

## **Patient Home Calling and Verbal Consent Process**

In March, 2006, DataBanque began calling all patients who received packets in an effort to address any questions/issues they had about the study and to encourage them to complete and return the consent form. Calls were placed approximately ten days after the packet mailing date from the coordinating center. Calling rules included phoning the patient up to 10 times, every other day at varied times. If an answering machine picked up, DataBanque left one message per week up to a maximum of two messages, asking the patient to call toll-free to learn more about the study.

DataBanque began incorporating verbal consents from the patients during the home calling process in late November, 2006. This allowed the patient to agree to participate in the study during the home call and allowed them to complete the survey at that time if it was convenient. Databanque also offered the patient the ability to schedule the survey for a later time. Participation rates increased significantly as a result of the verbal consent process.