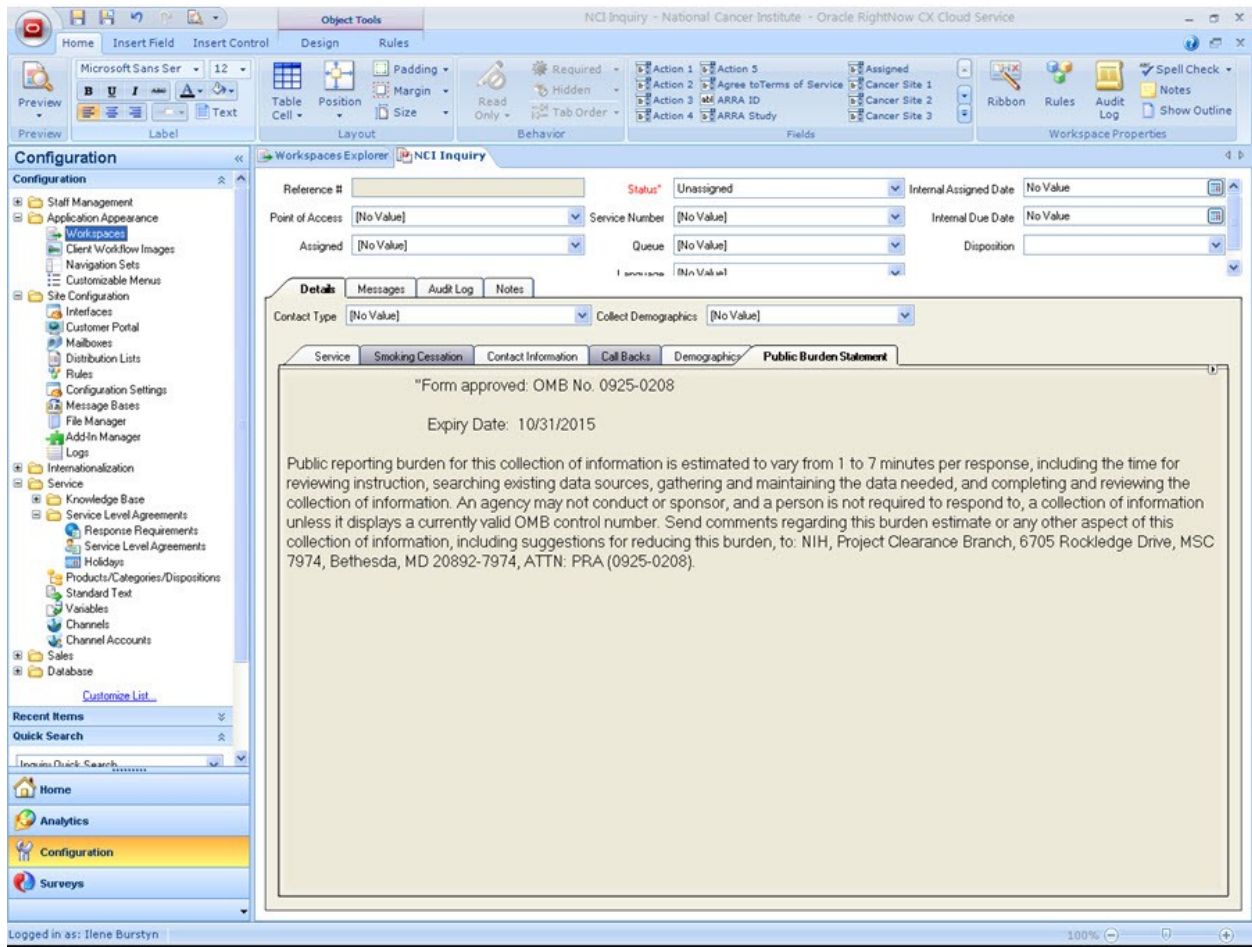


**APPENDIX 1B REVISED**

**(OCTOBER, 2012)**

**EXAMPLE OF LIVEHELP TRANSCRIPT AND  
LIVEHELP QUESTIONS  
CUSTOMER SERVICE AND DEMOGRAPHICS QUESTIONS -  
TEXT AND SCREENSHOTS**

**DATA COLLECTION INSTRUMENTS AND  
ELECTRONIC CONTACT RECORD FORM (ECRF)**



**STARTED** : Mon Feb 01 22:17:40 EST 2010

<b>AGENT</b>	: Information Specialist
<b>ID</b>	: chat_NG9G24G3Q8694SHS
<b>DURATION</b>	: 29 mins. 29 secs.

