

**APPENDIX 1A REVISED**

**(OCTOBER, 2012)**

**TELEPHONE QUESTIONS**

**CUSTOMER SERVICE AND DEMOGRAPHICS QUESTIONS –**

**TEXT AND SCREENSHOTS**

**DATA COLLECTION INSTRUMENTS AND**

**ELECTRONIC CONTACT RECORD FORM (ECRF)**

## 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]
	Action 4 [No Value]	Referral 6 [No Value]
	Action 5 [No Value]	<b>Clinical Trials</b>
		Clinical Trials [No Value]

Cancer Site

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**

The screenshot displays a web-based form titled "Página de inicio" with a browser address bar showing "120426-000414 - Instituto Nacional del Cáncer - RightNow CX". The interface includes a standard toolbar with options like "Guardar", "Nuevo", "Copiar", "Actualizar", "Reenviar", "Imprimir", "Sugerir", "Spell Check", "Links", and "Información".

The main form area contains several input fields and dropdown menus:

- NP de referencia:** 120426-000414
- Estado:** No solucionado
- Internal Assigned Date:** [Sin valor]
- Modo de Comunicarse:** [Sin valor]
- Numero de Servicio:** [Sin valor]
- Internal Due Date:** [Sin valor]
- Asignado:** Adrianna Gutierrez
- Cola:** [Sin valor]
- Motivo:** [Sin valor]

Below these fields are tabs for "Detalles", "Mensajes", "Registro de auditoría", and "Notas". The "Detalles" tab is active, showing sub-sections for "Contact Type", "Collect Demographics", and "Service".

The "Service" section is divided into three columns:

- Tema de Interacción:** Five dropdown menus labeled Tema 1 through Tema 5, each with "[Sin valor]" as the selected option.
- Códigos Especiales:** A dropdown menu for "Special Code" with "[Sin valor]" selected.
- Acción de Seguimiento:** Five dropdown menus labeled Acción 1 through Acción 5, each with "[Sin valor]" selected.
- Referidos Proporcionalizados:** Six dropdown menus labeled Referido 1 through Referido 6, each with "[Sin valor]" selected.
- Sitio/Tipo de Cáncer:** Three dropdown menus labeled Sitio/Tipo de Cáncer 1, 2, and 3, each with "[Sin valor]" selected.
- Estudios Clínicos:** A dropdown menu for "Estudios Clínicos" with "[Sin valor]" selected.

At the bottom of the window, a status bar indicates "Registrado como: Adrianna Gutierrez" and a zoom level of "100%".

## Customer Service Questions

### Customer Service Questions Asked of CIS Client:

1. Have you used our service before?
2. How did you find our number to call?
3. What is your zip code?

The screenshot displays the Oracle RightNow CX Cloud Service configuration interface for NCI Inquiry. The interface is divided into several sections:

- Configuration Panel (Left):** A tree view showing various configuration categories such as Staff Management, Application Appearance, Workspaces, Site Configuration, Internationalization, Service, Sales, and Database.
- Object Tools (Top):** A ribbon with tabs for Home, Insert Field, Insert Control, Design, and Rules. It includes various tool icons for layout, behavior, and fields.
- Main Configuration Area (Center):** A form with several fields and dropdown menus. The 'Status' field is set to 'Unassigned'. Other fields include 'Reference #', 'Point of Access', 'Assigned', 'Service Number', 'Queue', 'Internal Assigned Date', 'Internal Due Date', and 'Disposition'. Below these are tabs for 'Details', 'Messages', 'Audit Log', and 'Notes'. The 'Details' tab is active, showing a 'Contact Type' dropdown and a 'Collect Demographics' dropdown.
- Survey Content (Bottom):** A large text area containing the following text: "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 this text are three input fields: 'Used Service Before?' (dropdown), 'How did you locate NCI?' (dropdown), and 'Zip Code' (text input with a dropdown menu showing 'International').

At the bottom of the interface, it shows 'Survey By Proxy' and a status bar indicating 'Logged in as: Ilene Burstyn' and '100%' zoom.

## Demographic Survey Text Questions

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What is your age?

- Age
- Don't know

What is your Sex?

- Male
- Female

Which of These Ethnicities Best Describes You?

