

APPENDIX 1C REVISED

(OCTOBER, 2012)

**REACTIVE SMOKING CESSATION QUESTIONS
CUSTOMER SERVICE AND DEMOGRAPHICS QUESTIONS -
TEXT AND SCREENSHOTS**

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

The screenshot displays the Oracle RightNow CX Cloud Service configuration interface. The main window is titled "NCI Inquiry - National Cancer Institute - Oracle RightNow CX Cloud Service". The interface includes a ribbon menu at the top with tabs for "Home", "Insert Field", "Insert Control", "Design", and "Rules". Below the ribbon are various toolbars for "Preview", "Label", "Table", "Layout", "Behavior", and "Fields".

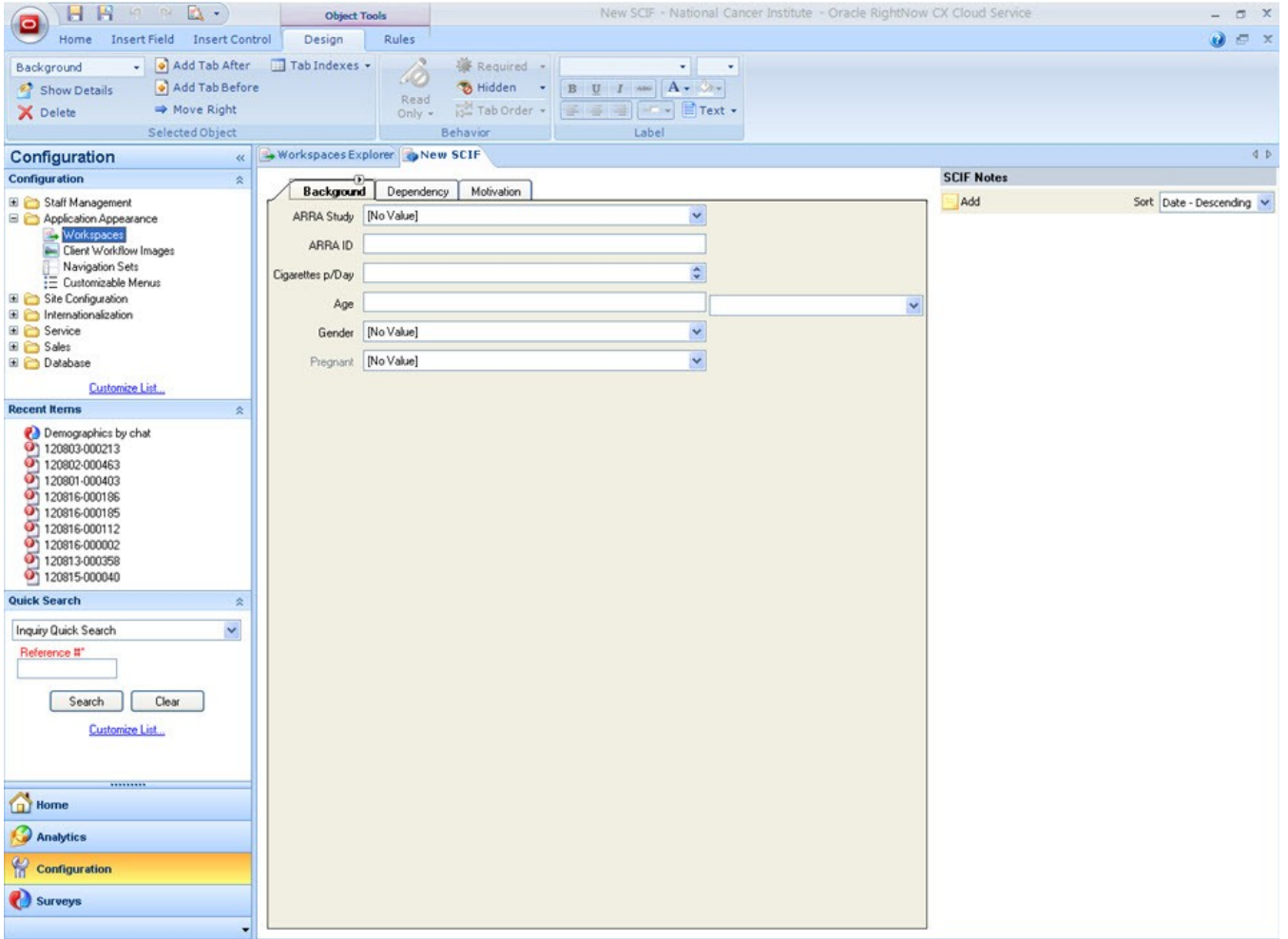
The left sidebar contains a "Configuration" tree with categories such as "Staff Management", "Application Appearance", "Workspaces", "Client Workflow Images", "Navigation Sets", "Customizable Menus", "Site Configuration", "Interfaces", "Customer Portal", "Mailboxes", "Distribution Lists", "Rules", "Configuration Settings", "Message Bases", "File Manager", "Add-In Manager", "Logi", "Internationalization", "Service", "Knowledge Base", "Service Level Agreements", "Response Requirements", "Service Level Agreements", "Holidays", "Products/Categories/Dispositions", "Standard Text", "Variables", "Channels", "Channel Accounts", "Sales", and "Database".

The main workspace shows a configuration form for "NCI Inquiry". The form includes fields for "Reference #", "Status" (set to "Unassigned"), "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 "Contact Type" dropdown set to "[No Value]" and a "Collect Demographics" dropdown set to "[No Value]".

The "Public Burden Statement" section is highlighted, containing the following text:

"Form approved: OMB No. 0925-0208
 Expiry Date: 10/31/2015
 Public reporting burden for this collection of information is estimated to vary from 1 to 7 minutes per response, including the time for reviewing instruction, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. An agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a currently valid OMB control number. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to: NIH, Project Clearance Branch, 6705 Rockledge Drive, MSC 7974, Bethesda, MD 20892-7974, ATTN: PRA (0925-0208).

The bottom status bar indicates "Logged in as: Ilene Burstyn" and "100%" zoom level.



