

Initial Telephone Contact Script (draft)

This is a rather cryptic version, but contains the gist of what you might want to say. Please feel free to contribute additions, suggest deletions, elaborations, etc. Essentially, you want to try and build some rapport, especially if you did not test them or they do not remember being tested. Barraging them with questions and requests from the beginning may elicit resistance (e.g., telemarketers). Asking them how they've been doing and allowing them time to talk about themselves should help in this endeavor. I always utilize paraphrasing/summarizing to show that I am attentive and interested in what they have to say AND empathy is always good. Good luck!

Section I: Hello, my name is _____, I'm from UC Berkeley. You (or your spouse/relative) participated in a research project on (DATE OF TESTING) while being treated at Alta Bates Summit Medical Center. Do you recall being tested?

“yes”: Good. How have you been doing? You may or may not recall, but at that time we/you spoke (WITH TESTER'S NAME) about follow up, do you remember that conversation? Answer irrelevant, skip to next section.

“no”: That's understandable. While you were at Alta Bates you met with (TESTER'S NAME/IDENTIFYING CHARACTERISTICS (?)) and completed some paper and pencil exercises. Sound familiar? Anyway, we were curious, how have you been doing?

Section II: (After allowing them to elaborate about their condition – paraphrase and summarize what they said and empathize). I would like to schedule a formal follow up with you. Would you be able to meet me at the UC Berkeley campus sometime in the next few weeks?

“yes”: (Schedule appointment, arrange ride service if necessary)

“no”: (depending on resistance, either arrange home visit or speak to them about their willingness to communicate via mail). (if they have no interest at all and are unwilling to participate consider the following). We appreciate your participation in the past and if you change your mind, you can contact me/us at _____. Also, when you were initially treated the physicians took a picture of your brain called an MRI or CT scan. We would like to include that information with the testing that you already participated in, but we need your permission. Could we send you an authorization form in the mail that you could simply sign and send back?