- Hispanic or Latino
- Not Hispanic or Latino

Which of These Races Best Describes You? You can select more than one:

- American Indian or Alaska Native
- Asian
- Black or African American
- Native Hawaiian or Other Pacific Islander
- White

What Is the Highest Level of Education You Have Completed?

- Grade school
- Some high school
- High school graduate
- Some college
- College graduate
- Post-graduate
- Not sampled
- Refusal
- Did not ask
- Don't know
- Did not complete

Is There a Place You Usually Go to When You are Sick or Need Advice About Your Health?

- Yes
- No
- Don't Know
- Did not complete
- Not sampled
- Refused
- Did not ask

What Kind of Place Do You Go Most Often?

- A doctor's office
- A clinic, health center, or hospital clinic
- The emergency room, or
- Some other place
- No one place
- Valid skip

- Don't know
- Did not complete
- Not sampled
- Refused
- Did not ask

In the Last 12 Months, Did You Have Any Kind of Healthcare Coverage, Including Health Insurance, Prepaid Plans Such As HMOs or Government Plans Such as Medicare?

- Yes
- No
- Don't know
- Did not complete
- Not sampled
- Refused
- Did not ask

Would You Say You Had This Coverage During All 12 Months or Less Than 12 Months?

- All 12 months
- Less than 12 months
- Valid skip
- Don't know
- Did not complete
- Not sampled
- Refused
- Did not ask

Which Type of Coverage Did You Have?

- Was it public, such as Medicare, Medicaid, or other government plans?
- Was it private, such as an HMO, Blue Cross, Kaiser, Aetna?
- Or, was it both public and private?
- Valid skip
- Don't know
- Did not complete
- Not sampled
- Refused
- Did not ask

The final questions are about your family income. I understand that this is sensitive information and I would like to stress again that all of the information you provide is confidential. What Was Your Total Household Income from All Sources Before Taxes Last Year? Just Stop Me When I Get to the Right Category



- Less than \$10,000
- \$10,000 to \$19,000
- \$20,000 to \$29,000
- \$30,000 to \$39,000
- \$40,000 to \$59,000
- \$60,000 to \$79,000
- \$80,000 or more
- Don't know
- Did not complete
- Not sampled
- Refused

Including Yourself, How Many People Living in Your Household are Supported by This Total Household Income?

- Total People
- Valid skip
- Don't know
- Did not complete
- Not sampled
- Refused
- Did not ask

# Demographic Survey Screen Shots

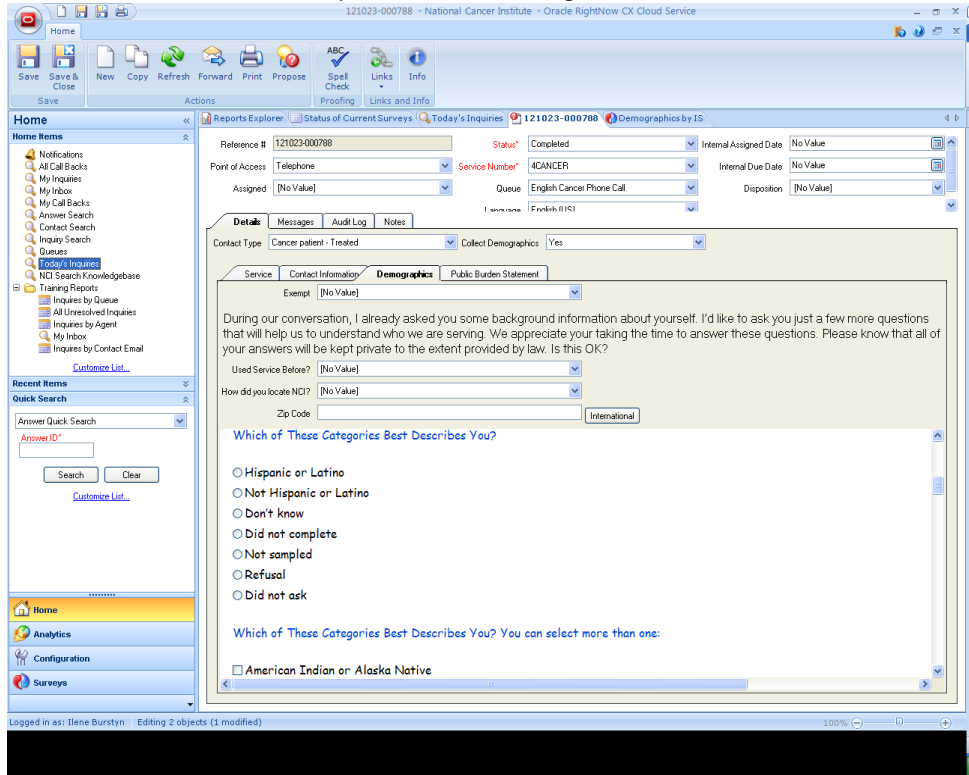
**Note:** The Information Specialist only asks callers their age. The other radio buttons are only for internal coding.

