

Bi/Triennial Follow-Up Telephone Prompting Script

Call placed to non-responders eight weeks after mailing of paper questionnaires.

1. Hello, my name is... and I am calling about the Sister Study. May I please speak with [PARTICIPANT NAME]?

[IF ASKED PURPOSE OF CALL, THEN SAY: "We're calling about a health study being conducted for the National Institute of Environmental Health Sciences. Is she available?"]

- | | | |
|---|---|--------------------------|
| <input type="checkbox"/> ₁ YES | → | GO TO 3 |
| <input type="checkbox"/> ₂ NOT AVAILABLE | → | CLICK ON APPOINTMENT TAB |
| <input type="checkbox"/> ₃ WRONG NUMBER | → | GO TO 2 |
| <input type="checkbox"/> ₄ REFUSAL | → | CLICK ON REFUSALS TAB |

2. Is this [PHONE NUMBER]?

- | | | |
|---|---|----------|
| <input type="checkbox"/> ₁ YES | → | GO TO 2c |
| <input type="checkbox"/> ₂ NO | → | GO TO 2a |

- 2a Phone number: [PHONE NUMBER]

I apologize for the inconvenience. I do need to redial this number in order to determine the source of the problem. If your phone should ring, please answer it. Thank you.

[HANG UP AND REDIAL NUMBER.]

- | | | |
|--|---|----------|
| <input type="checkbox"/> ₁ SAME PERSON | → | GO TO 2b |
| <input type="checkbox"/> ₂ DIFFERENT PERSON | → | GO TO 2 |

- 2b. I'm sorry to have disturbed you. Thanks (again) for your help. Goodbye.

[WHAT IS WRONG WITH THIS NUMBER?]

- | |
|---|
| <input type="checkbox"/> ₁ DOUBLE WRONG NUMBER |
| <input type="checkbox"/> ₂ R NOT KNOWN AT THIS NUMBER |
| <input type="checkbox"/> ₃ NEW CONTACT INFO FOR R OBTAINED |

2c. Our records show that [PARTICIPANT NAME] lives at this number. Is this correct?

- ₁ YES → GO TO 1
- ₂ NO, BUT KNOWS HOW TO CONTACT R → GO TO 2b - UPDATE NUMBER AND ATTEMPT CONTACT AT NEW NUMBER
- ₃ NO, DON'T KNOW R → GO TO 2b

3. I am calling on behalf of the Sister Study. We recently sent you a package containing questionnaires about your Health and Medical History, Lifestyle, and Quality of Life and Special Topics. Do you remember receiving this?

- YES → GO TO 4
- NO → GO TO 6

4. We are calling because we have not yet received your completed 2012 Triennial questionnaires. While your participation is voluntary, it is important that women in the Sister Study complete these forms so we can learn how the environmental and lifestyle factors you already told us about affect changes in health, including why some women develop breast cancer. We hope you will complete these forms soon. You can complete them over the phone now or at a more convenient time or you can complete them yourselves and return them by mail. Will you be able to complete the questionnaires now or some time soon?

- NEEDS A REMAIL → GO TO 7
- ALREADY RETURNED → GO TO 8
- WILL DO OR NOT SURE → GO TO 5
- WILL DO INTERVIEW NOW → GO TO INVITATION FOR TELEPHONE INTERVIEW, #4

5. Do you still have the questionnaires we sent?

- YES → GO TO 6
- NO → GO TO 7

6. We would appreciate if you could complete the questionnaires and return them as soon as possible in the postage-paid envelope that was provided. We'll hope to receive your questionnaires in the next few weeks. We may call you in a few weeks if they haven't arrived. ANSWER QUESTIONS AS NEEDED. GO TO 8

[IF FORMS ARE NOT RECEIVED, CALLBACK WILL BE MADE 14 DAYS LATER]

7. We can send you a new package.

CONFIRM OR CORRECT MAILING ADDRESS

We will send a new package to you in the next few days. We would appreciate if you could take some time to complete the questionnaires and return them in the postage-paid envelope that is provided. GO TO 8

8. Thank you for your help. Next year, we will need only a brief update on your contact information and health, similar to what you received last year. If anything changes in the meantime, you can update your contact information by sending an email to update@sisterstudy.org or by calling the Sister Study helpdesk toll-free at 1-877-4SISTER (1-877-474-7837). When you call or email us, it will be helpful to give your Sister Study ID number, which is ...