**22:19:00 CA\_176200** > My fraternal twin brother has liposarcoma cancer. Is it possible I also have it? Is there a test I can take to check for it?

**22:19:45 Information Specialist**> Thank you for contacting us with your question. I am sorry to hear about your brother's diagnosis. I can certainly look in the resources of the National Cancer Institute (NCI) to see what we have to assist you. More coming...

**22:22:33 Information Specialist**> Thank you for waiting. It will be just another moment while I type up some information from our resources.

**22:26:40 Information Specialist**> Thank you for your patience. According to our resources, liposarcoma is one type of a group of cancers called soft tissue sarcoma. There are some types of cancer that have a hereditary component (meaning that having a relative with the same type of cancer may increase your risk of developing the same type of cancer). Doctors often cannot explain why one person develops cancer and another does not. But research shows that certain risk factors increase the chance that a person will develop cancer. Because your twin brother has liposarcoma does not mean that you have or will ever have liposarcoma. For more information about soft tissue sarcoma's, including risk factors, you may wish to review the following resource:

<http://www.cancer.gov/cancertopics/factsheet/sites-types/soft-tissue-sarcoma>

**22:27:40 Information Specialist**> You may also want to tell your doctor that your brother has been diagnosed with liposarcoma and discuss if this puts you at a greater risk than the general public of developing this cancer.

**22:28:45 Information Specialist**> Please let me know if this information is helpful and if you have any questions.

**22:33:38 CA\_176200** > Yes this information is very helpful. My brother has had three surgeries to remove this cancer. One last January, then in May and July. They have found more suspicious masses since during an x-ray. I am not sure what there next step will be. I have just been very concerned I may also have it since we are twins. would you know of a place that specializes in this type of cancer and a phone number I can call?

**22:37:43 Information Specialist**> Although we do not categorize hospitals by specialty, we can provide information on NCI-designated Cancer Centers which treat all kinds of cancer. There may be specialists within these hospitals that have a special interest in treating this type of cancer. A physician would be in the best position to answer this question. We do have information on locating a doctor or treatment facility for cancer treatment that you may want to review at the link below:

<http://www.cancer.gov/cancertopics/factsheet/Therapy/doctor-facility>

You may also wish to contact the Sarcoma Alliance which provides guidance, education, and support to sarcoma patients.

Sarcoma Alliance

Phone: 415-381-7236

<http://www.sarcomaalliance.com>

**22:40:18 Information Specialist**> I do want to clarify that just because your twin brother has been diagnosed, does not mean that you have this cancer. Most cancers develop because of changes (mutations) in genes. A normal cell may become a cancer cell after a series of gene changes occur. Tobacco use, certain viruses, or other factors in a person's lifestyle or environment can cause such changes in certain types of cells. Some gene changes that increase the risk of cancer are passed from parent to child. These changes are present at birth in all cells of the body. Our information does not specifically say that family history is a risk factor for liposarcoma. For more general information about risk factors for cancer, you may want to look at the following resource.

<http://www.cancer.gov/cancertopics/wyntk/cancer/allpages#144a8fff-dabc-4ac8-a92d-c554dd164545>

**22:42:09 CA\_176200** > Thank you for your help. I have read a lot of information on this type of cancer, but have been unable to find out any information about possible having it myself. So thank you

again for the web sites and phone numbers.

**22:43:33 Information Specialist> You are very welcome. If you don't have any more questions before you go, may I ask you a few questions to help us evaluate our program and see whom we are serving? Your response will be completely confidential.**

**22:44:15 CA\_176200 >** sure.

**22:44:28 Information Specialist> Have you used our service before?**

**22:44:42 CA\_176200 >** No.

**22:44:45 Information Specialist> Thank you. I'm sending you a link to the rest of the questions. By clicking on this link you will open the questions in another window on your computer. If you cannot open the link, please let me know and I can open it for you on your computer.**

**<https://cissecure.nci.nih.gov/demo/demographics.asp?USID=US1405607153>**

Thank you in advance for answering these questions and for using the NCI's LiveHelp service. Please don't hesitate to contact us again in the future if you need further assistance.

**22:47:07 Information Specialist>** Attention! Agent left this chat room. It will be closed soon

**\*\*\* CHAT IS DONE \*\*\***

**NOTEPAD**

**Customer Service Questions**

## Customer Service Questions Asked of CIS Client:

1. Have you used our service before?
2. How did you find our number to call?
3. What is your zip code?

The screenshot shows the Oracle RightNow CX Cloud Service configuration interface for an NCI Inquiry. The main window displays the configuration for a survey, with the 'Demographics' tab selected. The survey text reads: "During our conversation, I already asked you some background information about yourself. I'd like to ask you just a few more questions that will help us to understand who we are serving. We appreciate your taking the time to answer these questions. Please know that all of your answers will be kept private to the extent provided by law. Is this OK?"

