

Appendix L – Telephone Reminder Script, Voicemail Message, Text Message, and Email for Individuals Who Do Not Respond to Recruitment Package or Follow-Up Surveys

[SHADED TEXT DENOTES INFORMATION COLLECTION]

Recruitment Script

Non-Response Recruitment Phone Call Telephone Script

Hello, my name is _____. I am calling on behalf of the investigators conducting CDC/ATSDR's PFAS and Viral Infections Study.

May I speak to [SELECT NAME FROM CORRECT SCENARIO BELOW]?

- ADULT PARTICIPANT
- PARENT/GUARDIAN OF CHILD PARTICIPANT
- ADULT WHO IS BOTH PARTICIPANT AND PARENT/GUARDIAN OF CHILD PARTICIPANT

[IF NOT CORRECT PERSON]

- Please let me know the best time we can reach [NAME].
- **RECORD** | _____ | (day)
|__|_| / |__|_| / |__|_| (date)
|__|_| : |__|_| AM PM (time)
- Thank you so much. I will call back then to speak to [NAME].

[IF CORRECT PERSON]

Hello. Our records show that [You/Your child/You and your child] participated in a previous study that measured PFAS in your blood and you were interested in being contacted about future studies. I am calling today to invite [you/your child/you and your child] to participate in a new study to examine the relationship between the amount of PFAS in a person's blood and susceptibility to viral infections, including COVID-19. This new study will use the results of the previous study's PFAS blood level; no new blood samples are needed. You should have received a package in the mail from us sometime in the last few weeks. Did you receive this package in the mail?

[IF YES]

Great! The package contains a Letter of Invitation, a Consent Form, the Initial Survey, a pre-paid, addressed return envelope, and a Symptom Diary. To enroll in the study, you need to read and sign the consent form, complete the initial survey, and mail them back to us in the pre-paid envelope. Do you have any questions about the study?

[ANSWER QUESTIONS]

Thank you for your time and for considering being a part of our study. If you have any additional questions, please contact us at [insert contact information.] **END CALL.**

[IF NO]

If you are interested in learning more about the study or enrolling in the study, we can check the contact information we have on file for you and mail you a new package.

Would you like us to mail you a new package?

[IF YES]

Great! What is the best mailing address to use?

RECORD: _____ (mailing address) _____

We will conduct this study from [insert dates here]. Participants will be asked to complete an initial survey and four follow-up surveys, each spaced approximately 3 months apart. This study will not require any visits in person or collection of laboratory samples such as blood or urine. The package you'll receive contains a Letter of Invitation, a Consent Form, the Initial Survey, a pre-paid, addressed return envelope, and a Symptom Diary. To enroll in the study, you need to read and sign the consent form, complete the initial survey, and mail them back to us in the pre-paid envelope. Do you have any questions about the study?

[ANSWER QUESTIONS]

Thank you for your time and for considering being a part of our study. If you have any additional questions, please contact us at [insert contact information.] **END CALL.**

[IF NO]

Okay, thanks. We'll make a note in our records that you are not interested in participating in the study. Thank you for your time and have a great day. **END CALL.**

Non-Response Recruitment Voicemail Script

Hello, my name is _____. I am calling on behalf of the study investigators conducting CDC/ATSDR's *PFAS and Viral Infections Study*.

Our records show that [You/Your child/You and your child] participated in a previous study that measured PFAS in your blood. I am calling today to invite [you/your child/you and your child] to participate in a new study to examine the relationship between the amount of PFAS in a person's blood and susceptibility to viral infections, including COVID19. This new study will use the results of the previous study's PFAS blood level; no new blood samples are needed.

You should have received a package in the mail from us sometime in the last few weeks. If you did not receive this package and are interested in the study, please contact us at [insert contact information].

If you did receive the package and would like to enroll in the study, please complete the included consent form and initial survey, and return them to us in the pre-paid envelope as soon as possible.

Please contact us at [insert contact information] with any questions. Thank you for your time. **END CALL.**

Follow-up Script

Non-Response Follow-Up Phone Call Telephone Script

Hello, my name is _____. I am calling on behalf of the investigators conducting CDC/ATSDR's *PFAS and Viral Infections Study*.

May I speak to [SELECT NAME FROM CORRECT SCENARIO BELOW]?

- ADULT PARTICIPANT
- PARENT/GUARDIAN OF CHILD PARTICIPANT
- ADULT WHO IS BOTH PARTICIPANT AND PARENT/GUARDIAN OF CHILD PARTICIPANT

[IF NOT CORRECT PERSON]

- Please let me know the best time we can reach [NAME].
- **RECORD** | _____ (day)
|_____|/|_____|/|_____| (date)
|_____|:|_____| AM PM (time)
- Thank you so much. I will call back then to speak to [NAME].

[IF CORRECT PERSON]

Hello. Our records show that [You/Your child/You and your child] enrolled in this study in [insert date] and completed the initial survey. You should have received a follow-up survey [by mail/by email]. Did you receive the follow-up survey?

[IF YES]

Great! To continue in the study, you will need to complete the follow-up survey [and mail it back to us in the pre-paid envelope/using the secure online REDCap system]. Do you have any questions?

[ANSWER QUESTIONS]

Thank you for your time. If you have any additional questions, please contact us at [insert contact information.]
END CALL.

[IF NO]

If you are still interested in participating in the study, we can check the contact information we have on file for you and [mail/email] you a new follow-up survey.

Would you like us to [mail/email] you a new package?

[IF YES]

Great! What is the best [mailing/email] address to use?

RECORD: _____ (mailing/email address)

To continue in the study, you will need to complete the follow-up survey [and mail it back to us in the pre-paid envelope/using the secure online REDCap system]. Do you have any questions?

[ANSWER QUESTIONS]

Thank you for your time. If you have any additional questions, please contact us at [insert contact information.] **END CALL.**

[IF NO]

Okay, thanks. We'll make a note in our records that you are not interested in participating in the study further. Thank you for your time and have a great day. **END CALL.**

Non-Response Follow-Up Voicemail Script

Hello, my name is _____. I am calling on behalf of the investigators conducting CDC/ATSDR's *PFAS and Viral Infections Study*.

Our records show that [You/Your child/You and your child] enrolled in this study in [insert date] and completed the initial survey. You should have received a follow-up survey [by mail/by email] in the last few weeks. If you did not receive this survey and are still interested in participating in the study, please contact us at [insert contact information].

If you did receive the follow-up and would like to continue in the study, please complete the follow-up survey [and mail it back to us in the pre-paid envelope/using the secure online REDCap system] as soon as possible.

Please contact us at [insert contact information] with any questions. Thank you. **END CALL.**

Non-Response Follow-Up Text Message Script

Hello. Our records show that [You/Your child/You and your child] enrolled in the *PFAS and Viral Infections Study*. We haven't received your follow-up survey yet. To continue in the study, please complete the survey and return it as soon as possible. Please contact us at [insert contact information] with any questions.

Non-Response Follow-Up Email Message Script

Hello. I am calling on behalf of the investigators conducting CDC/ATSDR's *PFAS and Viral Infections Study*.

Our records show that [You/Your child/You and your child] enrolled in this study in [insert date] and completed the initial survey. You should have received a follow-up survey [by mail/by email] in the last few weeks. If you did not receive this survey and are still interested in participating in the study, please contact us at [insert contact information].

If you did receive the follow-up and would like to continue in the study, please complete the follow-up survey [and mail it back to us in the pre-paid envelope/using the secure online REDCap system] as soon as possible. Please contact us at [insert contact information] with any questions. Thank you.