



Telephone Reminder Call Script: PLSND

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Telephone Reminder Call Script: PLSND

Answering Machine Message:

Hello! This is [NAME] calling from [Regional Operations Center (ROC)] for [PARTICIPANT]. She is participating in a research study with us, and I am just calling to remind her to complete the forms that we sent and to return them as soon as possible. Please call us toll-free at [1-XXX-XXX-XXX] if she has any questions. Thanks!

Speaking with a Person Script:

Hello! May I speak with [PARTICIPANT]?

[IF SHE IS THE PERSON WHO ANSWERED THE PHONE OR AVAILABLE GO TO "SPEAKING WITH PARTICIPANT SCRIPT"]

IF SHE IS NOT AVAILABLE, SAY

My name is [NAME]. I'm calling from [ROC]. She is participating in a research study with us. Could you tell me when I might be able to reach her?

IF YES, RECORD TIME _____

IF NO, SAY Could I leave a brief message with you?

IF YES, SAY Can you tell her that I called to remind her to complete the forms that we sent to her and to return them as soon as possible? She can call us toll-free at [1-XXX-XXX-XXXX] if she has any questions. Would you like me to repeat that number for you? Thank you for your help. Goodbye.

IF NO, SAY Okay. Thank you for your time. Goodbye.

Speaking with Participant Script:

Hello [PARTICIPANT]. When we completed your interview for the National Children's Study on [DAY OR DATE OF LAST CONTACT] we told you that we would send you the medical record [IF APPLICABLE: and death certificate] release forms. I'm calling today to remind you to complete the forms that we sent to you as part of the study.

Do you have any questions about the forms that I can answer for you? [ANSWER ANY QUESTIONS SHE HAS]

Do you think you can mail those back in the next few days?

IF YES, SAY Great! Thank you for your time. We appreciate your willingness to participate in the National Children's Study.

IF NO, SAY Okay. Are you still interested in participating in the study? [ADDRESS ANY CONCERNS AND TRY TO GET HER TO COMMIT TO RETURN THE FORMS AS SOON AS SHE CAN]

Thank you for your time today. Goodbye.