

Frequently Asked Questions (For use by Interviewer)

Poison Help Campaign General Population Survey

OMB Control No. 0915-0343

- Q. What is the purpose of this study? What is this study about?**
A. The purpose of this study is to provide the Health Resources and Services Administration (HRSA), with important information about awareness of the *Poison Help* campaign, a program designed to educate people about the *Poison Help* telephone line, which connects people to their local poison center, and other services provided by poison centers.
- Q. How will the study results be used? What will you do with this information?**
A. The information we collect through telephone interviews will help researchers and policymakers understand people's awareness and experiences related to poison situations, the poison control centers 1-800-222-1222 telephone line, and make improvements in future communications about the resources available for these scenarios.
- Q. How do I know the survey is legitimate? How do I know that you are really an interviewer for this survey?**
A. If you wish, you may speak to my supervisor now, or I can give you a toll-free 800 number to call at your convenience.
- Q. Will you keep my information private?**
A. Yes. We do not reveal any personal information except to those persons directly working on the study for the purposes of analysis. Any information you give us will be treated in a confidential manner. Additionally, individual responses are never published in reports; they are added to the responses of others and are published as combined information only. **IF NECESSARY:** As researchers we never conduct a survey for any reason other than gathering statistical data. No, the research information collected is not ever specifically directed at lists and the phone numbers are not used for sales calls, nor are any names ever connected with survey results. The only reason we ask for your name is so a supervisor can verify I conducted this survey.

Q. Is this survey approved by the Government and/or what is the OMB number and expiration date for the survey?

A. Yes, the survey is sponsored by a Federal agency. 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. The OMB number is 0915-0343--Extension and the expiration date is XX/XX/XXXX. **IF NECESSARY:** This survey is being sponsored by the Health Resources and Services Administration (HRSA), which is an agency in the U.S. Department of Health and Human Services.

Q. How did you get my name/number?

A. The phone numbers we use are randomly computer generated. We take your area code and prefix then the last four numbers are generated. This is so we get a wide variety of people's opinions.

Q. Why was your number blocked on my caller ID?

A. We do not block our number. However, sometimes, local telephone carriers do not display numbers from outside the calling area. We are calling from Princeton, New Jersey.

Q. Why don't you call someone else?

A. Your number was randomly selected; we would like your assistance in order to make sure that the results remain representative of all the people in the U.S., including your area. You have an opportunity to represent a significant portion of the population in your area.

Q. Do I have to do this? Do I have to answer your questions?

A. Your participation is completely voluntary and if you don't want to answer a question you may skip over it. Your input and opinions are very important to the success of this study. Your decision to participate will in no way affect the information or service you receive from poison control centers or the Health Resources and Services Administration. However, most people find the questions interesting and enjoy participating in the brief survey.

Q. I'm on the "Do not call list"/Please remove my name from your calling list.

A. I'm not selling anything. I work for a research company and your name was randomly selected from a published list of telephone numbers.

IF NECESSARY: The telephone calls we make are not prohibited or regulated by the Federal Trade Commission (FTC).

Q. How long will this take?

A. Approximately 10 minutes, depending on your answers.

Q. How can I get more information on poison prevention?

A. Please call the Poison Help toll-free number, 1-800-222-1222.

INTERVIEWER NOTE: UNDER NO CIRCUMSTANCES ARE YOU TO GIVE PERSONAL OPINION OR ADVICE. ANYONE REQUESTING INFORMATION ON POISON EMERGENCIES OR POISON PREVENTION SHOULD BE GIVEN THE POISON HELP TOLL-FREE NUMBER, 1-800-222-1222.

Q. What organization is sponsoring this study?

A. The study is sponsored by the Health Resources and Services Administration (HRSA), which is an agency in the U.S. Department of Health and Human Services.

Q. Who do you work for/where are you calling from?

A. I am working with BR Interviewing, on behalf of KRC Research, an independent market research company, located in Washington, DC and New York. Braun Research as well as KRC conducts surveys on many different subjects and is working with HRSA (Health Resources and Services Administration) to conduct this study. **IF NECESSARY:** BR Interviewing is part of Braun Research, Inc., an independent research company headquartered in Princeton, New Jersey.

Q. Does KRC Research have a Web site?

A. Yes, KRC Research has a Web site. The address is www.krcresearch.com.

Q. Does Braun Research have a Web site?

A. Yes, Braun Research has a Web site. The address is www.braunresearch.com.

Q. Is there a Web site for this study?

A. No, there is not a Web site for this study. However, if you would like more information about the sponsor of this study, the Health Resources and Services Administration, you can access their Web site at www.hrsa.gov.

Q. Who can I call to verify this study?

A. You can call the director of the Poison Control Program. Her name is Sondra Stevenson, and her telephone number is 301-443-8177.

Q. Can I get a copy of the results?

A. I will be happy to take your name and address. We can send you a summary of the major results when they are available.