

SECTION 3: COMPREHENSIVE DIALYSIS STUDY (CDS) CALL CENTER MATERIALS

IN SECTION 3 OF THE MANUAL OF OPERATIONS YOU WILL FIND COPIES OF ALL MATERIALS INTENDED TO BE USED BY THE COMPREHENSIVE DIALYSIS STUDY (CDS) CALL CENTER.

THE TITLE OF THE DOCUMENT AND A BRIEF DESCRIPTION OF ITS INTENT IS PROVIDED BELOW.

CDS Call Center Contact Information

The Call Center Contact Information Document is intended to provide the CDS staff with all necessary contact information for the CDS Call Center.

CDS Data Collection Procedures

The CDS Data Collection Procedures document is intended to provide reviewers with a description of the data collection process.

CDS Patient Home Calling and Verbal Consent Process

The CDS Patient Home Calling and Verbal Consent Process is intended to detail the process which the CDS Call Center utilizes when contacting potential CDS participants. The motivation of the home calling process is to address any questions/issues the potential participant has about the study and to encourage him or her to complete and return the consent form. In addition, the home call allowed the potential participant to agree to participate in the study during the home call and allowed him or her to complete the survey at that time, if convenient.

CDS Call Center Follow-Up Letter QOL

The Call Center Follow-Up Letter QOL was mailed by the CDS Call Center to all QOL participants. The intent of the letter is to remind the participant of the study, briefly describe the survey process, provide call center contact information, and to thank the participant for his or her time.

CDS Call Center Follow-Up Letter QOL/Nutrition

The Call Center Follow-Up Letter QOL/Nutrition was mailed by the CDS Call Center to all QOL/Nutrition participants. The intent of the letter is to remind the participant of the study, briefly describe the survey process, provide call center contact information, and to thank the participant for his or her time.

CDS Call Center Phone Script Introduction

The CDS Call Center Phone Script Introduction is a phone script that is used by the CDS Call Center when making initial contact with CDS participants. The script gives a brief introduction to the study, asks about availability, and describes the study process.

CDS Call Center Phone Script Wrap-Up

The CDS Call Center Phone Script Wrap-Up is a phone script used by the CDS Call Center to wrap-up the survey process. The script thanks the participant for his or her time, reminds

him or her of the follow-up survey, and requests a secondary contact in the event that the CDS Call Center is unable to reach him or her at a future time.

CDS Call Center Quality Control Process

The Call Center Quality Control document describes the process by which quality control measures were taken to assure quality within the survey data.