The survey questions and their corresponding input fields are:

- Used Service Before? [No Value]
- How did you locate NCI? [No Value]
- Zip Code [ ] International

The interface also includes a 'Configuration' sidebar on the left, a 'Workspace Explorer' showing the 'NCI Inquiry' workspace, and a 'Recent Items' list at the bottom. The status bar at the bottom indicates the user is logged in as 'Ilene Burstyn'.

## Demographic Survey Text

---

What is your age?

- Age
- Don't know

What is your Sex?

- Male
- Female

Which of These Ethnicities Best Describes You?

- Hispanic or Latino
- Not Hispanic or Latino

Which of These Races Best Describes You? You can select more than one:

- American Indian or Alaska Native
- Asian
- Black or African American
- Native Hawaiian or Other Pacific Islander
- White

What Is the Highest Level of Education You Have Completed?

- Grade school
- Some high school
- High school graduate
- Some college
- College graduate
- Post-graduate
- Not sampled
- Refusal
- Did not ask
- Don't know
- Did not complete

Is There a Place You Usually Go to When You are Sick or Need Advice About Your Health?

- Yes
- No
- Don't Know
- Did not complete
- Not sampled
- Refused
- Did not ask

What Kind of Place Do You Go Most Often?

- A doctor's office
- A clinic, health center, or hospital clinic
- The emergency room, or
- Some other place
- No one place
- Valid skip
- Don't know

- Did not complete
- Not sampled
- Refused
- Did not ask

In the Last 12 Months, Did You Have Any Kind of Healthcare Coverage, Including Health Insurance, Prepaid Plans Such As HMOs or Government Plans Such as Medicare?

- Yes
- No
- Don't know
- Did not complete
- Not sampled
- Refused
- Did not ask

Would You Say You Had This Coverage During All 12 Months or Less Than 12 Months?

- All 12 months
- Less than 12 months
- Valid skip
- Don't know
- Did not complete
- Not sampled
- Refused
- Did not ask

Which Type of Coverage Did You Have?

- Was it public, such as Medicare, Medicaid, or other government plans?
- Was it private, such as an HMO, Blue Cross, Kaiser, Aetna?
- Or, was it both public and private?
- Valid skip
- Don't know
- Did not complete
- Not sampled



- Refused
- Did not ask

The final questions are about your family income. I understand that this is sensitive information and I would like to stress again that all of the information you provide is confidential. What Was Your Total Household Income from All Sources Before Taxes Last Year? Just Stop Me When I Get to the Right Category

- Less than \$10,000
- \$10,000 to \$19,000
- \$20,000 to \$29,000
- \$30,000 to \$39,000
- \$40,000 to \$59,000
- \$60,000 to \$79,000
- \$80,000 or more
- Don't know
- Did not complete
- Not sampled
- Refused

Including Yourself, How Many People Living in Your Household are Supported by This Total Household Income?

- Total People
- Valid skip
- Don't know
- Did not complete
- Not sampled
- Refused
- Did not ask