This screenshot shows a web-based survey interface. The top navigation bar includes 'Home', 'Save', 'New', 'Copy', 'Refresh', 'Forward', 'Print', 'Propose', 'Spell Check', 'Links', and 'Info'. The main content area is titled 'Demographics by IS' and contains several dropdown menus for 'Reference #', 'Point of Access', 'Assigned', 'Queue', 'Status', 'Internal Assigned Date', 'Internal Due Date', and 'Disposition'. Below these are tabs for 'Details', 'Messages', 'Audit Log', and 'Notes'. The 'Details' tab is active, showing a 'Contact Type' of 'Cancer patient - Treated' and a 'Collect Demographics' checkbox checked. The survey text reads: '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 this are fields for 'Used Service Before?', 'How did you locate NCI?', and 'Zip Code'. The question 'What is your age?' is displayed with a list of radio button options: 'Age', 'Don't know', 'Break off', 'Did not complete', 'Callers age 96 or older', 'Not sampled', 'Refusal', and 'Did not ask'. The status bar at the bottom indicates the user is logged in as 'Irene Burstin' and is editing 2 objects.

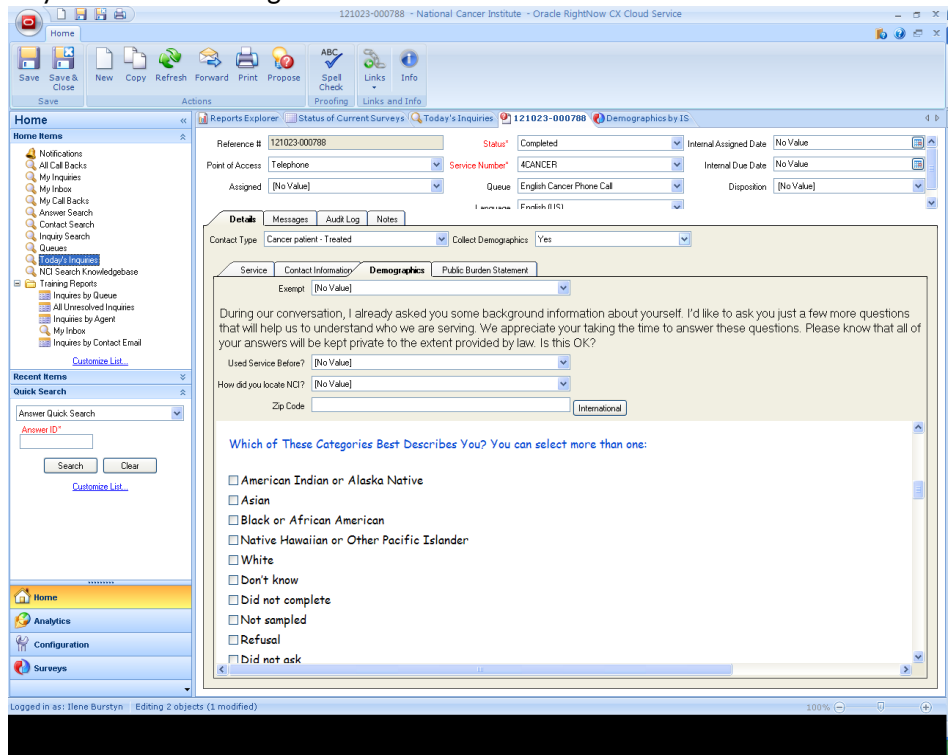
**Note:** The Information Specialist only asks callers their gender. The other radio buttons are only for internal coding.

