

Scheduling Script

With the Scheduling database open (viewing the all staff calendar), call the preferred number for the participant. If someone answers, use the **In-Person script** below as an outline for the call. If you get an answering machine or voice mail, use the **Message script** below as an outline for the message.

IN PERSON

Hello, this is _____ calling from the DAISY study, is (participants parent) available? (When speaking to them) Hello, how are you today? (participant's name) is due for their (annual, every 6 month, or every 3 month) clinic visit with the DAISY study and I am calling today to get an appointment scheduled for them. (If a family member is due as well, let the parent know who is due) They are due _____ and if we could get them in within two weeks of that date that would be great. When would be a good time to bring (participant's name) in? (If the due date has already passed, do not say when they were due, just ask when they can bring the participant in for an appointment)...(Make the appointment)... So we have (participant's name) scheduled to come in to the clinic on (appointment date) at (appointment time). You will be given a diet survey when you arrive. Would you like the parking code now? I can also text or e-mail it to you. (If the participant is IVY:Yes) We will need a urine sample from (participant's name) again this time, so if you could have them drink plenty of fluids that would be very helpful. Do you have any questions? Thank you, and we will see you on (appointment date).

MESSAGE

Hello, this is _____ calling from the DAISY study for (parent's / participant's name). The reason for my call today is that (participant's name) is due for their (annual, every 6 month or every 3 month) clinic visit with the DAISY study and we would like to schedule that appointment at your earliest convenience. Please call us back at the DAISY Line to schedule their appointment. Thank you!

WITH SATURDAYS

Because our Saturdays are highly requested, we have a policy that if a family “no shows” on a Saturday, unfortunately, we cannot offer them another Saturday appointment. If you need to reschedule the appointment, please call us as soon as possible so we can try to accommodate another family. We will be happy to reschedule you to another Saturday.

FINAL MESSAGE SCRIPT (it's been over 2 years since last clinic visit, and no contact with family)

Hi, this is _____ calling again from the DAISY study to schedule (participant's name) for his/her annual visit. We've been unable to get a hold of you to schedule a visit and have been trying since (month/year). We would still love to see (participant's name) but if we don't hear from you in the next two weeks, we will assume you are no longer interested in being an active participant in the DAISY study and will move you to the surveillance protocol. Please call me at the DAISY Line at your earliest convenience. Thank you and have a great day.