

## Appendix B: Confirmation Email to Eligible Respondents

Any text in curly brackets "{ }" indicates part of the script that will change based on the participant, or situation. The intended content (or content options) is indicated in the brackets.

{Blue text applies to Physician sample / green text applies to consumer sample}

**Subject: Online Video Interview for FDA Study on Selecting Medical Treatment**

Dear **{PARTICIPANT FIRST NAME}**:

Thank you for agreeing to join an interview with RTI International about factors {physicians / people} consider when selecting medical treatments. Your online, video interview is scheduled for **{DAY, DATE}** at **{START TIME - END TIME}{TIME ZONE}**. The interview will take place online and **will last about 60 minutes**. Please be sure to set aside enough time in your schedule for the entire session.

Detailed in this email are some general instructions, followed by specific information needed to participate in the interview.

### TESTING THE PLATFORM

We will use a video platform called Zoom for the interview and you will need a computer (not just a smartphone) with a web camera to participate.

**To make sure that you can join the interview, please test your device and web camera at least 24 hours before your scheduled interview.** You can test your equipment by clicking on the test link below or copying/pasting the URL into your web browser.

Zoom Test Link

**{INSERT ZOOM TEST URL}**

## JOINING THE INTERVIEW

Please use the login information below to join the online interview at your scheduled date and time:

1. Click the meeting link:  
**{INSERT ZOOM MEETING URL}**
2. A pop-up box will appear on your screen requesting to download and run Zoom.
  - a. If you would like to install the Zoom app (*the easiest option and the smoothest experience but not required*), click on the file and install the launcher.
  - b. If you do not want to install the application, click the “join from your browser” link.
3. For audio, you can use either your computer or a phone. After you login into Zoom using the link provided, you will be able to choose an audio option—computer or phone. If you choose phone audio, please select the option that allows the system to call you (vs. you calling into Zoom). This will suppress your phone number and protect your privacy.
4. Activate your video by clicking the “Start Video” button in the lower left corner of the app.

## PROTECTING YOUR PRIVACY

It is important to us that your privacy is protected. We will never ask for your last name or contact information. To help us protect your privacy, please follow these suggestions:

1. **Use Only Your First Name.** When you join the Zoom meeting, you will be asked to sign in or enter your name. Using only your first name allows us to identify you while still protecting your privacy.
2. **If You Join by Phone, Have the System Call You.** This will suppress your telephone number and keep your contact information private.

## HELPFUL HINTS

To make the most of the interview, please follow these helpful hints:

- 1. Login to Your Zoom Session at Least 5 Minutes before the Interview is Scheduled to Start.** This allows you to test your login information and ensure that the interview begins and ends on time.
- 2. Minimize Distractions.** You will need to be seated at your computer with a webcam to participate. Please choose a quiet room where you can participate in private and without any distractions. Alert others in advance that you’re giving your full attention

to the discussion. Turn off your cell phone, television, and anything else that might distract you. Increase the volume on your device for the best audio quality.

## **PERSONS TO CONTACT**

RTI International, a non-profit research organization based in North Carolina, is conducting this study on behalf of the U.S. Food and Drug Administration (FDA).

If you have questions about the study, you can call the project director, Ryan Paquin, at 1-800-334-8571, ext. 22041. He can be reached between 9:00 AM and 5:00 PM Central Time Monday to Friday.

Please keep this information accessible for your interview. Thank you again for your interest. We look forward to seeing you online soon!

**{RECRUITER SIGNATURE}**

**{SIGNATURE LINE WITH PHONE NUMBER AND EMAIL}**