This screenshot shows the same web-based survey interface as the previous one, but with the question 'What is your Gender?' displayed. The radio button options are: 'Male', 'Female', 'Don't know', 'Did Not Complete', 'Not sampled', 'Refusal', and 'Did not ask'. Below the gender question is the question 'Which of These Categories Best Describes You?'. The rest of the interface, including the navigation bar, dropdown menus, and tabs, remains the same as in the previous screenshot. The status bar at the bottom indicates the user is logged in as 'Irene Burstin' and is editing 2 objects.

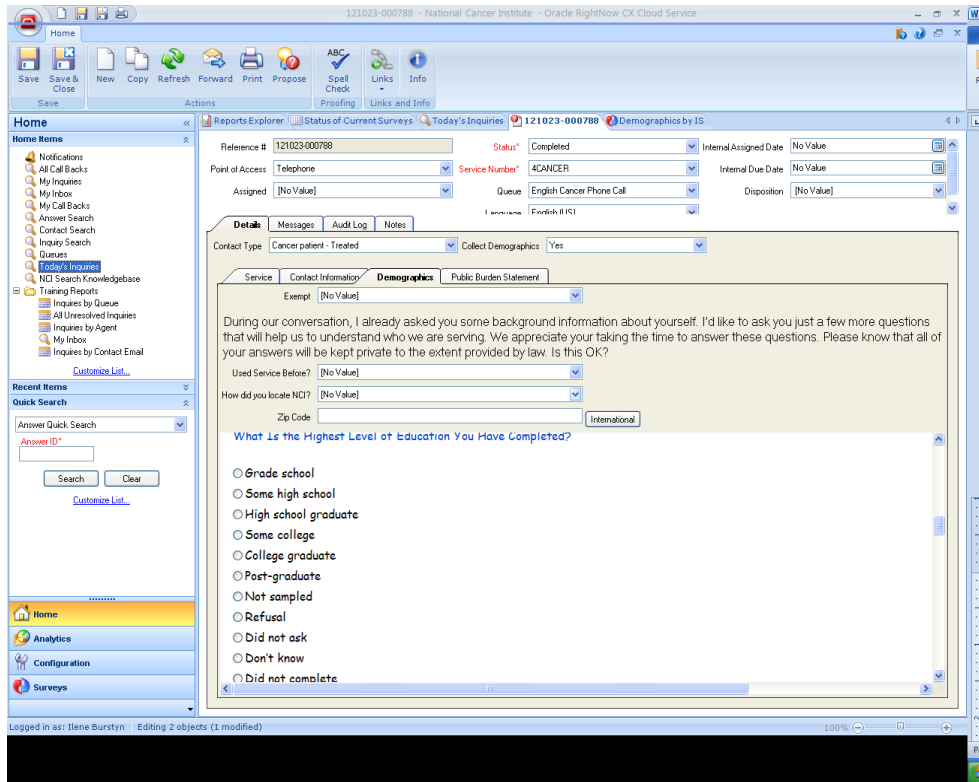
**Note:** The Information Specialist only asks callers whether they are Hispanic or Latino or Not Hispanic or Latino. The other radio buttons are only for internal coding.



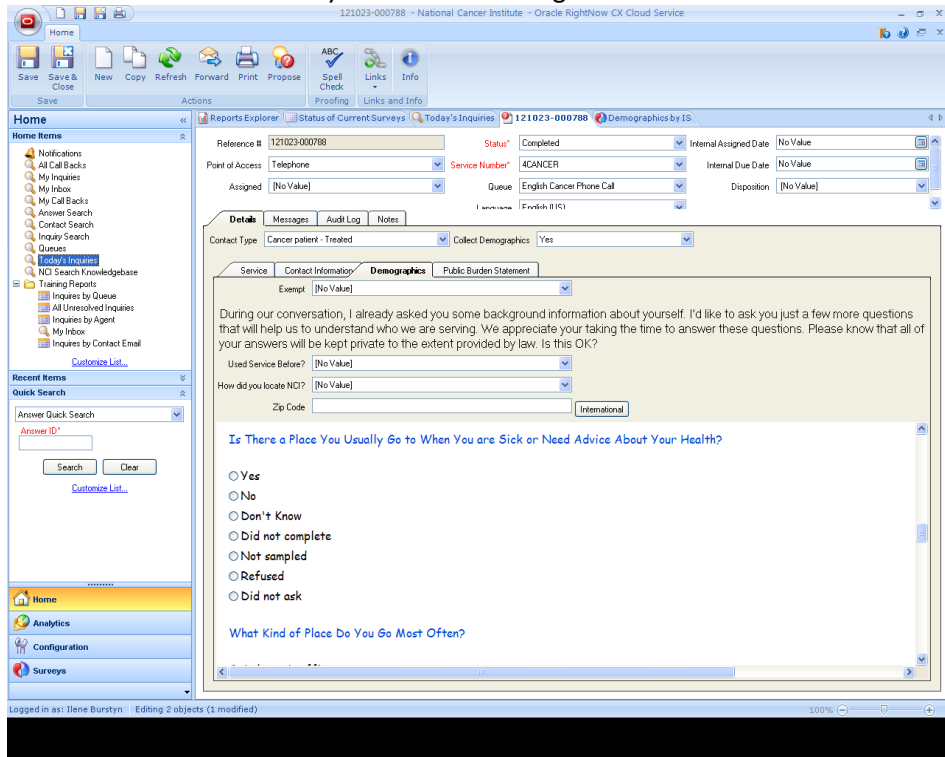
**Note:** The Information Specialist only asks callers their heritage (first 5 options). The other radio buttons are only for internal coding.