BACKGROUND

1. On the average, about how many cigarettes do you now smoke each day?
 - Free text or value 999 = "Did not ask"

1. What is your age?
 - Free text
 - Or
 - Callers age 95 or older = 95
 - Don't know = 00
 - Refused = 98
 - Did not ask = 99

2. Are you female or male?
 - Female = 1
 - Male = 2

3. To the best of your knowledge, are you pregnant?
 - Yes = 1
 - No = 2
 - Valid Skip = 3
 - Don't know = 4
 - Refused = 8
 - Did not ask = 9

Smoking Cessation Intake Form (SCIF): Dependency Tab > Summary

The screenshot shows a web application window titled "New SCIF - National Cancer Institute - RightNow CX". The interface includes a top navigation bar with "Home" and a toolbar with "OK", "Cancel", "ABC Spell Check", and "Proofing" buttons. Below the navigation bar, there are three tabs: "Background", "Dependency", and "Motivation". The "Dependency" tab is active and contains a sub-tabbed interface with "Summary", "Symptoms", "Triggers", "Past Meds", and "Future Meds". The "Summary" sub-tab is selected and displays the following fields:

- Starting Age: [Dropdown menu]
- First Cigarette of Day: [Dropdown menu] Interval: [No Value] [Dropdown menu]
- Life Attempts to Quit: [Dropdown menu]
- Successful Quitting Time: [Dropdown menu] Interval: [No Value] [Dropdown menu]
- Past Year Quitting Attempts: [Dropdown menu]
- Longest Quit Time: [Dropdown menu] Interval: [No Value] [Dropdown menu]

On the right side of the window, there is a "SCIF Notes" section with an "Add" button and a "Sort" dropdown menu set to "Date - Descending". The bottom status bar shows "Logged in as: Simchah Suveyke" and a zoom level of "100%".

DEPENDENCY

1. Age when starting smoking cigarettes regularly?
 - Free text or value 999 = "Did not ask"
2. First cigarette of the day after awakening?
 - Free text or value 999 = "Did not ask"
 - UNIT REPORTED
 - o Minutes = 1
 - o Hours = 2
3. In life, number of quit attempts for 1 day or longer?
 - Free text or value 999 = "Did not ask"
4. Duration (beyond a day) of successful quitting?
 - Free text or value 999 = "Did not ask"
 - UNIT REPORTED
 - o Days = 1
 - o Weeks = 2
 - o Months = 3

Years = 4

5. In past year, number of quit attempts?

- Free text or value 999 = "Did not ask"

6. Longest time quit?

- Free text or value 999 = "Did not ask"

UNIT REPORTED

- Days = 1
- Weeks = 2
- Months = 3

Smoking Cessation Intake Form (SCIF): Dependency Tab Symptoms

Home

OK Cancel Spell Check Proofing

Background **Dependency** Motivation

Summary **Symptoms** Triggers Past Meds Future Meds

Did Not Ask Symptoms [No Value]

1st Attempt to Quit [No Value]

Chest Pain [No Value]

Concentration [No Value]

Feeling Ill or Sick [No Value]

Irritable, Angry, Agitated [No Value]

Mood Swings or Depression [No Value]

Nervous or Anxious [No Value]

Shakes [No Value]

Stress [No Value]

Tired or Fatigued [No Value]

Trouble Sleeping [No Value]

Weight Gain [No Value]

Other Symptoms

SCIF Notes

Add Sort: Date - Descending

Logged in as: Simchah Suveyke 100%

7. Symptoms experienced after quitting? (can select multiple values)

- Feeling irritable, angry, agitated = 1
- Mood swings, depressed, down, or blue = 1
- Nervous, anxious, jumpy = 1
- Cravings = 1
- Trouble sleeping, nightmares, dreams = 1
- Has not tried to quit before (1st quit attempt) = 1
- Weight gain = 1
- Increased appetite or hunger = 1
- Tired, fatigued = 1
- Feeling ill/sick/nausea/general malaise = 1
- Headache = 1
- Chest pain, shortness of breath = 1
- Stress = 1
- Unable to concentrate = 1
- Dizzy/lightheaded = 1
- Shakes = 1
- Did not ask = 1
- Other = 1 If "other", describe = Free text

Smoking Cessation Intake Form (SCIF): Dependency Tab > Triggers

Home

OK Cancel Spell Check

Editor Proofing

Background Dependency Motivation

Summary Symptoms Triggers Past Meds Future Meds

Did Not Ask Triggers [No Value]

After Meals [No Value]

Alcohol [No Value]

Anxiety [No Value]

Coffee [No Value]

Driving [No Value]

Fatigue [No Value]

Phone Calls [No Value]

Sadness [No Value]

Stress [No Value]

Watching TV [No Value]

Work Breaks [No Value]

Other Triggers

SCIF Notes

Add Sort Date - Descending

Logged in as: Simchah Suveyke 100%

8. Triggers? (can select multiple values)

- Alcohol = 1
- Sadness = 1
- Anxiety = 1
- Stress = 1
- Fatigue = 1
- After Meals = 1
- Coffee = 1
- Work breaks = 1
- Driving = 1
- Watching TV = 1
- Phone calls = 1
- Did not ask = 1
- Other = 1 If "other", describe = Free text

Smoking Cessation Intake Form (SCIF): Dependency Tab > Past Meds

Home

OK Cancel Spell Check

Editor Proofing

Background **Dependency** Motivation

Summary Symptoms Triggers **Past Meds** Future Meds

Did Not Ask [No Value]

Used in Past [No Value]

Bupropion Hydrochloride [No Value]

Chantix [No Value]

Herbal [No Value]

Inhalers [No Value]

Lozenges [No Value]

Nasal Sprays [No Value]

Patches [No Value]

Polacrilex Gums [No Value]

Other

SCIF Notes

Add Sort: Date - Descending

Logged in as: Simchah Suvayke 100%

9. Used medication in the past?

- Yes = 1
- No = 1
- Did not ask = 99

If Yes (can select multiple values)

