Scheduling Scripts

Voicemail Script:

Hi, I'm calling about the oil spill health known as the GuLF STUDY, sponsored by the National Institutes of Health. I am trying to reach [PARTICIPANT'S NAME]. I am sorry I missed you and will call you back later. You are may also call us at 1-855-644-4853. Thank you.

Contact Script:

Introduction

May I please speak to [PARTICIPANT'S NAME]?

Hi, I'm calling from the GuLF STUDY, the oil spill health study sponsored by the National Institutes of Health. My name is [SCHEDULER'S NAME]. We really appreciate your participation so far. We recently sent you a letter inviting you to take part in a health exam at a local clinic. I am calling to answer any questions that you may have about the exam and to schedule your appointment.

[ADDRESS ANY CONCERNS OR QUESTIONS]

Scheduling

What is a good date and time for you to complete the clinic visit?
[COLLECT SCHEDULING INFORMATION IN THE DATA MANAGEMENT SYSTEM.]

Thanks for setting up your appointment. Now let me briefly review your contact information.
[REVIEW AND UPDATE CONTACT INFORMATION IN THE DATA MANAGEMENT SYSTEM.]

About a week before your appointment, you will receive a confirmation letter which will include the following:

- Pre-visit instructions
- A list of answers to frequently asked questions
- A brief summary of what you will be asked to do during the exam
- Contact information and directions to the clinical site

If you do not receive your confirmation letter, please call our study hotline.

Closing:

Thank you for taking the time to schedule your appointment with us today. Do you have any questions? If you have more questions or need to reschedule your exam, please call us at 1-855-644-4853 between the hours of 8am – 8pm, Monday through Saturday, and 12pm – 5pm on Sunday (Central Time).

We look forward to seeing you on [DAY OF WEEK, MONTH, DATE, at TIME AM/PM]. Thank you again for your participation.

Refusal:

May I ask why you do not want to participate?
[ATTEMPT REFUSAL CONVERSION; RECORD REFUSAL REASON IN THE DATA MANAGEMENT SYSTEM.]

[PARTICIPANT'S NAME], I appreciate your time. If you decide that you would like to participate, or if you have any questions please call 1-855-644-4853.