# Demographic Survey Screen Shots

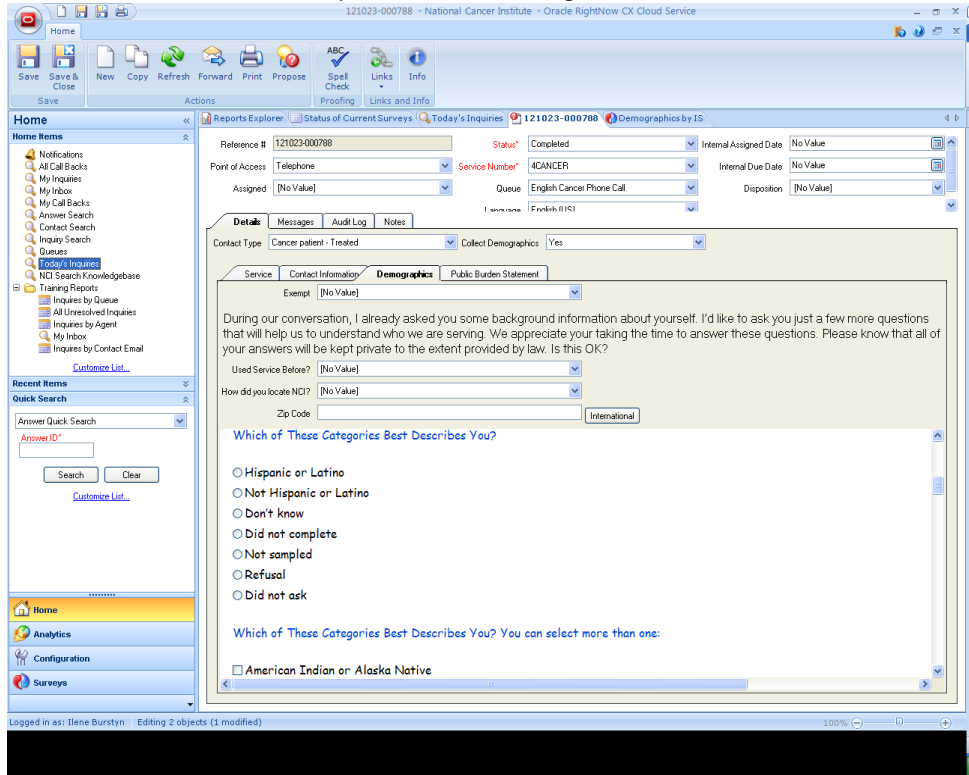
**Note:** The Information Specialist only asks callers their age. The other radio buttons are only for internal coding.

This screenshot shows a web-based demographic survey interface. The top navigation bar includes 'Home', 'Save', 'New', 'Copy', 'Refresh', 'Forward', 'Print', 'Propose', 'Spell Check', 'Links', and 'Info'. The main content area is titled 'Demographics by IS' and displays a form for a 'Cancer patient - Treated' contact. The form includes fields for 'Reference #', 'Status', 'Internal Assigned Date', 'Point of Access', 'Service Number', 'Internal Due Date', 'Assigned', 'Queue', and 'Disposition'. Below these fields are tabs for 'Details', 'Messages', 'Audit Log', and 'Notes'. The 'Details' tab is active, showing a 'Collect Demographics' checkbox set to 'Yes'. The survey text reads: 'During our conversation, I already asked you some background information about yourself. I'd like to ask you just a few more questions that will help us to understand who we are serving. We appreciate your taking the time to answer these questions. Please know that all of your answers will be kept private to the extent provided by law. Is this OK?'. Below this text are two questions: 'What is your age?' and 'What is your Gender?'. The 'What is your age?' question has radio button options: 'Age', 'Don't know', 'Break off', 'Did not complete', 'Callers age 96 or older', 'Not sampled', 'Refusal', and 'Did not ask'. The 'What is your Gender?' question is partially visible at the bottom of the form.

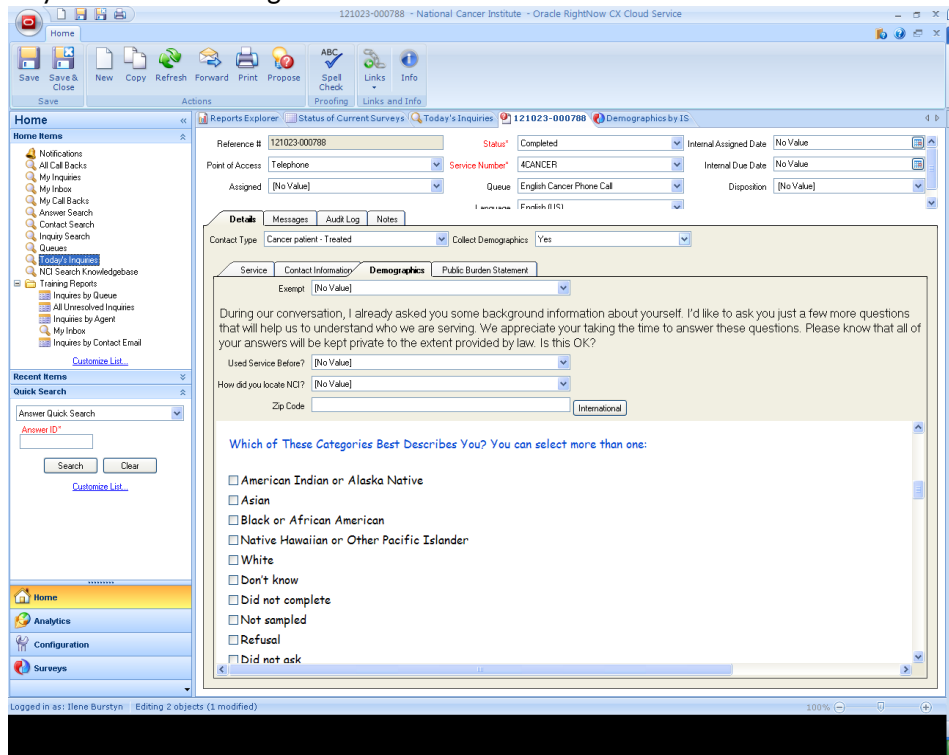
**Note:** The Information Specialist only asks callers their gender. The other radio buttons are only for internal coding.