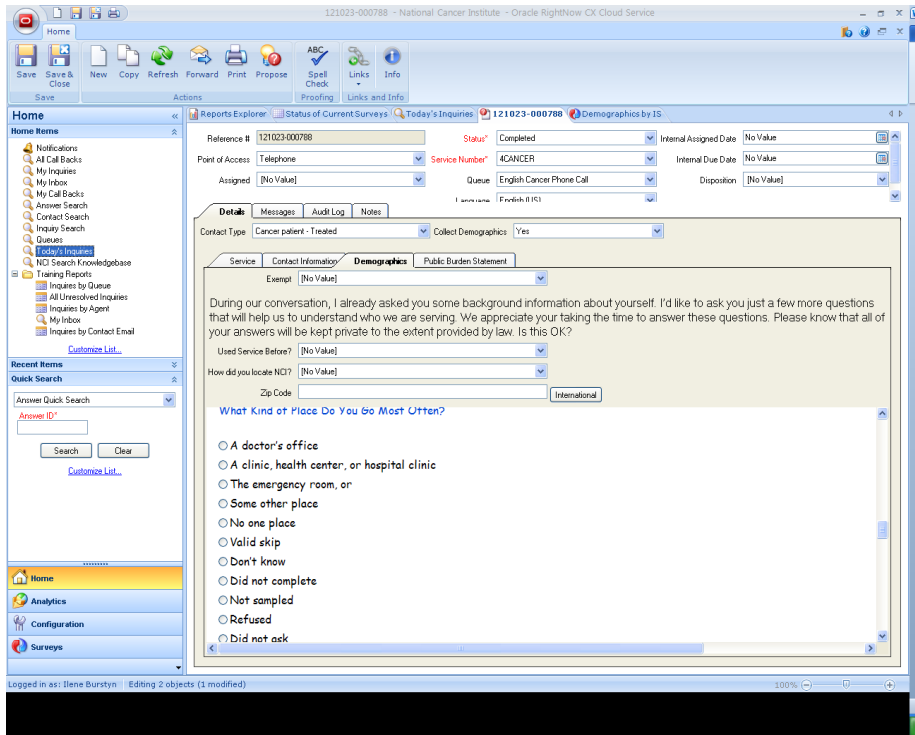
**Note:** The Information Specialist only asks callers their level of education. The other radio buttons are only for internal coding.



