

Att. F: Phone Call Reminder Script

Scripts for Follow-up Calls

If speaking with primary contact

Hello, my name is _____. I am calling from NACCHO, the National Association of County and City Health Officials. I am calling about a NACCHO assessment to explore local health department engagement in pre-exposure prophylaxis, or PrEP, for HIV prevention. The assessment, titled Local Health Departments and PrEP: Defining Roles and Resource Needs, was distributed by email on [date]. I want to make sure you received the email and see if you have any questions.

Do you recall receiving this email?

<i>If answer is NO</i>	<i>If answer is YES</i>
<p>I would be glad to send the email invitation and link to you again. Could I make sure that we have the correct email address for you? The email I have is: _____</p> <p>The link will be re-sent to you today. Do you have any questions related to the assessment?</p>	<p>Do you have any questions about the assessment that I might be able to answer?</p>

Your response to the assessment is important because it will help provide an accurate picture of local health department roles and resource needs related to supporting the implementation of PrEP.

We would appreciate your response to the assessment by [date].

If you have any additional questions, you can direct them to Gretchen Weiss, the NACCHO lead for this assessment. She can be reached by phone at 202-507-4276 and by email at gweiss@naccho.org.

Thank you.

If leaving a voicemail for the primary contact

My name is _____. I am calling from NACCHO, the National Association of County and City Health Officials. I am calling about a NACCHO assessment to explore local health department engagement in pre-exposure prophylaxis, or PrEP, for HIV prevention. The assessment, titled Local Health Departments and PrEP: Defining Roles and Resource Needs, was distributed by email on [date]. If you did not receive the emailed invitation or if you have any questions about the assessment, please contact us at 202-507-4276 or gweiss@naccho.org. You will be directed to Gretchen Weiss, who is the NACCHO lead for this assessment.

Your response to the assessment is important because it will help provide an accurate picture of local health department roles and resource needs related to supporting the implementation of PrEP.

We would appreciate your response to the assessment by [date].

Thank you.

If speaking with receptionist/person taking a message

Hello, my name is _____. I am calling from NACCHO, the National Association of County and City Health Officials. I am calling [name of primary contact] about a NACCHO assessment to explore local health department engagement in pre-exposure prophylaxis, or PrEP, for HIV prevention. He/she should have received an email invitation on [date] about the assessment.

I'm calling to make sure that he/she received the email and to find out if he/she has any questions about it. If he/she has not received the email or has any questions, please direct him/her to contact Gretchen Weiss at 202-507-4276. Gretchen is the NACCHO lead for this assessment. We would appreciate responses to the assessment by [date].

Thank you.