This screenshot shows the same web-based demographic survey interface as the previous one, but with the 'What is your Gender?' question selected. The radio button options for this question are: 'Male', 'Female', 'Don't know', 'Did Not Complete', 'Not sampled', 'Refusal', and 'Did not ask'. Below these options is another question: 'Which of These Categories Best Describes You?'. The rest of the form and navigation elements are identical to the previous screenshot.

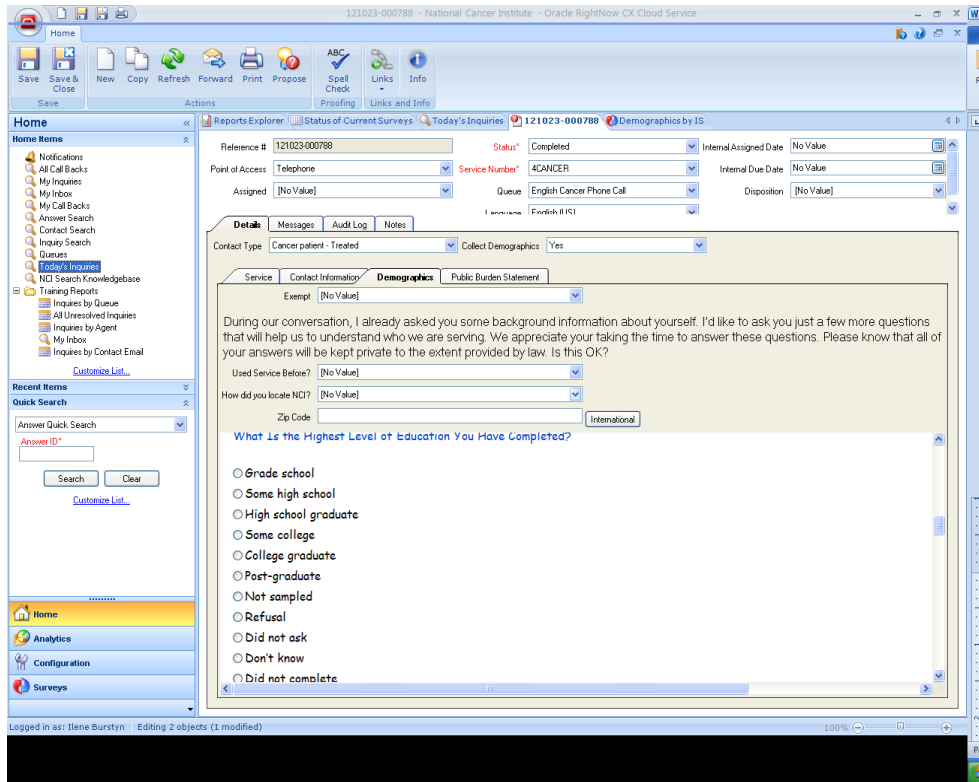
**Note:** The Information Specialist only asks callers whether they are Hispanic or Latino or Not Hispanic or Latino. The other radio buttons are only for internal coding.



