

## 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.