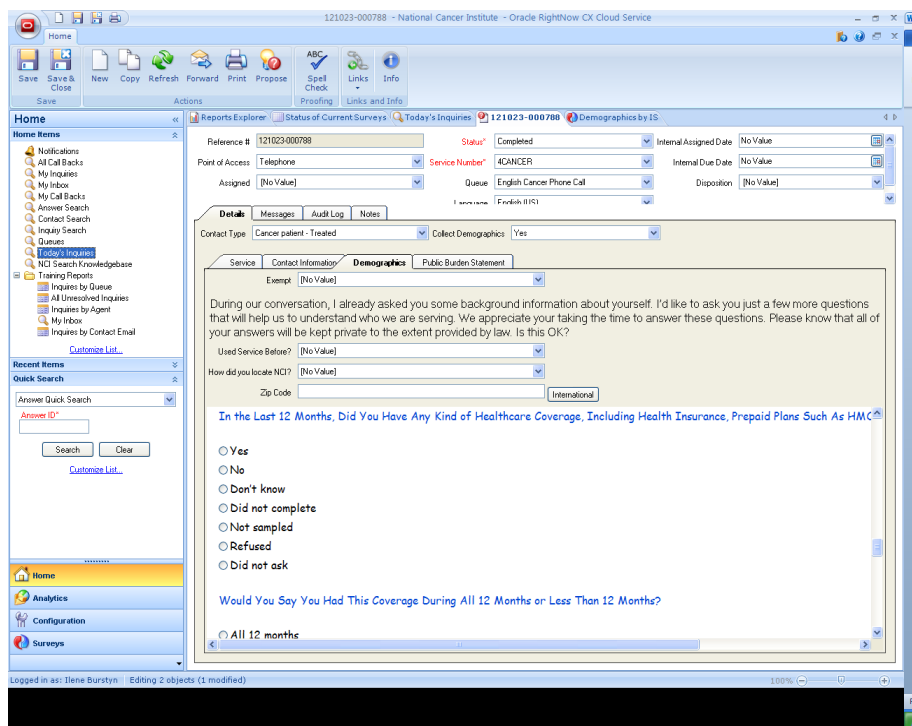
**Note:** The Information Specialist only asks callers if there is a specific place they go to for medical advice. The other radio buttons are only for internal coding.



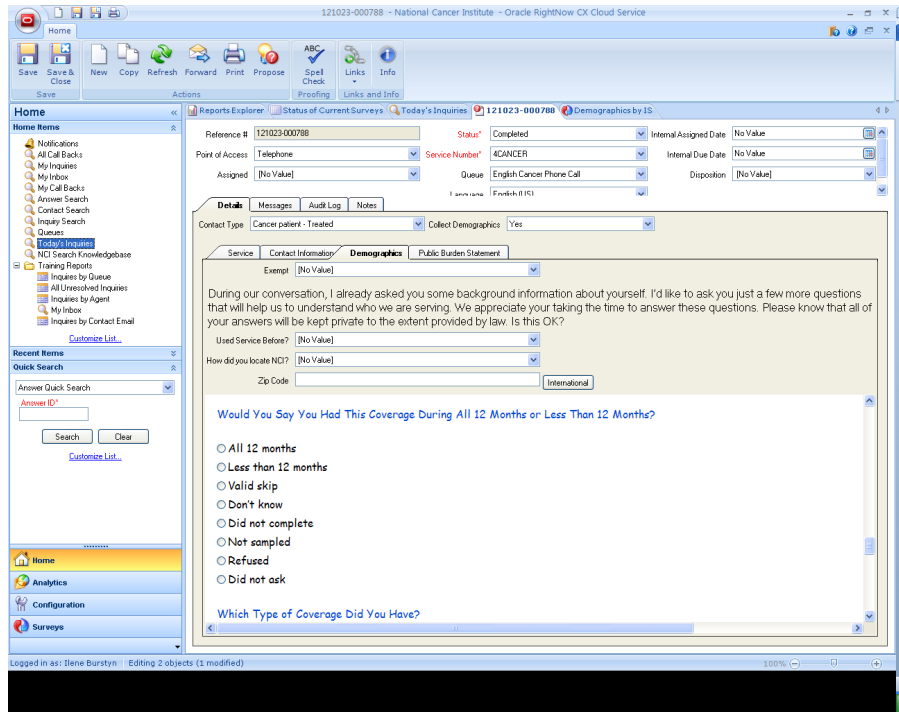
**Note:** The Information Specialist only asks callers where they go for medical advice. The other radio buttons are only for internal coding.



