

**BD-STEPS
TELEPHONE SCRIPTS**

Bloodspot Reminder Call to Case or Control Mother

Bloodspot Reminder Call to Mother

Hello, may I speak to <Mother>? This is <Interviewer> calling for the Birth Defects Study To Evaluate Pregnancy exposureS or BD-STEPS. <Mother>, recently we sent you information about newborn bloodspots. Did you receive this?

NO If it's all right, I can send you this information again. Would you please confirm that I have the correct address to send this information?

[VERIFY ADDRESS]

[DESCRIBE NEWBORN BLOODSPOT PACKET CONTAINS A LETTER, A PRINTOUT OF FREQUENTLY ASKED QUESTIONS AND A CONSENT FORM]

[PROBE AS APPROPRIATE]

If you have any questions about the consent form or about how our study will use newborn bloodspots you may call our toll-free number, 1-888-743-7324.

YES I am calling today to find out if you have any questions about the bloodspot information or the consent form. I'd be happy to answer any questions that you have. Do you have any questions?

NO When could we expect to receive the consent form?

If you have any questions about the consent form, you may call our toll-free number, 1-888-743-7324.

<ONLY for states in which local IRB allows verbal consent for sharing bloodspot>
If you'd like, I can go through the consent forms with you over the phone. [READ ENTIRE BLOODSPOT CONSENT].

YES [ANSWER QUESTIONS – SEE FAQ for FREQUENTLY ASKED QUESTIONS AND RESPONSES]

When could we expect to receive the consent form?

If you have any questions about, you may call our toll-free number, 1-888-743-7324.

IF REFUSAL: DO NOT ASK OR PROBE FOR REASONS.

RECORD REASON FOR REFUSALS ONLY IF THE SUBJECT OFFERS THIS INFORMATION.

Thank you.

PROBES for bloodspot follow up:

PROBE: We know there is a lot of information given in the consent form.

Do you have any questions about the consent form?

OR, are there any parts that were not clear?

OR, is there anything I can help you with?

**IF MOTHER ASKS QUESTIONS ABOUT THE BLOODSPOT INFORMATION,
BUT HAS NOT RECEIVED THE LETTER YET, SAY:**

I'd be happy to answer any of your questions now, but you might find it more helpful if you wait to see the letter and consent form. You can call us back at that time if you still have questions.

DESCRIBE BLOODSPOT SHARING AND CONSENT REQUEST, IF MOTHER WANTS MORE INFORMATION, REFER TO BLOODSPOT FAQ FOR FREQUENTLY ASKED QUESTIONS AND RESPONSES.

MESSAGE FOR SUBJECT'S ANSWERING MACHINE:

"We're calling <SUBJECT'S FIRST/LAST NAME> to see if you received the information we sent in the mail. You may call us at our toll-free number, 1-888-743-7324, with any questions. We'll also try calling you again."

MESSAGE LEFT WITH ANOTHER PERSON:

"We're calling <SUBJECT'S FIRST/LAST NAME> to see if she received the information we sent in the mail. She may call us at our toll-free number, 1-888-743-7324, with any questions. We'll also try calling her again. (When would be a good time to reach her?)"