

Contacting Registry Participants for Research Training Sheet

General Guidelines

- Properly maintaining the list
 - Lists must be kept on a secure/encrypted drive throughout the recruitment period.
 - Lists must be permanently deleted once it has been exhausted or recruitment is completed.
 - You are not permitted to keep a printed hard copy or save on your desktop.
- Using the approved contact scripts and tracking contacts
 - General scripts are laid out in the SOP, but all requests will have a personalized script that will be in the Registry Database Recruitment Request form.
 - These scripts must be followed as closely as possible.
 - Study personnel are responsible for tracking which participants have been contacted and must match previous lists with new lists (if applicable) to ensure that participants are not receiving duplicate calls.
- Opting Participants Out
 - If the participant states that they do not want to be contacted for any more research studies, inform the participant that they will need to contact the Registry Administrator who will go over some questions with them in order to remove them from the list
 - Transfer the participant to 402-836-9283 and let the Registry Administrator know that this participant wants to be opted out of the “contact for research studies” portion.
 - Email emily.frankel@unmc.edu with the participant’s name and phone number. If this participant is on any current lists, we will get their name removed.

Guidelines for contacting participants

- Email
 - See Email Participant Recruitment Requirements for more information
- Phone calls
 - Follow the script laid out in the study’s Registry Database Recruitment Request form.
 - Try and avoid using personal phones to contact participants

- Calls should be done only during normal business hours (Monday through Friday 9-5). All other suggested times must be requested beforehand in order to get additional approval
- There should be no more than 3 direct contact attempts per participant.
 - If participant does not answer on first call, leave a voicemail. You may try again after a minimum of 6 hours. If no return call after 72 hours, call again and leave a reminder voicemail. Do not call thereafter unless otherwise approved.
 - Voicemail information should follow the guidelines below
 - If no voicemail, call once, then after 48 hours, and lastly after 72 hours.
 - The voicemail will not give description of the trial and any information given over the phone must ONLY be given directly to the specified participant.
- If more attempts are requested, this must be laid out in the request in order to get additional approval.
- How to ensure it is the participant you are speaking with:
 - You must ask for the participant by name before giving any details about the study.
 - Once the participant answers the phone, you can proceed to the next portion of the specified script.
 - Study information must ONLY be given to the participant.

I, _____, fully understand these guidelines and agree to follow them. I have been given “SOP: Registry Participants To Be Contacted for Research Purposes” and the related attachments.

Signature: _____ Date: _____