

MUSC Cold-Call Recruitment Script

1) Initial Introduction

Example: Hello, may I please speak with [insert patient's name]?

*If someone other than the patient answers the phone and says the patient is not available:
Is there a better time to call back or an alternative number at which they can be reached?

**When speaking with someone other than the intended patient, be careful to only give minimal information (e.g., I'm calling about a research study) as to the purpose of the study. Do not give specific information such as inclusion or exclusion criteria OR disclose any PHI.*

*Should no one answer the phone, please leave a message.

Hello, this message is for [insert patient's name]. My name is [insert research member's name]. I am calling from the Medical University of South Carolina, about a research study that you may qualify for. If you're interested in learning more about this study, I can be reached at [insert phone number].

** Do not provide any specific information about the study to ensure that no health information is disclosed*

2) Once you have confirmed you are speaking with patient

Introduce Yourself:

Hi [insert patient's name], my name is [insert research member's name]. I am calling from the Medical University of South Carolina, on behalf of [insert PI's name] about a research study we're running.

Before I go any further, I just want to let you know that. this call is not related to any of your standard appointments or treatment at MUSC and, whether or not you decide to hear more about the research, won't affect the quality of care you receive as an MUSC patient.]

Explain why they are being contacted:

BRIEFLY explain to patient why he/she in particular was selected to be contacted and how we learned that they might qualify.

Because MUSC is a research hospital, and we always want to give patients the opportunity to participate in studies when they are able to, our researchers are allowed to look at health records to find patients to contact that might be good fit. This particular study is about [insert research topic], so we are contacting patients who [provide primary inclusion criteria (e.g., have high blood pressure, have received a positive COVID-19 test)].

Assess Patient Interest in Hearing More:

Would you like to hear more about the study? If so, Is now a convenient time for you to talk?

Would you like to hear more about the study? If so, Is now a convenient time for you to talk?

*If the patient says he/she isn't interested, say nothing else about the study. Thank the patient for his/her time and end the call.

*If the patient says he/she is interested in hearing more, but that now is not a good time to talk, ask the patient when it would be convenient for you to call back.

*If patient expresses desire to be opt-ed out from being contacted about any other research opportunities, please document that preference that on the Research Contact Form

3) Provide patient with IRB approved, lay friendly, study description.

4) Give the patient an opportunity to ask questions.

Do you have any questions about the study?

5) After answering all questions the patient has, ask if the patient is interested in possibly participating in the study.

Do you think you may be interested in being a part of this research study?

*If patient says he/she is interested, proceed with your IRB-approved recruitment plan. Provide the patient with contact information should he/she have further questions about the study.

6) Thank the patient for their time.

Thank you very much for your time. Have a nice day.