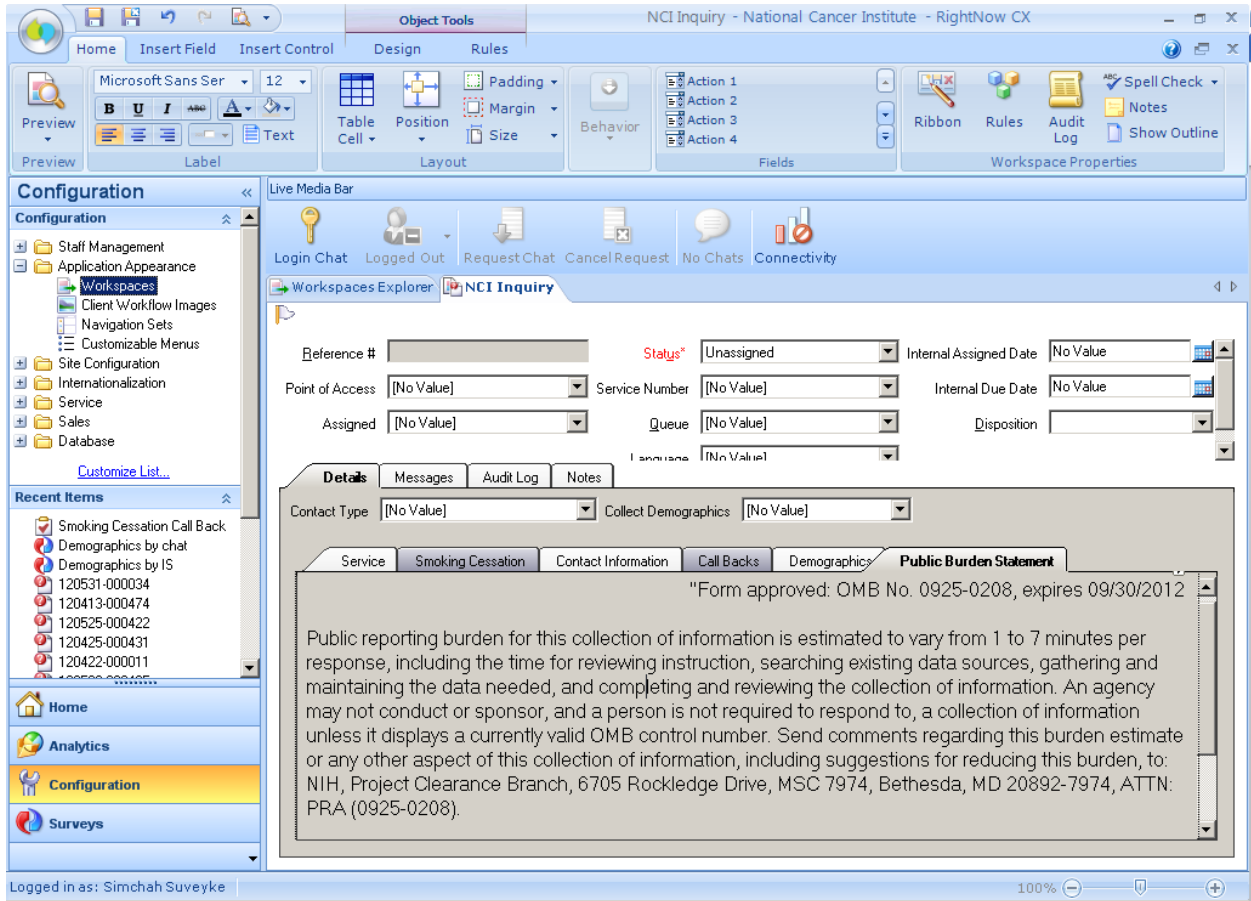


**APPENDIX 1 C**

**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
- 120525-000034

Home Analytics Configuration Surveys

Logged in as: Simchah Suveyke

100%

Object Tools NCI Inquiry - National Cancer Institute - RightNow CX

Home Insert Field Insert Control Design Rules

Preview

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

Live Media Bar

Login Chat Logged Out Request Chat Cancel Request No Chats Connectivity

Workspaces Explorer NCI Inquiry

Reference # [No Value] Status\* [No Value] 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).

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

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 for "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]":

- Did Not Ask Triggers
- After Meals
- Alcohol
- Anxiety
- Coffee
- Driving
- Fatigue
- Phone Calls
- Sadness
- Stress
- Watching TV
- Work Breaks
- Other Triggers

To the right of the triggers list is a "SCIF Notes" section with an "Add" button and a "Sort" dropdown menu set to "Date - Descending". The status bar at the bottom indicates the user is logged in as "Simchah Suveyke" and the page is zoomed to 100%.

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

The screenshot displays the 'New SCIF - National Cancer Institute - RightNow CX' application window. 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 '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 the 'SCIF Notes' area, which includes an 'Add' button and a 'Sort' dropdown menu set to 'Date - Descending'. The bottom 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". The bottom 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]	<b>Follow-up Actions</b>	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]
<b>Cancer Site</b>	Action 4 [No Value]	Referral 6 [No Value]
Cancer Site 1 [No Value]	Action 5 [No Value]	<b>Clinical Trials</b>
Cancer Site 2 [No Value]		Clinical Trials [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**

The screenshot shows a web browser window titled "120426-000414 - Instituto Nacional del Cáncer - RightNow CX". The browser's address bar shows "Página de inicio". The browser's toolbar includes "Guardar", "Save & Close", "Nuevo", "Copiar", "Actualizar", "Reenviar", "Imprimir", "Sugerir", "Spell Check", "Links", and "Información".

The form itself is titled "120426-000414" and includes the following fields:

- 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]

The form has several tabs: "Detalles", "Mensajes", "Registro de auditoría", and "Notas". The "Detalles" tab is active, showing "Contact Type" as "[Sin valor]" and "Collect Demographics" as "[Sin valor]".

The "Service" section is expanded, showing the following sub-sections:

- Tema de Interacción**: Includes "Tema 1" through "Tema 5", each with a "[Sin valor]" dropdown.
- Códigos Especiales**: Includes "Special Code" with a "[Sin valor]" dropdown.
- Acción de Seguimiento**: Includes "Acción 1" through "Acción 5", each with a "[Sin valor]" dropdown.
- Referidos Proporcionados**: Includes "Referido 1" through "Referido 6", each with a "[Sin valor]" dropdown.
- Sitio/Tipo de Cáncer**: Includes "Sitio/Tipo de Cáncer 1", "Sitio/Tipo de Cáncer 2", and "Sitio/Tipo de Cáncer 3", each with a "[Sin valor]" dropdown.
- Estudios Clínicos**: Includes "Estudios Clínicos" with a "[Sin valor]" dropdown.

The bottom of the browser window shows "Registrado como: Adrianna Gutierrez" and a zoom level of "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 #
- 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
- Language (No Value)

The 'Details' tab is active, showing a 'Contact Type' dropdown (No Value) and a 'Collect Demographics' dropdown (No Value). Below this, there are tabs for 'Service', 'Smoking Cessation', 'Contact Information', 'Call Backs', 'Demographics', and 'Public Burden Statement'. The 'Demographics' tab is selected, displaying 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:

- Exempt (No Value)
- Used Service Before? (No Value)
- How did you locate NCI? (No Value)
- Zip Code (with an 'International' button)

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