

ATTACHMENT 5h

K-BAP PHONE REMINDER SCRIPT

Common intro for all informants:

Hello, this is {INTERVIEWER} calling on behalf of the Centers for Disease Control and Prevention. This call is regarding a study of the high prevalence of HIV diagnoses in {CITY NAME}. In response to this HIV crisis, the CDC is surveying providers in {CITY NAME}. May I speak to {PROVIDER NAME}?

If Provider is on phone:

Several weeks ago, we mailed a survey questionnaire packet to you at {PROVIDER ADDRESS}. It was a white envelope with a HHS / CDC logo. It contained a link to a web survey and \$20 cash as a token of our appreciation for your participation. We've also mailed you a postcard and sent reminder emails in the last few weeks. Do you recall seeing any of those?

If YES: That's very good; our field period is drawing to a close, but there is still time to reply. Could you take the time to complete the questionnaire as soon as possible? You can complete the survey online at our secure Website. I can email you a link right now. Can I confirm your email address is {PROVIDER EMAIL}?

If NO: Could you take the time to complete the questionnaire as soon as possible? You can complete the survey online at our secure Website. I can email you a link right now. Can I confirm your email address is {PROVIDER EMAIL}?

We realize that your schedule is extremely busy and that there are many demands for your time. Participating in this survey is voluntary, but we hope that you can help us. Your responses matter. Thank you very much.

If Provider is not available:

Several weeks ago, we mailed a survey questionnaire packet to you at {PROVIDER ADDRESS}. It was a white envelope with a HHS / CDC logo. It contained a link to a web survey and \$20 cash as a token of our appreciation for his/her participation. We've also mailed you a postcard and sent reminder emails in the last few weeks. Do you know if {PROVIDER NAME} received any of those?

If YES: That's very good; our field period is drawing to a close, but there is still time to reply. Could you please ask {PROVIDER NAME} to complete the questionnaire as soon as possible? He/She can complete the survey online at our secure Website. I can email you a link right now. Can I confirm the correct email address is {PROVIDER EMAIL}?

If NO: That's not a problem. Our field period is drawing to a close, but there is still time to reply. Could you please ask {PROVIDER NAME} to complete the questionnaire as soon as possible? He/She can complete the survey online at our secure Website. I can email you a link right now. Can I confirm the correct email address is {PROVIDER EMAIL}?

We realize that {PROVIDER NAME}'s schedule is extremely busy and that there are many demands for his/her time. Participating in this survey is voluntary, but we hope that {PROVIDER NAME} can help us. His/her responses matter. Thank you very much.