

Email, Voicemail Scripts – Adaptable Templates

Note: These scripts are considered “loose.” Interviewers should feel free to adapt according to their situation(s).

Respondents without Appointment through Scheduler

Note: In cases where Rs have not scheduled interviews using the scheduler system, the interviewer will need to contact, schedule, and follow-up on their own.

Phone Script – Schedule

“Thank you for agreeing to participate in the follow-up to the NSDUH interview. I’m hoping we can find a date and time where our schedules match. What upcoming dates and times are you available to complete the interview? If you have time, we can complete the interview now as well.

[if a respondent does not suggest date/time, then say below]

Here are a few dates and times that I have available. Let me know if any of these work for you and I’ll provide the meeting information to you by email and or phone, based on your preference. [DATES]”

There are four ways in which you can participate:

1. I can call your phone at the appointment time,
2. You can call the phone number you were provided via email or phone,
3. You can connect to the Zoom meeting with your video on, or
4. You can connect via Zoom with your camera off.

Please note you **do not** need to download Zoom software or have an internet connection to complete the interview. The interview can be conducted over the phone.

Voicemail Script – Schedule

“Hello, this is [NAME] from RTI International calling to schedule a follow-up to the NSDUH interview. Thanks again for agreeing to participate.

Please give me a call back at [INSERT NUMBER] when you have the chance. Thanks!”

Respondents with Appointment through Scheduler

Note: In cases where Rs have scheduled interviews through the scheduler system and provided the project with an email contact, the scheduler system will send various email reminders prior to the interview date. Interviewers will contact all Rs the day before their interview. If an interviewer is unable to keep the original interview time and there is no interviewer who can cover, the interviewer will attempt to reschedule the interview.

Phone and Email Script – Reschedule

“Thank you for agreeing to participate in the follow-up to the NSDUH interview. I’m not able to keep your interview scheduled for [INSERT DATE/TIME]. Are there any additional upcoming dates and times during which you are available to complete the interview?

Here are a few dates and times that I have available. Let me know if any of these work for you. [DATES]”

Please remember you do not need to download Zoom software or have an internet connection to complete the interview. The interview can be conducted over the phone or via Zoom.

Voicemail Script – Confirm Appointment

“Hello, this is [NAME] from RTI International calling to confirm your scheduled follow-up to the NSDUH interview on [INSERT DATE]. Thanks again for agreeing to participate.”