Attachment J. Reminder Telephone Script

Telephone Script for Follow-up for Data Collection

[Script once contact has been made with the person you want to speak to]

Good Morning (Good Afternoon). My name is (your name) and I am with the Centers for Disease Control and Prevention (CDC) and I coordinate the Model Performance Evaluation Program. I am calling about the shipment results for isolates sent to your laboratory in (Month, Day) of this year.

We would like to include your results and laboratory information in the final report for this shipment. Has your laboratory completed the testing procedures for the isolates in shipment 2009-xx?

Your results are very important in assisting CDC in evaluating *M. tuberculosis* testing methods and correlating testing practices in mycobacteriology laboratories. **If the response is "YES":**

We would very much appreciate receiving your results within the next two days in order that information about your laboratory can be summarized with information from other laboratories for the aggregate report. Go to thank you paragraph below.

If the response is, "We have not completed the testing":

Reply:

Will you be able to complete it and enter your results by (date: within five days of the call)? I can assist you in entering your results, if you would like.

We would very much appreciate receiving your completed results by (give same date within five days of the call) in order that information about your laboratory can be summarized with information from other laboratories for the final report. [Converse as appropriate and then go to the thank you paragraph.]

If the response is, "We have already sent the results":
Reply:
When you submitted your results, did you receive a confirmation?
(If they say no, look up their results in the online site to see if they receive any error messages.)

Offer assistance for online results entry.

Thank you for your help. The Model Performance Evaluation Program is successful because of the support of laboratorians like yourself and CDC very much appreciates your participation.
My name is (your name). You can contact me at 404-639-4013 if you have any questions.
Thanks very much for your time.