

## Overview of

### ***PERFORMING TELEPHONE INTERVIEWS*** **(ORAUT-PROC-0005, Rev. 0)**

As part of processing claims of workers at Department of Energy and Atomic Weapons Employee facilities, the National Institute for Occupational Safety and Health (NIOSH) staff and their technical support contractors conduct telephone interviews with claimants. The purpose of this procedure, *Performing Telephone Interviews* (ORAUT-PROC-0005), is to outline the process for conducting a Computer Assisted Telephone Interview (CATI).

### **SUMMARY OF FINDINGS RESULTING FROM THE TECHNICAL REVIEW**

Review of the procedure by the technical contractor for the Advisory Board on Radiation and Worker Health (the Board) produced 15 findings. Since all of the findings are procedural, and, as discussed below, the procedure was replaced by another procedure, the findings are not reproduced here.

### **RESOLUTION OF FINDINGS**

NIOSH agreed to modify its procedures and policies to address all findings. In addition, this procedure, as well as related procedures, *Scheduling Telephone Interviews* (ORAUT-PROC-0004) and *Reviewing Telephone Interviews* (ORAUT-PROC-0017), have been replaced by *Computer Assisted Telephone Interview Process* (ORAUT-PROC-0090). All of the findings were closed under this procedure, but were determined to be unresolved under the new procedure. Therefore, they will be re-opened under ORAUT-PROC-0090.