

Attachment 41. Reminder Phone Script, Voicemail, and Text Message - English

Phone Script

Good morning/afternoon/evening.

May I speak with [participant name]?

Hello, my name is _____ and I'm calling from EurekaFacts, an independent research company, about your participation in an **[online/ in person]** 90-minute session for the following date and time. This study is sponsored by the Centers for Disease Control and Prevention (CDC).

Your session is on:

DATE: [[DATE]]

TIME: [[TIME and TIME ZONE]]

The session will take place [virtually as an online meeting/ in person at [location name]]. Could we fill out the consent form together now? It should take less than 5 minutes.

[IF YES]

Please refer back to the email we sent out by us, EurekaFacts, and in the subject line it says "Women's Health". I can resend, if needed. Should I?

[Once consent form is complete]: Thank you so much for your time! We will follow up with a reminder e-mail that includes the session date and time as well as [a link/address].

If, for any reason, you must cancel or re-schedule, DO NOT invite anyone else to take your place. Instead, please immediately call 240-403-1650 or email us at outreach@eurekafacts.com so we can find a replacement for the study.

[IF NO]

Okay. When you have the time, please refer back to the email we sent out by us, EurekaFacts and in the subject line it says "Action required". I can resend, if needed. Should I?

If, for any reason, you must cancel or reschedule, DO NOT invite anyone else to take your place. Instead, please immediately call 240-403-1650 or email us at outreach@eurekafacts.com so we can find a replacement for the study.

//Details of the session, if asked//

As a reminder, this is a 90-minute conversation that will cover Hispanic/Latina women's health and the role that culture plays in their health choices. You will receive a \$75.00 e-gift card from a major credit card company for your time and effort [ONLINE]: within 10 days after the session. //OR// [IN-PERSON]: at the end of the session.

REMINDER VOICEMAIL

Hi [Participant Name], this is [INTERVIEWER NAME] calling from EurekaFacts to remind you of your participation in [an online/in person] conversation session about Hispanic/Latina women's health. The session will last no more than 90 minutes, and participants will be provided with a \$75 gift card from a major credit card company to thank you for your time, effort, and feedback.

We sent out an email with more information and ask that you fill out the consent form. If you have any questions, please call 240-403-1650.

REMINDER TEXT MESSAGE

REMINDER: Hi [Participant Name], you are scheduled on [DAY OF THE WEEK] [DATE] AT [TIME INCLUDING TIMEZONE] for {an online/ in person} conversation session about Hispanic/Latina women's health. Check your e-mail for more detailed information on how to prepare.

Please call 240-403-1650 with any questions.