

## Contact Script

### For Phone Contact

“Good morning / afternoon/ evening/ hello.

My name is \_\_\_\_\_ and I am calling from [pSite, eg. **the MIND Center** at the University of Mississippi Medical Center].

May I please speak with Mr/Mrs/Ms. \_\_\_\_\_?

I am calling to follow up regarding your interest in a research study at the [pSite, eg. University of Mississippi Medical Center]. During a previous visit here at [pSite, eg. UMMC] you shared an interest in research and agreed to be contacted for research studies.

We have a study on **individuals who have type 2 diabetes**.

“Are you interested in hearing more information about the study?”

**If the response is NO:** “Ok. Thank you for your consideration and time. Feel free to contact us in the future at [pSite contact info, e.g. (601) **984-5695**] if you have any questions.”

**If the response is YES:** The study personnel provides more details regarding the study. (See below)

### More Study Details:

Heart problems can be common in people with type 2 diabetes. We are interested in measuring your blood sugar (glucose) using a continuous glucose monitor and also measuring your heart rhythm. Your glucose and hear rhythm will be measured using two separate devices that are small and placed on the skin. The glucose monitor is placed on the arm. The heart rhythm monitor is a sticker that is placed on your chest. Both devices are regularly used by medical doctors. The devices are worn at the same time for 14 days, then you will mail them back. We will return to you detailed information on your glucose patters and heart rhythm if you would like to see the results.

You will receive \$100.00 compensation for your time if you decide to participate.

“Do you think that you may be interested in participating in this study?”

**If response is No:** “Ok. Thank you for your consideration and time. Feel free to contact us in the future if you have any questions or change your mind at [pSite contact info, eg. (601) **984-5695**].

### If the response is Yes or Maybe:

Ok. I need to ask a few screening questions to see if you are eligible to participate in the study:

- 1) **Do you have a history of type 2 diabetes?"**
  - a. If yes, continue.
  - b. If no, then say **"I'm sorry but you are not eligible to participate in this study. Would you like to recommend a family member or friend that might be eligible and interested in this study?"** Record the information for the new potential participant.
  - c. If none, **"Thank you for your time"**.
- 2) For participants who report a history of type 2 diabetes, **please state: "This research study includes people ages 50 to 80 years old. Are you in that age range?"**
  - a. If in the age range, ask **"What is your date of birth?"** and record info.
  - b. If not, i.e. the respondent is younger than 50 or older than 80, they are not eligible for the study. **"I'm sorry, but our study only includes people ages 50 to 80 years old."**
  - c. **Is there someone else you would like to recommend for our study who has diabetes and might be in this age range"** Record the information for the new potential participant. **If no→ end call**
- 3) **"Do you live in a nursing home or a long-term care facility?"** If yes, respondent is INELIGIBLE.
- 4) **"Do you currently have an implanted pacemaker or defibrillator, a device used to regulate your heart rhythm?"** If yes, respondent is INELIGIBLE.
- 5) **"Do you have an allergy to adhesive tape or bandages?"** If yes, respondent is INELIGIBLE.
- 6) **"Are you planning to move from the area within the next four years?"** If yes, respondent is INELIGIBLE.

If respondent is deemed Ineligible to participate in the study, please respond with, **"Thank-you for your time. "I'm sorry but you are not eligible to participate in this study."** End Call.

**"Do you have any questions about the study?"**

The study personnel answers any questions and proceeds with scheduling the clinic visit.

**"I can schedule a time for you to come to the [pSite, eg. MIND Center Research Clinic] for your visit. We will go over the study in more detail at the clinic visit before you enroll in the study."**

**For Phone Contact when leaving a voice message/ Email Contact/ Text Contact/  
My Chart Contact**

Good morning / afternoon/ evening/ hello. My name is \_\_\_\_\_ and I am calling from the [pSite, eg. MIND Center at the University of Mississippi Medical Center]. I am calling to follow up regarding your interest in research at the [pSite, eg. University of Mississippi Medical Center]. During a previous visit here at [pSite, eg. UMMC] you shared an interest in research and agreed to be contacted for research studies.

We have a new research study for people with Type 2 Diabetes that we would like to share with you. If you are interested and want more information, please feel free to contact us at [pSite contact info, e.g. (601) 984-5695]. Thank you for your consideration and time.