

Attachment C-1

**Telephone Scheduling Script A
(for Subject Matter Experts that Respond to the Introductory Email)**

Form Approved
OMB No. 0920-1030
Exp. Date 10/31/2017

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SCHEDULER WILL CALL SUBJECT MATTER EXPERT. IF THE SUBJECT MATTER EXPERT IS NOT AVAILABLE OR IF ROUTED TO VOICEMAIL, THE SCHEDULER WILL OFFER TO CALL BACK.

IF SUBJECT MATTER EXPERT IS AVAILABLE:

Hello, my name is _____. I am calling regarding the National Study of Long-Term Care Providers. Recently you agreed to participate in an interview as part of a project being conducted by RTI International that is exploring types of providers that may be added to the National Study of Long-Term Care Providers. I am calling to schedule a one-hour interview to be conducted over the phone. Would it be possible for you to schedule this interview now?

IF NO → Ok, when would be a better time to call you to schedule the interview? OBTAIN AND RECORD DATE AND TIME TO CALL BACK.

DATE: ____/____/2016 TIME: __:__ AM/PM
 MONTH DAY

We will call you back at this time to schedule the interview. If you have any questions before then, please e-mail me at XXXXX@rti.org or call me at [SCHEDULER TELEPHONE NUMBER]. Thank you.

IF YES → SCHEDULE AN APPOINTMENT WITH THE SUBJECT MATTER EXPERT AND CONFIRM THE PHONE NUMBER.

DATE: ____/____/2016 TIME: __:__ AM/PM
 MONTH DAY

PHONE NUMBER TO CALL FOR INTERVIEW: (____) - ____ - _____, EXT: _____

I have scheduled an appointment for you with Michael Lepore on [RESTATE DATE AND TIME OF APPOINTMENT]. Dr. Lepore will call you with a colleague who will take notes and contribute to the conversation. If you have any questions before the appointment or need to reschedule, please e-mail me at XXXXX@rti.org or call me at [SCHEDULER TELEPHONE NUMBER].

Thank you.