- o Patches = 1
- o Polacrilex Gums = 1
- o Lozenges = 1
- o Inhalers = 1
- o Nasal Sprays = 1
- o Bupropion Hydrochloride (e.g. Zyban, Wellbutrin) = 1
- o Other = 1 If "other", describe = Free text
- o Herbal (e.g. Smoke Away) = 1
- o Chantix = 1

Smoking Cessation Intake Form (SCIF): Dependency Tab > Future Meds

Home

OK Cancel Spell Check

Editor Proofing

Background Dependency Motivation

Summary Symptoms Triggers Past Meds Future Meds

Did Not Ask [No Value]

Not Interested [No Value]

Bupropion Hydrochlorid [No Value]

Chantix [No Value]

Herbal [No Value]

Inhalers [No Value]

Lozenges [No Value]

Nasal Sprays [No Value]

Patches [No Value]

Polacrilex Gums [No Value]

Other

SCIF Notes

Add Sort Date - Descending

Logged in as: Simchah Suveyke 100%

10. Is medication to help quit a consideration this time?

- Yes = 1
- No = 1
- Did not ask = 99

If Yes (can select multiple values)

- o Patches = 1
- o Polacrilex Gums = 1
- o Lozenges = 1
- o Inhalers = 1
- o Nasal Sprays = 1
- o Bupropion Hydrochloride (e.g. Zyban, Wellbutrin) = 1
- o Other = 1 If "other", describe = Free text
- o Herbal (e.g. Smoke Away) = 1
- o Not sure/Don't know= 1
- o Chantix = 1

Smoking Cessation Intake Form (SCIF): Motivation Tab

The screenshot displays the 'Motivation' tab of the SCIF form. The form is organized into several sections:

- Reasons to Quit:** Two dropdown menus for 'Most Important Reason to Quit' and 'Secondary Reason to Quit', both currently set to '[No Value]'. Below these are two columns of dropdown menus for 'Other Household Users' (Other Users, Child, Friend, Parent, Partner) and 'Houldhold Tobacco Products Used' (Chewing, Cigarettes, Cigars, Pipes, Snuff), all set to '[No Value]'. Note the typo 'Houldhold' in the original image.
- Quitting:** Two dropdown menus for 'Quitting Next 30 Days?' and 'Confidence in Quitting', both set to '[No Value]'. A 'Quit Date' field is also present, set to '[No Value]'.
- Call Backs?:** Two dropdown menus for 'Interested In Call Back?' and 'Agree to Terms of Service', both set to '[No Value]'.
- SCIF Notes:** A section on the right with an 'Add' button and a 'Sort' dropdown set to 'Date - Descending'.

The browser's status bar at the bottom indicates the user is logged in as 'Simchah Suveyke' and the page is zoomed to 100%.

MOTIVATION

1. Most important reason for wanting to quit?
 - Restrictions placed on smokers in restaurants, work, and other public places = 1
 - Family or friends = 2
 - To feel more in control of your life = 3
 - To improve your health (live longer, recent cancer diagnosis) = 4
 - To save money = 5
 - Because your doctor told you to = 6
 - Because of your children (grandkids) = 7
 - For a healthy pregnancy = 8
 - Just tired of smoking = 9
 - Other = 10 If "other", describe = Free text
 - Professionalism/Role model = 11
 - Extracurricular activities (ex. Basketball, jogging, dancing, volleyball, etc.) = 12
 - Religious reasons = 13
 - Age = 14
 - Concern about cancer prompted by death of family member or public figure = 15
 - Dirty/bad habit = 16
 - Smell = 17
 - Did not ask = 99

2. Secondary Reason?

- Restrictions placed on smokers in restaurants, work, and other public places = 1
- Family or friends = 2
- To feel more in control of your life = 3
- To improve your health (live longer, recent cancer diagnosis) = 4
- To save money = 5
- Because your doctor told you to = 6
- Because of your children (grandkids) = 7
- For a healthy pregnancy = 8
- Just tired of smoking = 9
- Other = 10 If "other", describe = Free text
- Professionalism/Role model = 11
- Extracurricular activities (ex. Basketball, jogging, dancing, volleyball, etc.) = 12
- Religious reasons = 13
- Age = 14
- Concern about cancer prompted by death of family member or public figure = 15
- Dirty/bad habit = 16
- Smell = 17
- No other reason = 18
- Did not ask = 99

3. Person most likely to positively influence effort to quit?

- Your spouse = 1
- Your domestic partner/significant other (boyfriend/girlfriend) = 2
- Your friend (neighbors) = 3
- Your boss or co-worker = 4
- Your parent = 5
- Your child (grandkids) = 6
- Health Professional = 7
- Other = 10 If "other", describe = Free text
- No one = 11
- Don't know = 12
- Church leader/member = 13
- Self = 14
- Extended family (sibling, in-laws, aunt/uncle) = 15
- Did not ask = 99

4. Others in the household currently using tobacco products (one or more)?

- Yes = 1
- No = 2
- Did not ask = 99

If Yes (can select multiple values)

- Your spouse = 1
- Your domestic partner/significant other = 2
- Your friend = 3
- Your parent = 4
- Your child = 5
- More than 1 person = 6

- Chewing = 1
- Snuff = 1
- Pipes = 1
- Cigars = 1
- Cigarettes = 1

QUITTING

1. Interest in quitting within next 30 days?
 - Yes = 1
 - No = 2
 - Don't know = 4
 - Refused = 8
2. Confidence in ability to quit within the next 30 days?
 - Not confident at all = 1
 - Somewhat confident = 2
 - Neutral = 3
 - Confident = 4
 - Very confident = 5
3. Quit Date? Date Value

CALLBACK

1. Interest in Callback Service?
 - Yes = 1
 - No = 2
2. Acceptability in terms of service?
 - Yes = 1
 - No = 2 If "No", describe concerns = Free text

Electronic Coding Records Form (ECRF): seen within the Service Tab

120426-000329 - National Cancer Institute - RightNow CX

Home

Save Save & Close New Copy Refresh Forward Print Propose ABC Spell Check Links Info Proofing Links and Info