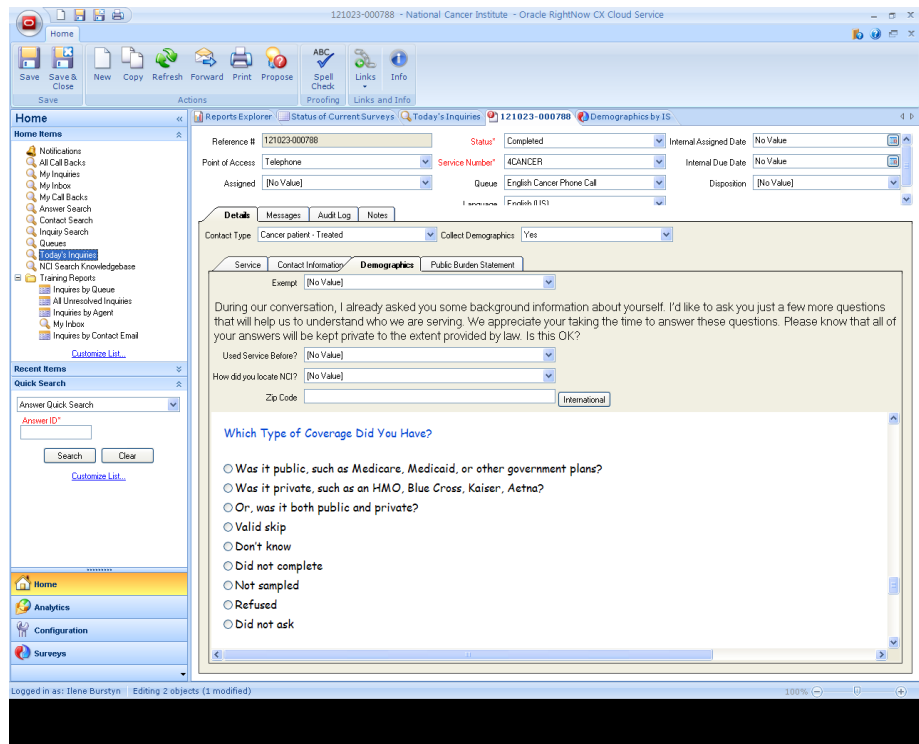
**Note:** The Information Specialist only asks callers if they have healthcare coverage including health insurance, prepaid plans such as HMOs, or government plans such as Medicare. The other radio buttons are only for internal coding.



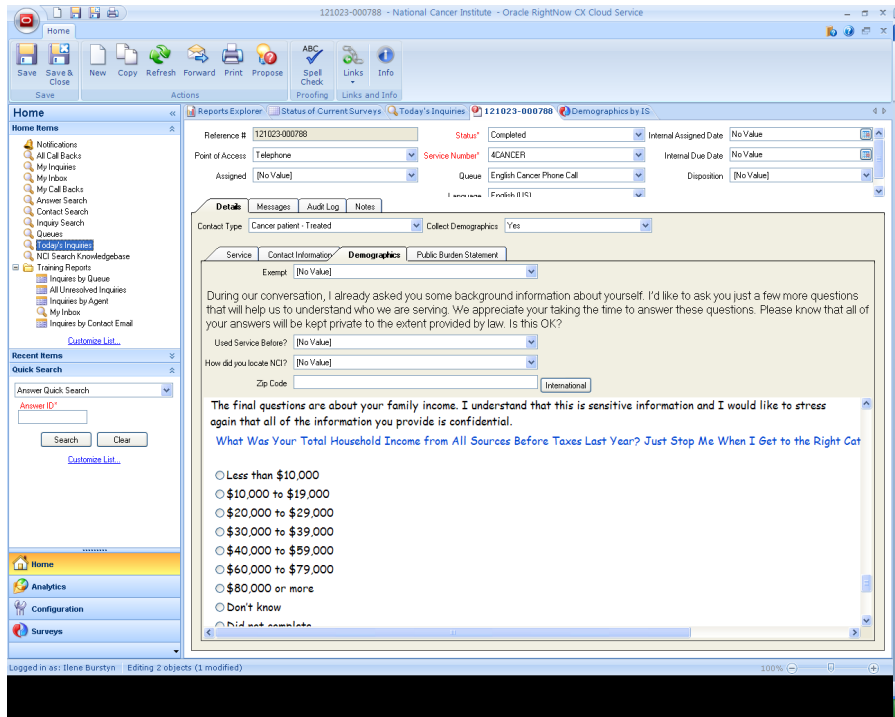
**Note:** The Information Specialist only asks callers whether or not they have had coverage for 12 months or less than 12 months. The other radio buttons are only for internal coding.



**Note:** The Information Specialist only asks callers what type of coverage they have/had. The other radio buttons are only for internal coding.



**Note:** The Information Specialist only asks callers their income range. The other radio buttons are only for internal coding.



**Note:** The Information Specialist only asks callers how many people live in their household that are supported by their total household income. The other radio buttons are only for internal coding.