You can always visit our website at www.sisterstudy.org for more news about the Sister Study. Thank you again for contributing to this important research.

Bi/Triennial Follow-Up Telephone Script for Invitation for Telephone Interview

Call placed to non-responders twelve weeks after mailing of paper questionnaires.

1. Hello, my name is... and I am calling about the Sister Study. May I please speak with [PARTICIPANT NAME]?

[IF ASKED PURPOSE OF CALL, THEN SAY: "We're calling about a health study being conducted for the National Institute of Environmental Health Sciences. Is she available?"]

- | | | |
|---|---|--------------------------|
| <input type="checkbox"/> ₁ YES | → | GO TO 3 |
| <input type="checkbox"/> ₂ NOT AVAILABLE | → | CLICK ON APPOINTMENT TAB |
| <input type="checkbox"/> ₃ WRONG NUMBER | → | GO TO 2 |
| <input type="checkbox"/> ₄ REFUSAL | → | CLICK ON REFUSALS TAB |

2. Is this [PHONE NUMBER]?

- | | | |
|---|---|----------|
| <input type="checkbox"/> ₁ YES | → | GO TO 2c |
| <input type="checkbox"/> ₂ NO | → | GO TO 2a |

- 2a Phone number: [PHONE NUMBER]

I apologize for the inconvenience. I do need to redial this number in order to determine the source of the problem. If your phone should ring, please answer it. Thank you.

[HANG UP AND REDIAL NUMBER.]

- | | | |
|--|---|----------|
| <input type="checkbox"/> ₁ SAME PERSON | → | GO TO 2b |
| <input type="checkbox"/> ₂ DIFFERENT PERSON | → | GO TO 2 |

- 2b. I'm sorry to have disturbed you. Thanks (again) for your help. Goodbye.

[WHAT IS WRONG WITH THIS NUMBER?]

- | |
|---|
| <input type="checkbox"/> ₁ DOUBLE WRONG NUMBER |
| <input type="checkbox"/> ₂ R NOT KNOWN AT THIS NUMBER |
| <input type="checkbox"/> ₃ NEW CONTACT INFO FOR R OBTAINED |

2c. Our records show that [PARTICIPANT NAME] lives at this number. Is this correct?

- ₁ YES → GO TO 1
- ₂ NO, BUT KNOWS HOW TO CONTACT R → GO TO 2b - UPDATE NUMBER AND ATTEMPT CONTACT AT NEW NUMBER
- ₃ NO, DON'T KNOW R → GO TO 2b

3. I am calling on behalf of the Sister Study. We recently sent you a package containing questionnaires about your Health and Medical History, Lifestyle, and Quality of Life and Special Topics. We have not yet received your completed questionnaires so we are calling to ask if you would help by taking some time to answer these questions with us now over the phone.

- YES → GO TO 4
- ALREADY RETURNED → Thank you for your help. We'll hope to receive your questionnaires in the next week or so. We may call you in a couple of weeks if they still haven't arrived. Good-bye. [IF FORMS ARE NOT RECEIVED, CALLBACK WILL BE MADE 14 DAYS LATER]

4. Before we get started, I want to remind you that your participation in the study is voluntary and all of the information we collect will be kept strictly confidential. If, for any reason, you would rather not answer a question, just tell me and we can go on to the next one.

WHEN ALL QUESTIONNAIRES COMPLETE, GO TO 5

5. At this time, we would like to update your (other) contact information.

Have there been any changes to your:

- Name
- Street address
- Mailing address
- Home telephone number
- Work telephone number
- Cell telephone number

6. Do you have an email address that we can use to reach you?

7. The following is information for the contact people you provided.

Have there been any changes to the first contact person you gave us?

Have there been any changes to the second contact person you gave us?

PROMPT FOR NAME, RELATIONSHIP, ADDRESS, PHONE NUMBER, REASON FOR CHANGE

8. Thank you for your help. Next year, we will need only a brief update on your contact information and health, similar to what you received last year.

You can update us with your contact information at any time by sending an email to update@sisterstudy.org or by calling the Sister Study helpdesk toll-free at 1-877-4SISTER (1-877-474-7837). When you call or email us, it will be helpful to give your Sister Study ID number, which is (REFER TO ID ON PAGE 1).

You can always visit our website at www.sisterstudy.org for more news about the Sister Study. Thank you again for contributing to this important research.