Home << 120426-000256 New Answer 120426-000329 >>

Reference # 120426-000329 Status* Unassigned Internal Assigned Date [No Value]

Point of Access [No Value] Service Number [No Value] Internal Due Date [No Value]

Assigned Simchah Suveyke Queue [No Value] Disposition [No Value]

Details Messages Audit Log Notes

Contact Type [No Value] Collect Demographics [No Value]

Service Contact Information Demographics Public Burden Statement

Subject of Interaction	Special Codes	Referrals Given
Subject 1 [No Value]	Special Code [No Value]	Referral 1 [No Value]
Subject 2 [No Value]	Follow-up Actions	Referral 2 [No Value]
Subject 3 [No Value]	Action 1 [No Value]	Referral 3 [No Value]
Subject 4 [No Value]	Action 2 [No Value]	Referral 4 [No Value]
Subject 5 [No Value]	Action 3 [No Value]	Referral 5 [No Value]
	Action 4 [No Value]	Referral 6 [No Value]
	Action 5 [No Value]	Clinical Trials
		Clinical Trials [No Value]

Cancer Site

Cancer Site 1 [No Value]

Cancer Site 2 [No Value]

Cancer Site 3 [No Value]

Logged in as: Simchah Suveyke 100%

CALLBACK NOTE

1. Callback #1
 - Smoker Name = Free Text (derive from Name field on Contact tab)
 - Phone = Free Text (derive from Name field on Contact tab)
 - Call Date = Free text (from Callback Tracker)
 - Time = Free text (from Callback Tracker)
 - Notes = Free text
 - Caller Quit
 - Yes = 1
 - No = 2
 - Disposition (from Callback Tracker)
2. Callback #2
 - Smoker Name = Free Text (derive from Name field on Contact tab)
 - Phone = Free Text (derive from Name field on Contact tab)
 - Call Date = Free text (from Callback Tracker)
 - Time = Free text (from Callback Tracker)
 - Notes = Free text
 - Caller Quit
 - Yes = 1
 - No = 2
 - Disposition (from Callback Tracker)
3. Callback #3
 - Smoker Name = Free Text (derive from Name field on Contact tab)
 - Phone = Free Text (derive from Name field on Contact tab)
 - Call Date = Free text (from Callback Tracker)
 - Time = Free text (from Callback Tracker)
 - Notes = Free text
 - Caller Quit
 - Yes = 1
 - No = 2
 - Disposition (from Callback Tracker)
4. Callback #4
 - Smoker Name = Free Text (derive from Name field on Contact tab)
 - Phone = Free Text (derive from Name field on Contact tab)
 - Call Date = Free text (from Callback Tracker)
 - Time = Free text (from Callback Tracker)
 - Notes = Free text
 - Caller Quit
 - Yes = 1
 - No = 2
 - Disposition (from Callback Tracker)

Spanish Version

Electronic Coding Records Form (ECRF): seen within the Service Tab

The screenshot displays the ECRF interface within a web browser window titled "120426-000414 - Instituto Nacional del Cáncer - RightNow CX". The interface includes a top navigation bar with icons for "Guardar", "Nuevo", "Copiar", "Actualizar", "Reenviar", "Imprimir", "Sugerir", "Spell Check", "Links", and "Información". Below this is a form with several input fields and dropdown menus:

- NP de referencia:** 120426-000414
- Estado:** No solucionado
- Internal Assigned Date:** Sin valor
- Modo de Comunicarse:** [Sin valor]
- Numero de Servicio:** [Sin valor]
- Internal Due Date:** Sin valor
- Asignado:** Adrianna Gutierrez
- Cola:** [Sin valor]
- Motivo:** [Sin valor]

The main content area is divided into tabs: "Detalles", "Mensajes", "Registro de auditoria", and "Notas". The "Detalles" tab is active, showing a "Service" section with the following sub-sections:

- Tema de Interacción:** A list of five "Tema" fields, each with a "[Sin valor]" dropdown.
- Códigos Especiales:** A "Special Code" field with a "[Sin valor]" dropdown.
- Referidos Proporcionalizados:** A list of six "Referido" fields, each with a "[Sin valor]" dropdown.
- Acción de Seguimiento:** A list of five "Acción" fields, each with a "[Sin valor]" dropdown.
- Sitio/Tipo de Cáncer:** A list of three "Sitio/Tipo de Cáncer" fields, each with a "[Sin valor]" dropdown.
- Estudios Clínicos:** An "Estudios Clínicos" field with a "[Sin valor]" dropdown.

At the bottom of the window, a status bar indicates "Registrado como: Adrianna Gutierrez" and a zoom level of "100%".

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 displays the Oracle RightNow CX Cloud Service interface for configuring a survey. The main window is titled "NCI Inquiry - National Cancer Institute - Oracle RightNow CX Cloud Service". The interface includes a top menu bar with "Home", "Insert Field", "Insert Control", "Design", and "Rules". Below the menu is a toolbar with various icons for design and behavior. The left sidebar shows a "Configuration" tree with categories like "Staff Management", "Application Appearance", "Workspaces", "Interfaces", "Internationalization", "Service", "Sales", and "Database". The main content area shows a survey configuration form for "NCI Inquiry". The form includes fields for "Reference #", "Status" (set to "Unassigned"), "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 "Contact Type" dropdown and a "Collect Demographics" dropdown. The "Demographics" tab is selected, displaying a survey question: "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 the question are three input fields: "Used Service Before?" (dropdown), "How did you locate NCI?" (dropdown), and "Zip Code" (text input). The "Zip Code" field has a button labeled "International". The bottom status bar shows "Logged in as: Ilene Burstyn" and a zoom level of "100%".

