncer		Acción 4	[Sin valor]	Referido 6	[Sin valor]
Sitio/Tipo de Cáncer 1	[Sin valor]	Acción 5	[Sin valor]	Estudios Clínicos	
Sitio/Tipo de Cáncer 2	[Sin valor]			Estudios Clínicos	[Sin valor]
Sitio/Tipo de Cáncer 3	[Sin valor]				

Registrado como: Adrianna Gubierrez | 100%

Customer Service Questions

The screenshot displays the RightNow CX interface for an NCI Inquiry. The top navigation bar includes 'Home', 'Insert Field', 'Insert Control', 'Design', and 'Rules'. The main workspace is titled 'NCI Inquiry' and contains a form with the following fields:

- Reference #: [Empty]
- Status*: [Unassigned]
- Internal Assigned Date: [No Value]
- Point of Access: [No Value]
- Service Number: [No Value]
- Internal Due Date: [No Value]
- Assigned: [No Value]
- Queue: [No Value]
- Disposition: [Empty]
- Language: [No Value]

The 'Details' tab is active, showing a 'Demographics' section with the following fields:

- Contact Type: [No Value]
- Collect Demographics: [No Value]
- Exempt: [No Value]

The 'Demographics' section contains a text area with the following message:

During our conversation, I already asked you some background information about yourself. I'd like to ask you just a few more questions that will help us to understand who we are serving. We appreciate your taking the time to answer these questions. Please know that all of your answers will be kept private to the extent provided by law. Is this OK?

Below the text area are the following fields:

- Used Service Before?: [No Value]
- How did you locate NCI?: [No Value]
- Zip Code: [Empty] International

The bottom status bar shows 'Logged in as: Simchah Suvayke' and a zoom level of '100%'.