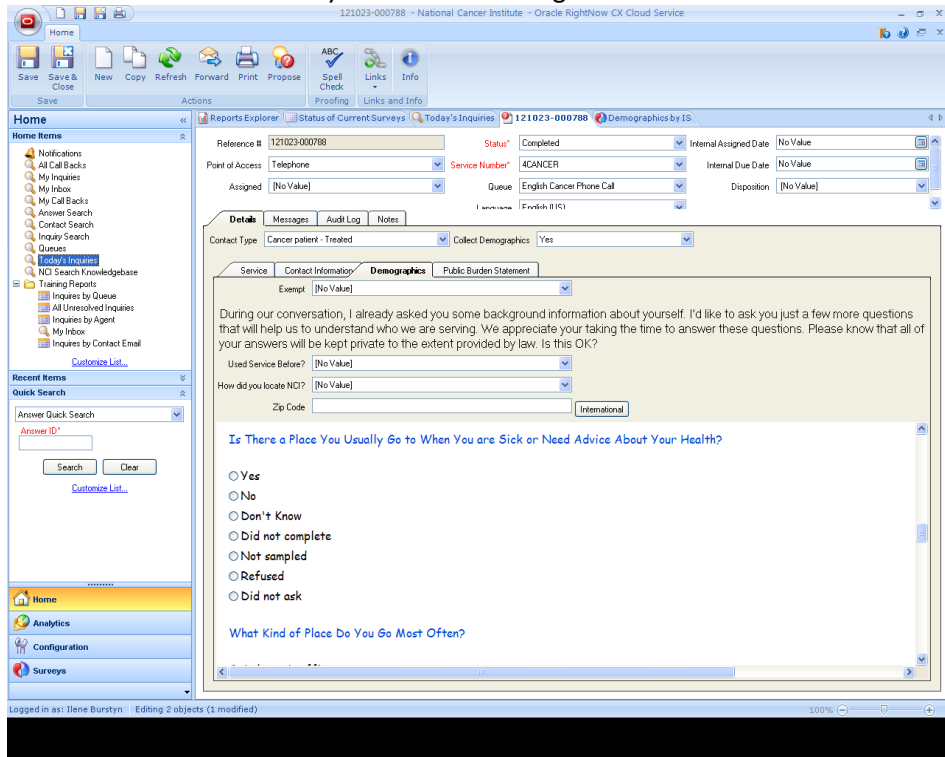
**Note:** The Information Specialist only asks callers their heritage (first 5 options). The other radio buttons are only for internal coding.



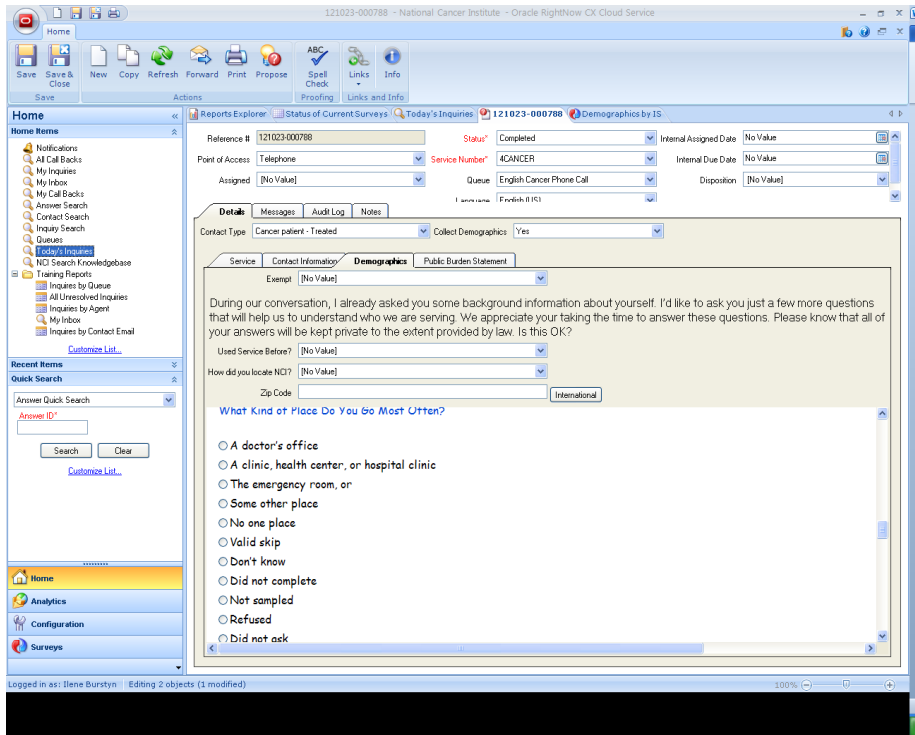
**Note:** The Information Specialist only asks callers their level of education. The other radio buttons are only for internal coding.