CONTACT

1. Name (First, Middle, Last) = Free text
2. Address 1 = Free text
3. Address 2 = Free text
4. Address 3 = Free text
5. City = Free text
6. County = Free text
7. State = Free text
8. ZIP Code = Free text, ZIP Code plus 4 = Free text
9. Email = Free text
10. Phone (Area, Prefix, Suffix) = Free text, Extension = Free Text
Phone Type
 - Home
 - Work
 - CellNote = Free text

11. Alt. Phone (Area, Prefix, Suffix) = Free text, Extension = Free Text
Phone Type
 - Home
 - Work
 - CellNote = Free text

Demographic Survey Text Questions

What is your age?

- Age
- Don't know
- Break off
- Did not complete
- Callers age 96 or older
- Not sampled
- Refusal
- Did not ask

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.

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

Home

Save Save & Close New Copy Refresh Forward Print Propose Spell Check Links Info

Save Save & Close Actions Proofing Links and Info

Home Items

- Notifications
- All Call Backs
- My Inquiries
- My Inbox
- My Call Backs
- Answer Search
- Contact Search
- Inquiry Search
- Queues
- My Inquiries
- NCI Search Knowledgebase
- Training Reports
- Inquiries by Queue
- All Unresolved Inquiries
- Inquiries by Agent
- My Inbox
- Inquiries by Contact Email

Recent Items

Quick Search

Answer Quick Search

Answer ID

Search Clear

Customize List

Home

Analytics

Configuration

Surveys

Reports Explorer | Status of Current Surveys | Today's Inquiries | 121023-000788 | Demographics by IS

Reference # 121023000788 Status Completed Internal Assigned Date [No Value]

Point of Access Telephone Service Number SCANCER 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]

What is your age?

- Age
- Don't know
- Break off
- Did not complete
- Callers age 96 or older
- Not sampled
- Refusal
- Did not ask

What is your Gender?

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

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

Home

Save Save & Close New Copy Refresh Forward Print Propose Spell Check Links Info

Save Save & Close Actions Proofing Links and Info

Home Items

- Notifications
- All Call Backs
- My Inquiries
- My Inbox
- My Call Backs
- Answer Search
- Contact Search
- Inquiry Search
- Queues
- My Inquiries
- NCI Search Knowledgebase
- Training Reports
- Inquiries by Queue
- All Unresolved Inquiries
- Inquiries by Agent
- My Inbox
- Inquiries by Contact Email

Recent Items

Quick Search

Answer Quick Search

Answer ID

Search Clear

Customize List

Home

Analytics

Configuration

Surveys

Reports Explorer | Status of Current Surveys | Today's Inquiries | 121023-000788 | Demographics by IS

Reference # 121023000788 Status Completed Internal Assigned Date [No Value]

Point of Access Telephone Service Number SCANCER 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]

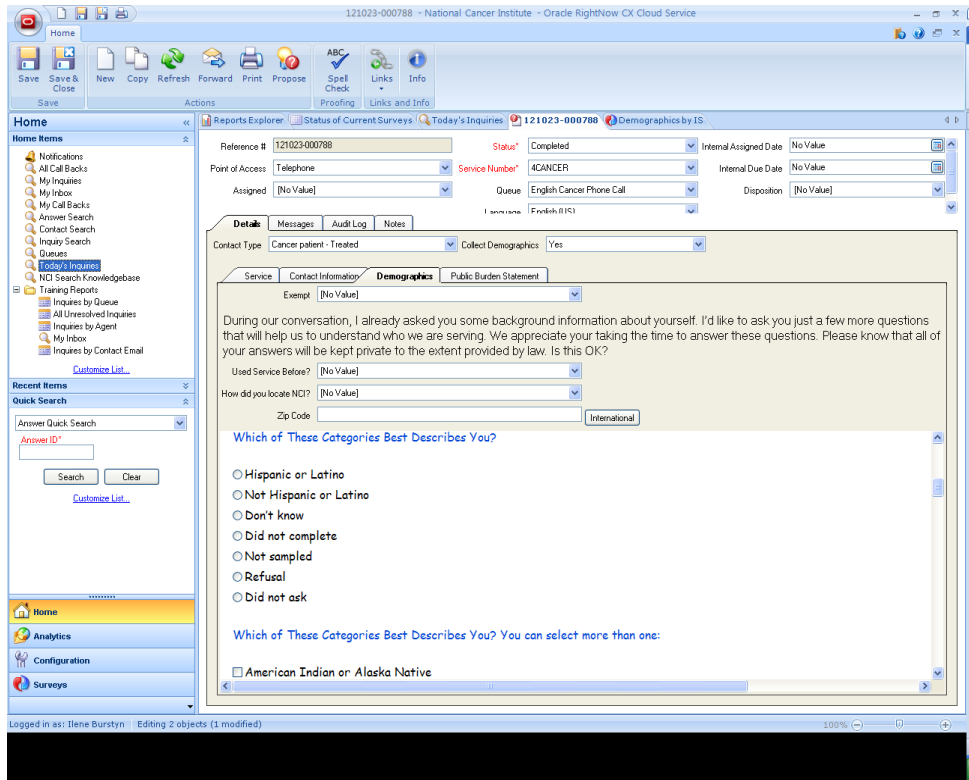
Zip Code [International]

What is your Gender?

