

## FIELD INTERVIEWER JOB AID FOR TRAINING RECEPTIONISTS

**Interviewer: IF THE PRIMARY OR SECONDARY CONTACTS HAVEN'T ALREADY INTRODUCED YOU, INTRODUCE YOURSELF TO THE SITE RECEPTIONIST(S).**

I would like to take a few minutes to review the activities for checking in patients and directing them to me. I have a script for you to use when speaking with the patients and a brochure you can hand to the patients.

**SAY:** Let's begin by talking about the **Patient Arrival and Selection Tracking Form**.

**Interviewer: MAKE SURE THE RECEPTIONIST HAS A LAMINATED COPY OF THE SCRIPTS AND JOB AID, BROCHURES, AND THE TRACKING FORM.**

**Interviewer: IF JUST ONE RECEPTIONIST AT THE SITE:**

This is an important form that is used to collect information for our statisticians. Please keep track of the number of patients who register for services as they arrive and check in with you. You will put tally marks in the blanks for each patient who walks in for services while I am here at the site.

Let's pretend that someone just walked in and checked in with you. We will call that patient, Patient #1. You will first determine if the patient is eligible to participate in our study. To be eligible, a patient 1) must have received services from your clinic the past 12 months other than today's visit, and 2) the patient is not an unaccompanied minor 13-17 years of age. If the patient is eligible, you will mark the column "Yes" for that patient. If not eligible, you will mark the column "No"

INTERVIEWER, DEMONSTRATE THIS TO THE RECEPTIONIST.

If the patient is eligible, you will then determine the patient's age, race, and veteran status from your records. If the patient is less than 65 years old, you will mark the column "Under 65 years old" and leave the box "65 or older" blank.

INTERVIEWER, DEMONSTRATE THIS TO THE RECEPTIONIST.

If the patient is an American Indian or Alaskan Native, mark the column "American Indian/Alaskan Native" and leave the other Race boxes blank, **unless** the patient has more than one race. If the patient has more than one race, mark the box for each race.

If the patient is a veteran, you will mark the box for "Veteran" and leave "Not a Veteran" blank. If the patient is not a veteran, you will mark the box for "Not a Veteran" and leave the box "Veteran" blank.

You will also keep a tally of the number of patients that you refer to me in the box that says, "Referred" for each patient. To be referred to the interviewer, a patient must be eligible using the criteria I just mentioned which means that the box "Yes" in the "Patient Eligible" is marked. If the patient is 65 years and older; Asian, American Indian/Alaskan Native or Native Hawaiian/Pacific Islander, or if the patient is a veteran, you will refer that patient to me even if I am not yet available to interview. If a patient does not have these characteristics, you will only refer the patient when I am available to interview or when I approach you or signal that I am ready to do an interview.

We have shaded some of the boxes in the form yellow to help you determine who and when to refer patients to me. If you marked any of the yellow boxes for a patient, you will always refer that patient to me. If none of the yellow boxes for that patient is marked, you will only refer the patient to me if I am available to do the interview.

**Interviewer: ASK RECEPTIONIST IF HE/SHE HAS QUESTIONS. IF NO QUESTIONS, SAY:**

At the end of each day that I am here, I will collect these tally sheets.

Now, let's take a look at the **Respondent Recruitment Script**. and the **Brochure**.

As the patient enters the site and registers, the receptionist who is referring the patients to me will read this brief Respondent Recruitment Script and hand the patient the Health Center Patient Survey Brochure. Let's take a few minutes to read over the scripts.

**Interviewer:** READ THE SCRIPTS OUT LOUD. ASK THE RECEPTIONIST(S) IF SHE/HE HAS ANY QUESTIONS. IF NO QUESTIONS, HAND THE RECEPTIONIST THE BROCHURE TO LOOK OVER.

Any Questions?

**SAY:** Thank you for helping us out on the Patient Survey. I am looking forward to working with you over the next few days.

Thank you very much.

**Interviewer: IF MORE THAN ONE RECEPTIONIST AT THE SITE:**

This is an important form that is used to collect information for our statisticians. Each of you will keep track of the number of patients who register for services as they check in with each of you. You will put tally marks in the Boxes for each category: Patient eligible, Age, Race, Veteran status.

Let's pretend that someone just walked in and checked in with you. We will call that patient, Patient #1. You will first determine if the patient is eligible to participate in our study. To be eligible, a patient 1) must have received services from your clinic the past 12 months other than today's visit, and 2) the patient is not an unaccompanied minor 13-17 years of age. If the patient is eligible, you will mark the column "Yes" for that patient. If not eligible, you will mark the column "No".

INTERVIEWER, DEMONSTRATE THIS TO THE RECEPTIONIST.

If the patient is eligible, you will then determine the patient's age, race, and veteran status from your records. If the patient is less than 65 years old, you will mark the column "Under 65 years old" and leave the box "65 or older" blank.

INTERVIEWER, DEMONSTRATE THIS TO THE RECEPTIONIST.

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If the patient is a veteran, you will mark the box for "Veteran" and leave "Not a Veteran" blank. If the patient is not a veteran, you will mark the box for "Not a Veteran" and leave the box "Veteran" blank.

**Interviewer:** YOUR FS WILL DETERMINE WHICH RECEPTIONISTS WILL REFER PATIENTS TO YOU.. ALL OTHER RECEPTIONISTS WILL TALLY PATIENTS BUT NOT ALL OF THEM WILL BE REFERRING PATIENTS TO YOU.

FOR RECEPTIONIST WHO WILL REFER PATIENTS TO YOU, SAY:

You will also keep a tally of the number of patients that you refer to me in the box that says, "Referred" for each patient. To be referred to the interviewer, a patient must be eligible using the criteria I just mentioned which

means that the box “Yes” in the “Patient Eligible” is marked. If the patient is 65 years and older; Asian, American Indian/Alaskan Native or Native Hawaiian/Pacific Islander, or if the patient is a veteran, you will refer that patient to me even if I am not yet available to interview. If a patient does not have these characteristics, you will only refer the patient when I am available to interview **or when I approach you or signal that I am ready to do an interview.**

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**Interviewer: MAKE SURE THE RECEPTIONISTS HAVE A LAMINATED COPY OF THE SCRIPTS AND JOB AID, BROCHURES, AND THE TRACKING FORM.**

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As the patient enters the site and registers, the receptionist who is referring the patients to me, will read this brief Respondent Recruitment Scripts and hand the patient the Health Center Patient Survey Brochure. Let’s take a few minutes to read over the script.

**Interviewer: READ THE SCRIPTS OUT LOUD. ASK THE RECEPTIONIST(S) IF SHE/HE HAS ANY QUESTIONS. IF NO QUESTIONS, HAND THE RECEPTIONIST THE BROCHURE TO LOOK OVER.**

Any Questions?

**SAY:** Thank you for helping us out on the Patient Survey. I am looking forward to working with you over the next few days.

Thank you very much.