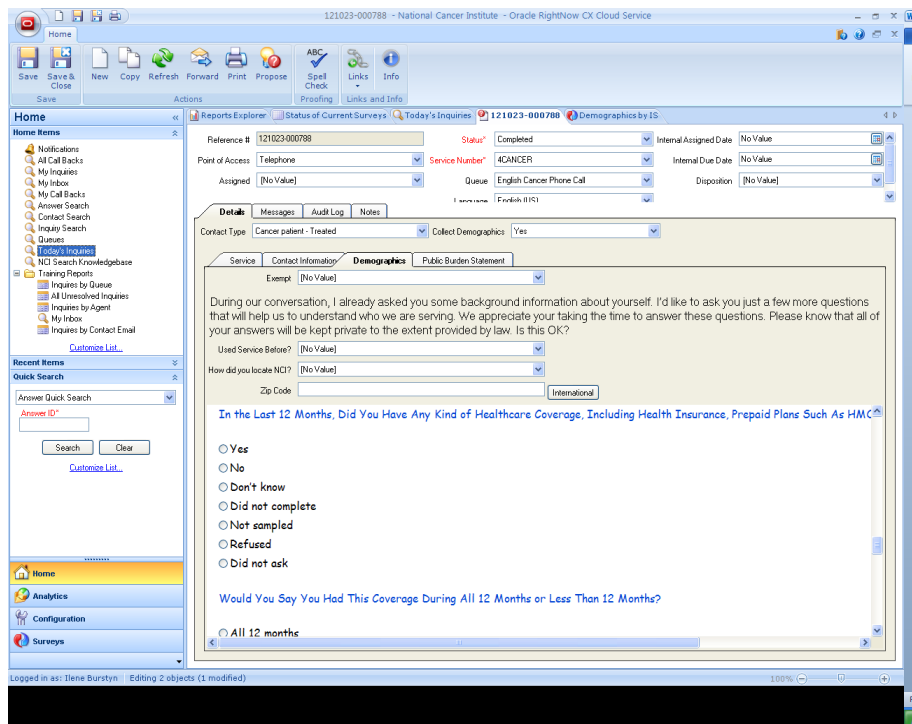
**Note:** The Information Specialist only asks callers if there is a specific place they go to for medical advice. The other radio buttons are only for internal coding.



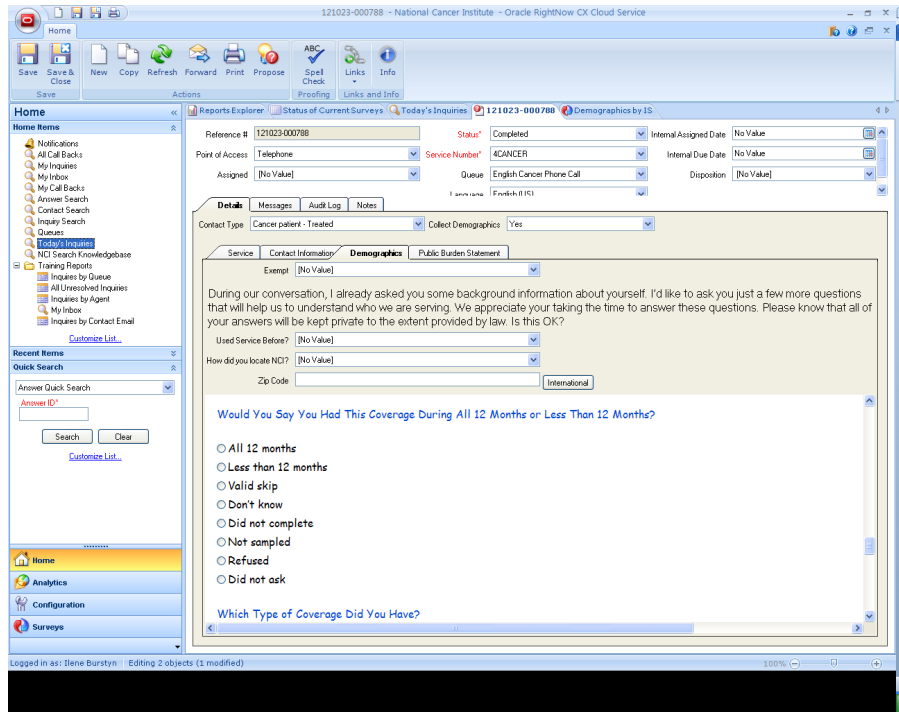
**Note:** The Information Specialist only asks callers where they go for medical advice. The other radio buttons are only for internal coding.



