

ECHO® Survey: Sample Script for Initial Telephone Contact

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Sample Script for Locating Respondent in Household

>conf< Hello, my name is _____. I'm calling from <<VENDOR>>.
 I'd like to speak with Firstname Lastname. Is that you?

 <1> YES [goto expl]
 <5> NO [goto getR]

>getR< May I speak with Firstname Lastname?

 <1> R AVAILABLE [goto expl]
 <5> R NOT AVAILABLE

>cb< I'm calling as part of a study to find out how satisfied
 members are with the health care they receive. When
 would be a better time to reach Firstname Lastname?

 SET UP CALLBACK FOR BETTER TIME AND EXIT

>expl< REINTRODUCE SELF IF NECESSARY
 I'm calling about a study we are conducting with
 <<Organization=MBHO or health plan name>> about the
 counseling or treatment you may have received.

 We recently sent you a questionnaire in the mail.
 Because many people find it easier to do things like this
 over the phone, we're calling to see if we could ask you
 the questions now.

 <1> PROCEED WITH INTERVIEW [goto intl]
 <5> R HAS COMPLETED MAIL SURVEY ALREADY [goto mail]

>mail< Thank you very much. We'll hope to receive your
 questionnaire in the next week or so. We may call you in
 a couple of weeks if it still hasn't arrived.

 THANK R AND EXIT

Introduction to Telephone Interview and Informed Consent

>int1< Before we begin the interview, there are a couple of important things I need to tell you.

IF MBHO SPONSOR: We are working on this study with <<MBHO>>, a group who provides members of your health plan with counseling and treatment services.

IF HEALTH PLAN SPONSOR: We are working on this study with your health insurance plan, <<health plan name>>.

Your answers are very important to our study. This interview is about the quality of services you receive.

>int2< Your participation in this survey is completely voluntary and your responses will be kept strictly confidential. Your name and phone number are not included as part of the survey, so you will not be identified in any way in the results.

Your decision to participate will not affect any benefits you now receive or expect to receive in the future.

It is important that your answers be accurate. Take your time and be sure to ask me if you are not sure what a question means or what kind of answer is wanted. If there is any question you would prefer not to answer, just tell me and I will go on to the next question.

>int3< The questions should take about 10 to 15 minutes to answer, but some people have more to say than others.

I also need to inform you that my supervisor may monitor some portion of the interview to ensure all the interviews are being done in exactly the same way. That is part of our quality control system.

Do you have any questions before I start?

PROCEED TO FIRST QUESTION