

BD-STEPS

Scripts for Leaving Messages

Answering Machines (Subject) and Another Person

NOTE: As needed, project staff will review sample and leave additional instructions on when to leave messages at a greater frequency than indicated in this document.

Answering Machine Message for Mother/Subject (at Home):

MESSAGE A: Initial answering machine message

"Hello. I am calling for (full name of subject) about an important health study conducted by the <state grantee >. We recently mailed you some information about the study, but we have not been able to reach you. Please call our interviewers toll-free at 1-888-743-7324, and let us know the best time to call you. You can also email us at BD-STEPS@abtassoc.com. We look forward to hearing from you."

***NOTE:** Interviewers will leave Message A once/week for the first month at each number we have for the respondent.*

MESSAGE B: Answering machine message after 30 days or after 3 messages left

"Hello. I am calling for (full name of subject) about an important health study conducted by the <state grantee> and sponsored by the Centers for Disease Control (CDC). <State grantee> recently mailed you an information packet about this study. Our interviewers have tried calling you but have not been able to reach you. Please call us toll free at 1-888-743-7324 or e-mail us at BD-STEPS@abtassoc.com, and let us know the best time to call you. Please also let us know if you did not receive your packet. We look forward to hearing from you!"

***NOTE:** Interviewers will leave Message B once/week up to three times, then once/month thereafter or as needed.*

MESSAGE C: Answering machine message left after one year or within three months of expiration

"Hello. This message is for (full name of subject). We have tried contacting you about an important health research study conducted by the <state grantee> and sponsored by the Centers for Disease Control (CDC)]. Your chance to join this study will end soon. It is important that we hear from you soon so that you can join the study. Please call us toll free at 1-888-743-7324, or e-mail us at BD-STEPS@abtassoc.com to let us know the best time to call you. We look forward to hearing from you.

***NOTE:** Interviewers will leave Message C after one year or within three months of expiration once/week for the first week and then once/month thereafter. Special instructions will be provided to interviewers once the case/control is in its last month and last week of eligibility. Instructions will be based on review of the call history by project staff.*

Answering Machine Message for Mother/Subject at WORK: Be very careful about leaving messages at subject's place of work.

"Hello, my name is (name), and this is a message for (subject). I'm calling about an important health research study. Recently, we mailed you some information about the study, but have been unable to reach you. Please give us a call on our toll free line, 1-888-743-7324, and let us know the best number and time to call you. Thank you."

Leaving Message with Another Person (FOIB, Household Member or Contact Person):

NOTE: If when trying to contact a study subject, you reach another person, please leave a message asking to have the subject call us toll-free.

Sample script:

"Hello, may I speak with (first and last name of subject)."

IF SUBJECT IS NOT AVAILABLE:

"Would you please have (Subject's first and last name) call (Name) at ([insert interviewer contractor toll free number]. Thank you very much."

NOTE: Never mention birth defects, but you may mention it is a health study.

Answering Machine Script for FOIB and Contacts:

"Hello, my name is (name). I am trying to reach (Contact name) about (Subject's first and last name). I would like to talk to (Ms. [subject's last name]) about a study being conducted by < state grantee>. It is important to our study that we speak with (subject). Please give us a call on our toll-free line, 1-888-743-7324, and leave a message if you have any information to help us reach (subject's name). Thank you."

NOTE: Never mention birth defects, but you may mention it is a health study.