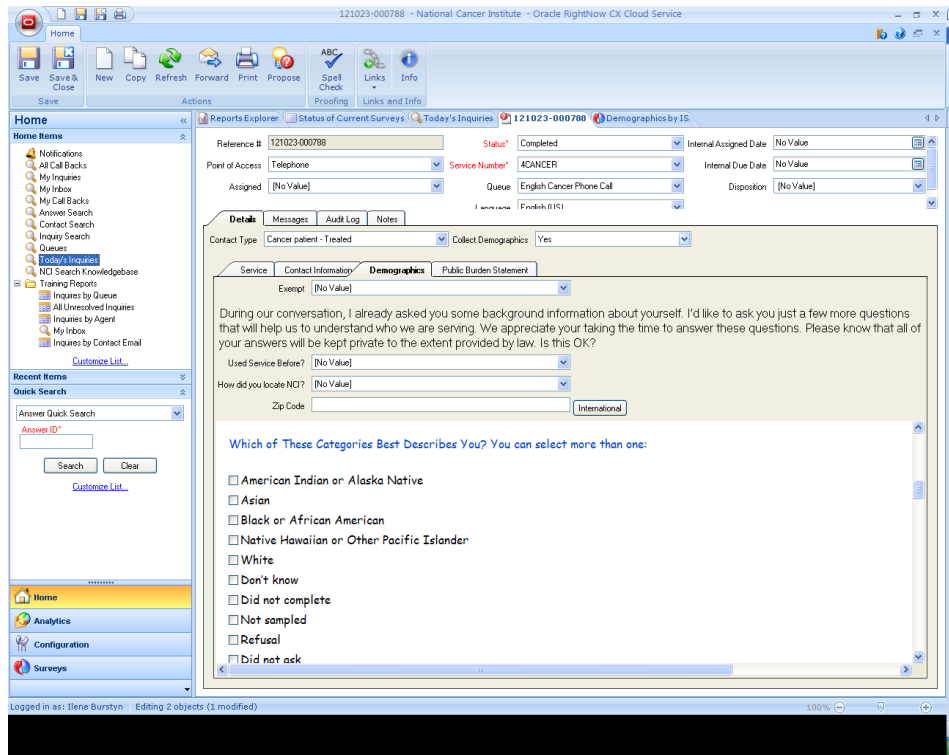
- Male
- Female
- Don't know
- Did Not Complete
- Not sampled
- Refusal
- Did not ask

Which of These Categories Best Describes You?

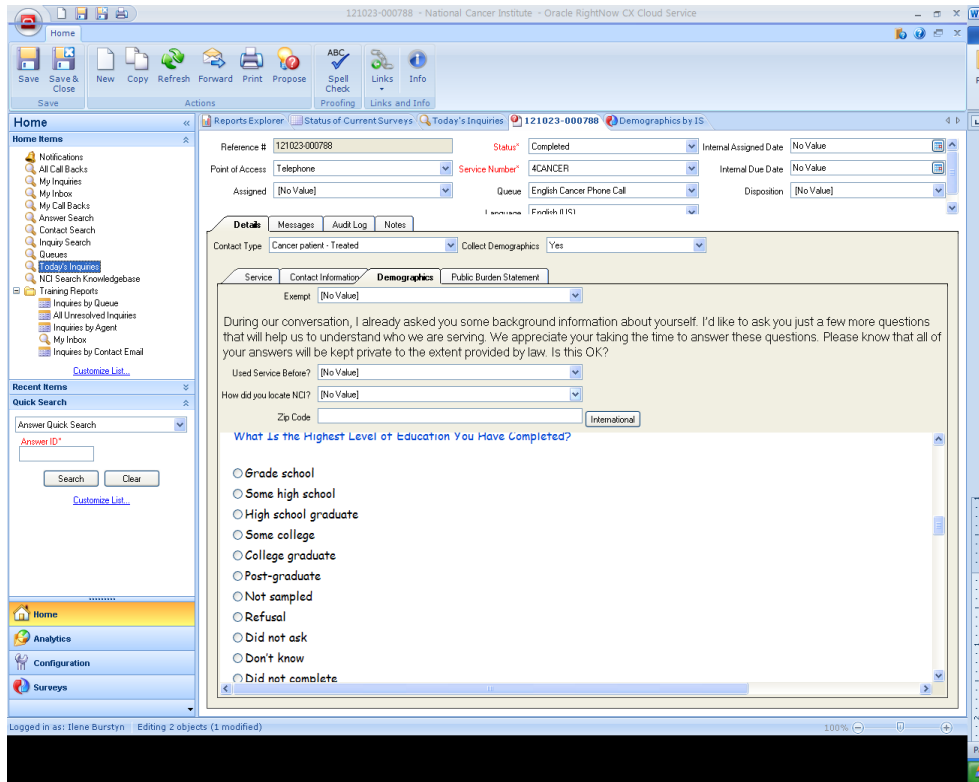
Note: The Information Specialist only asks callers whether they are Hispanic or Latino or Not Hispanic or Latino. The other radio buttons are only for internal coding.



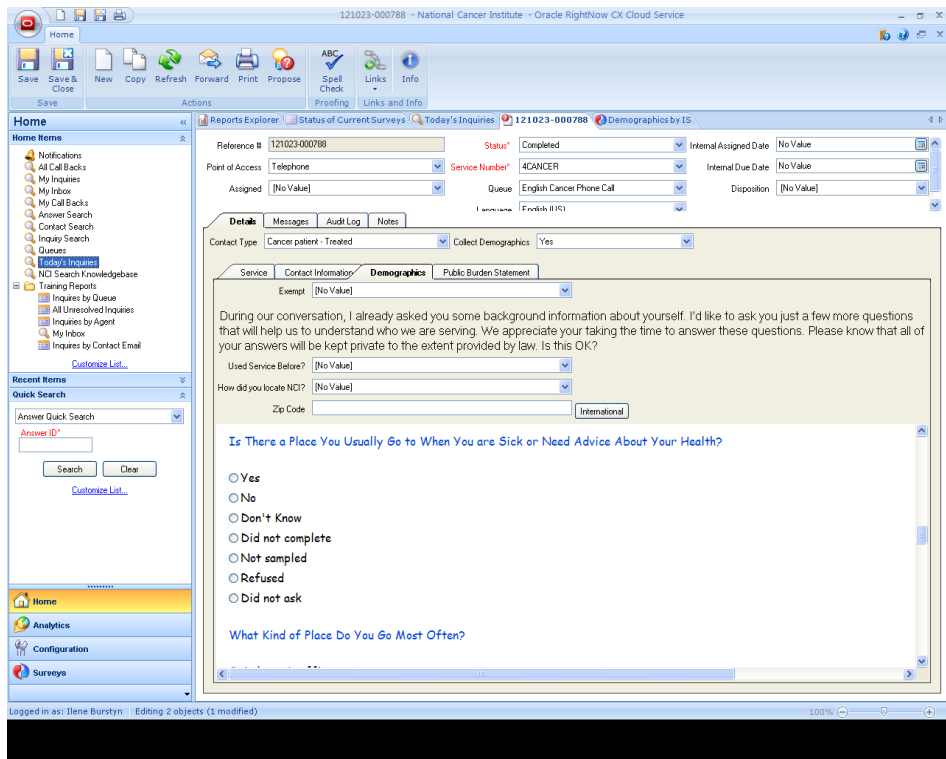
Note: The Information Specialist only asks callers their heritage (first 5 options). The other radio buttons are only for internal coding.



