TELEPHONE SCRIPT FOR MISSING MEDICAL RECORD CONSENT IN GPC STUDY

Could I speak to (SUBJECT'S NAME)?

Hello (SUBJECT'S NAME), my name is _____ and I'm calling from the University of Iowa in regards to the questionnaire you completed for a research study about breast cancer called the "Share Thoughts on Breast Cancer." We thank you for participating and returning the survey and consent form. I am following up with you because I noticed a problem with the consent form.

Is now a good time to speak with you? Our conversation should take about 5 minutes.

If NO: When would be a better time for me to call? _____
Date Time

If YES:

As you may recall, the second part of the study involved signing a consent form to give us permission to use information about you from your medical records. You were asked to please print your name, sign your name on the "signature of subject" line and date with "today's date" on page 5 of the informed consent form. The (printed name/signature/date) piece was missing on the consent form we received from you. I wanted to confirm that you are interested in participating in the medical records information portion of the study?

If NO, NOT INTERESTED: Thank the individual for their time and end the call.

If YES, INTERESTED:

May I resend you a copy of the informed consent document? I would ask that you please print your name, sign your name, and date with "today's date" on page 5 of the informed consent. When complete, please mail back to me in the enclosed return envelope as soon as possible.

> ***If YES:*** Confirm the address and resend the consent.
>
> ***If NO:*** Thank the individual for their time and end the call.

TELEPHONE SCRIPT FOR MISSING FUTURE STUDIES CONSENT IN GPC STUDY

Could I speak to (SUBJECT'S NAME)?

Hello (SUBJECT'S NAME), my name is _____ and I'm calling from the University of Iowa in regards to the questionnaire you completed for a research study called "Share Thoughts on Breast Cancer." We thank you for participating and returning the questionnaire and consent form. I am following up with you because I noticed a problem with the consent form.

Is now a good time to speak with you? Our conversation should take about 5 minutes.

If NO: When would be a better time for me to call? _____
Date Time

If YES:

As you may recall, the last page of the informed consent document discussed the potential to use your information collected in this study for future research about breast cancer and other topics related to women's health by researchers at the University of Iowa. The (Yes or No box/printed name/signature/date) piece was missing on the form we received from you. I wanted to confirm that you are interested in allowing your de-identified information to be used in future research and/or you are willing to have your name and contact information given to researchers who might want to contact you about future studies?

If NO, NOT INTERESTED: Thank the individual for their time and end the call.

If YES, INTERESTED:

May I resend you a copy of the informed consent? I would ask that you please check the appropriate boxes, print your name, sign your name, and date with "today's date" on page 6 of the informed consent. When complete, please mail back to me in the enclosed return envelope as soon as possible.

> ***If YES:*** Confirm the address and resend the consent.
>
> ***If NO:*** Thank the individual for their time and end the call.

TELEPHONE SCRIPT FOR MISSING QUESTIONNAIRE INFORMATION IN GPC STUDY

Could I speak to (SUBJECT'S NAME)?

Hello (SUBJECT'S NAME), my name is _____ and I'm calling from the University of Iowa in regards to the questionnaire you completed for a research study about breast cancer called the "Share Thoughts on Breast Cancer." We thank you for participating and returning the survey and consent form. I am following up with you because I noticed a few problems with the questionnaire.

Is now a good time to speak with you? Our conversation should take about 5 minutes.

If NO: When would be a better time for me to call? _____
Date Time

If YES:

The questionnaire contains incomplete responses. Would you be willing to respond to the item(s) or verify that you intended to leave the response(s) incomplete over the telephone?

If NO, NOT INTERESTED IN RESPONDING: Thank the individual for their time and end the call.

If YES, INTERESTED:

Before we begin, I'd also like to mention that you are free to skip any question(s)/item(s) that you prefer not to answer.

CONTINUE BY READING ALOUD QUESTIONS AND ANSWER CHOICES.

Once FINISHED: Thank the individual for their time and end the call.