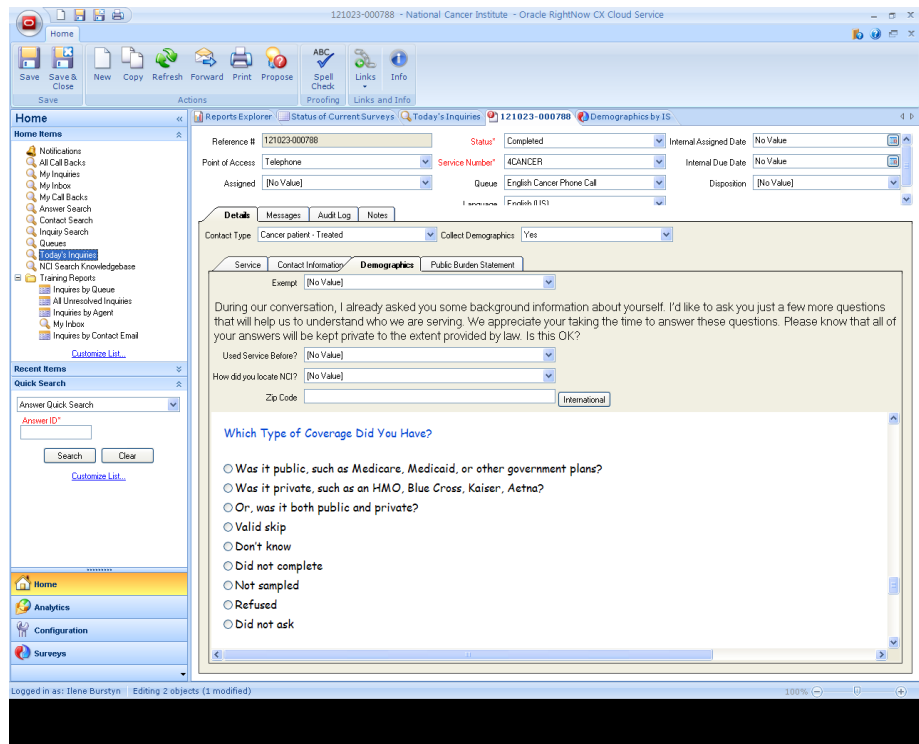
**Note:** The Information Specialist only asks callers if they have healthcare coverage including health insurance, prepaid plans such as HMOs, or government plans such as Medicare. The other radio buttons are only for internal coding.



**Note:** The Information Specialist only asks callers whether or not they have had coverage for 12 months or less than 12 months. The other radio buttons are only for internal coding.



**Note:** The Information Specialist only asks callers what type of coverage they have/had. The other radio buttons are only for internal coding.



**Note:** The Information Specialist only asks callers their income range. The other radio buttons are only for internal coding.

121023-000788 - National Cancer Institute - Oracle RightNow CX Cloud Service

Reference # 121023-000788 Status\* Completed Internal Assigned Date No Value

Point of Access Telephone Service Number\* 4CANCER Internal Due Date No Value

Assigned [No Value] Queue English Cancer Phone Call Disposition [No Value]

Details Messages Audit Log Notes

Contact Type Cancer patient - Treated Collect Demographics Yes

Service Contact Information Demographics Public Burden Statement

Exempt [No Value]

During our conversation, I already asked you some background information about yourself. I'd like to ask you just a few more questions that will help us to understand who we are serving. We appreciate your taking the time to answer these questions. Please know that all of your answers will be kept private to the extent provided by law. Is this OK?

Used Service Before? [No Value]

How did you locate NCI? [No Value]

Zip Code [International]

The final questions are about your family income. I understand that this is sensitive information and I would like to stress again that all of the information you provide is confidential.

What Was Your Total Household Income from All Sources Before Taxes Last Year? Just Stop Me When I Get to the Right Cat

- Less than \$10,000
- \$10,000 to \$19,000
- \$20,000 to \$29,000
- \$30,000 to \$39,000
- \$40,000 to \$59,000
- \$60,000 to \$79,000
- \$80,000 or more
- Don't know
- Did not complete

Logged in as: Ilene Burstyn Editing 2 objects (1 modified)

**Note:** The Information Specialist only asks callers how many people live in their household that are supported by their total household income. The other radio buttons are only for internal coding.

121023-000788 - National Cancer Institute - Oracle RightNow CX Cloud Service

Reference # 121023-000788 Status\* Completed Internal Assigned Date No Value

Point of Access Telephone Service Number\* 4CANCER Internal Due Date No Value

Assigned [No Value] Queue English Cancer Phone Call Disposition [No Value]

Details Messages Audit Log Notes

Contact Type Cancer patient - Treated Collect Demographics Yes

Service Contact Information Demographics Public Burden Statement

Exempt [No Value]

During our conversation, I already asked you some background information about yourself. I'd like to ask you just a few more questions that will help us to understand who we are serving. We appreciate your taking the time to answer these questions. Please know that all of your answers will be kept private to the extent provided by law. Is this OK?

Used Service Before? [No Value]

How did you locate NCI? [No Value]

Zip Code [International]

Including Yourself, How Many People Living in Your Household are Supported by This Total Household Income?

- Total People
- Valid skip
- Don't know
- Did not complete
- Not sampled
- Refused
- Did not ask

Submit

Logged in as: Ilene Burstyn Editing 2 objects (1 modified)