

Telephone Introductory Script

Hello, this is ____ calling on behalf of RAND Corporation at the request of the Office of the Assistant Secretary of Defense for Health Affairs. May I please speak to [*participant first name*]?

[IF ASKED WHAT YOU ARE CALLING ABOUT BY GATEKEEPER] We are following up on an email and letter invitation to participate in a survey about the provision of reproductive health care for active duty service women.

[ONCE PROPER RESPONDENT ON PHONE SAY] Hello, my name is _____. I am calling from [*survey firm*] regarding a voluntary survey that the RAND Corporation is conducting at the request of the Assistant Secretary of Defense for Health Affairs. The goal of the survey is to identify ways to improve reproductive health care for active-duty service women. You have been invited because you may provide these services. This brief survey will ask about your training and knowledge and your experiences with providing care to service women.

I would like to set up a time with you to interview you for about 20 minutes. If you complete the survey during off-duty hours, you will receive a \$40 e-gift card as a token of our appreciation. When would be a good time to conduct the interview?

[FOR RESPONDENTS WHO STARTED BUT HAVE NOT COMPLETED THE SURVEY] We noticed that you began the survey, but stopped before completing it. If you would to complete it now, we can, or I can set up a time with you to interview you for about 20 minutes. If you complete the survey during off-duty hours, you will receive a \$40 e-gift card as a token of our appreciation. When would be a good time to conduct the interview?

[IF HESITANT OR REFUSED] "We can also email you a link to the survey that you can complete online. What email address should we send that to?"

[END] Thank you for your time today. We really appreciate your participation in this important effort!