

Appendix D: Reminder Call and No-Show Call Scripts

Any text in angle 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}

Reminder Call (Made by L&E Research)

Hello, this is **{RECRUITER NAME}** calling from L&E Research regarding an interview you recently agreed to do for a research study assessing **{how physicians make treatment decisions / how people select medical treatments}**.

I'm calling to make sure you received the instructions for the interview that we sent by email and that you are still willing to participate.

Have you received the instructions?

IF NO: [Note in sheet and tell participant you will re-send.]

And are you still planning on participating?

IF NO: Do you have a specific question or concern that I can address about the study? **[IF NOT THANK PARTICIPANT FOR THEIR TIME]**

IF YES: Great. Do you have any other questions at this time?

Thank you **{PARTICIPANT NAME}**. We appreciate your participation in this study.

[If a participant can't be reached by phone, resend confirmation email.]

No-show Call (made by RTI)

[If participant has not called in/answered call for the interview 5 minutes after the start time.]

Hello this is **{RESEARCHER NAME}** calling from RTI International regarding the research study that you recently agreed to participate in assessing **{how physicians make treatment decisions / how people select medical treatments}**. We had you scheduled for an interview today at **{TIME}**.

Are you still able to complete the interview now?

IF YES: [Confirm that they have instructions for Zoom; if not resend]

IF NO: [OFFER TO HAVE L&E CONTACT THEM TO RESCHEDULE]

IF NO: Well, thank you for your time.