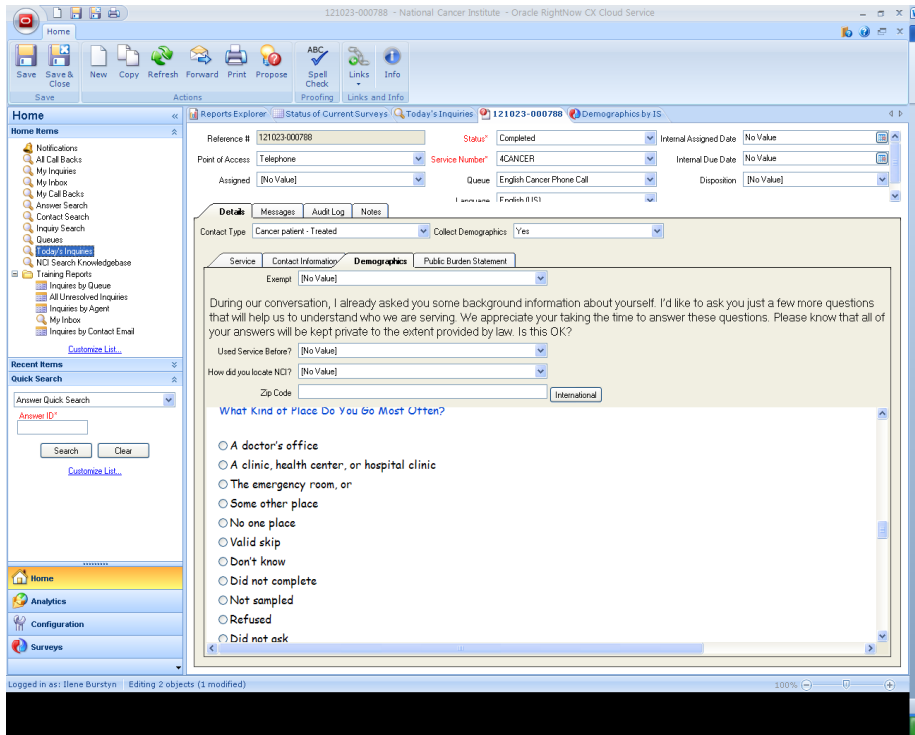
Note: The Information Specialist only asks callers their level of education. The other radio buttons are only for internal coding.



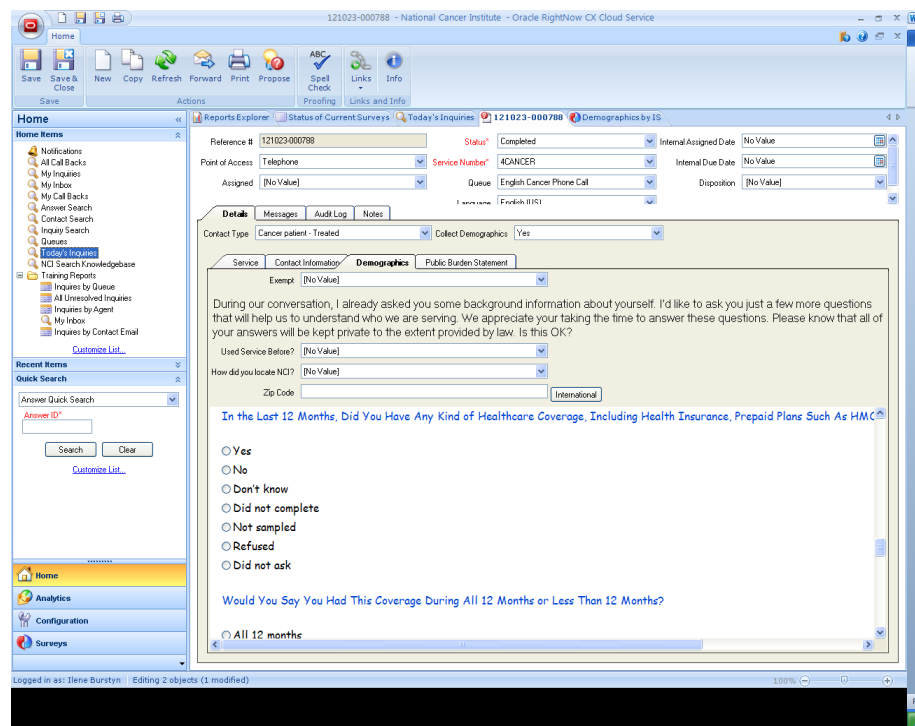
Note: The Information Specialist only asks callers if there is a specific place they go to for medical advice. The other radio buttons are only for internal coding.



