

Attachment J: Confirmation Call

Hello [participant name],

“My name is Elizabeth Landeen from NEHA. You expressed an interest in participating in a focus group as part of the UNCOVER EH initiative, and I am calling to follow-up about a confirmation email I sent to you earlier this week. I have not gotten your response to the email. Are you still able to participate in the focus group?”

If yes, acknowledge their verification, remind them of the scheduled day and time, and offer to resend the confirmation email for their records.

If no, thank the participant for their consideration. Record that this individual will not be available for the focus group.

-END-