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Weekly Report Follow-up Email and Phone Script

EMAIL FOLLOW UP

We haven't heard from you yet this week!

Please don't forget to call [phone number] to submit your weekly report for the concussion study! Your input is critical to the success of the study and it should only take about 3 minutes of your time.

PHONE FOLLOW UP SCRIPT

Hello. I am _____ calling from CSR, Incorporated about the concussion study you are participating in. We haven't received your weekly report yet for this week and we value your input. Do you have some time to complete it now? It will only take about 3 minutes.

[If Yes] administer weekly surveillance report

[If no] I understand now is not a good time. Please call [phone number] whenever you have a few minutes so that your input can be counted. It should only take about 3 minutes of your time.