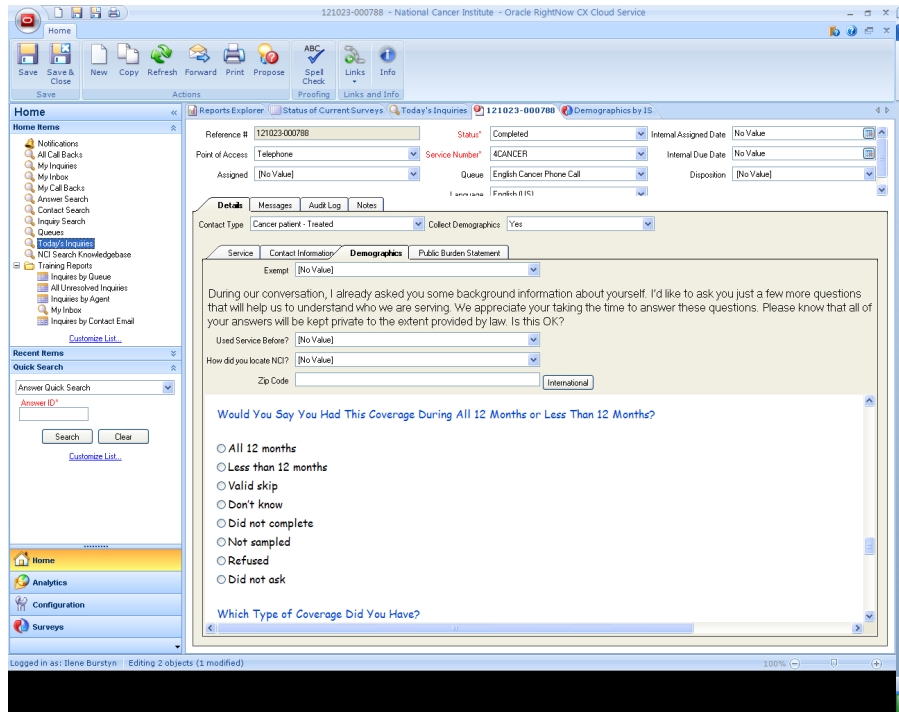
Note: The Information Specialist only asks callers where they go for medical advice. The other radio buttons are only for internal coding.



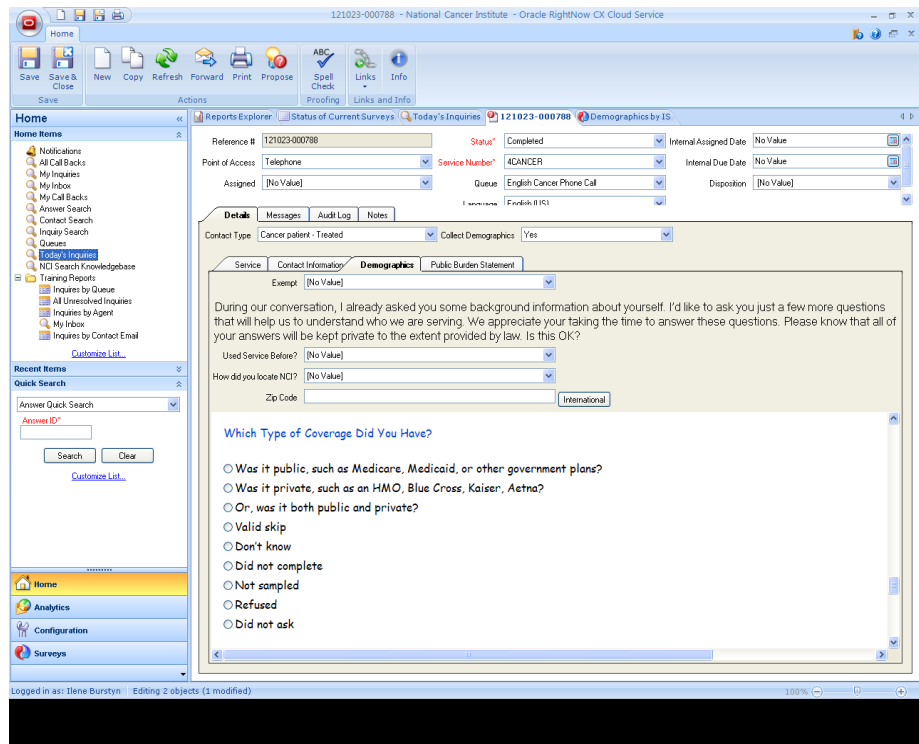
Note: The Information Specialist only asks callers if they have healthcare coverage including health insurance, prepaid plans such as HMOs, or government plans such as Medicare. The other radio buttons are only for internal coding.



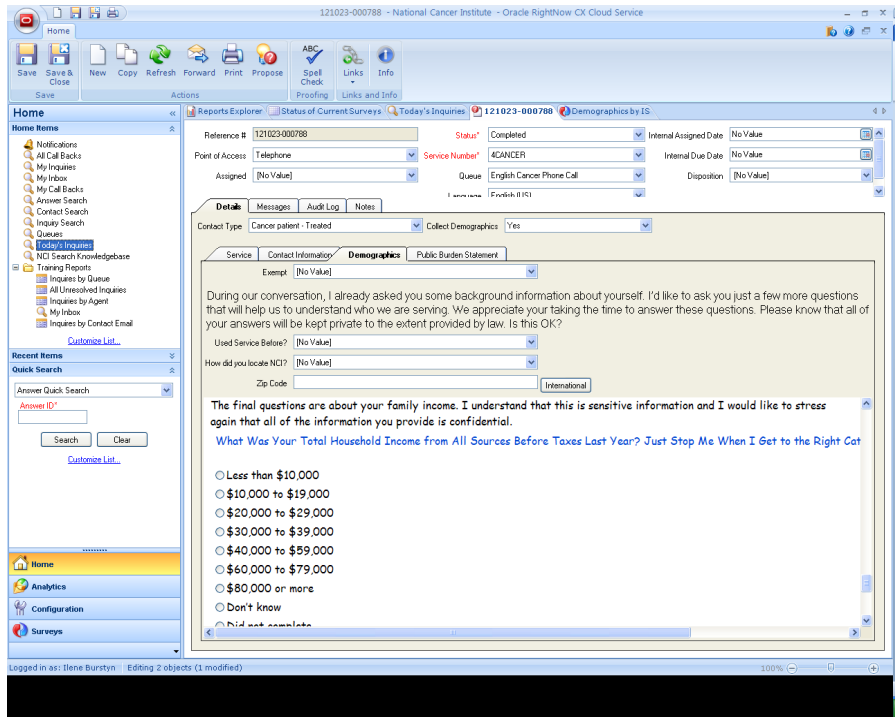
Note: The Information Specialist only asks callers whether or not they have had coverage for 12 months or less than 12 months. The other radio buttons are only for internal coding.



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.



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.

