

## Sample Script for Participant Phone Calls

*Calls need to occur within 24 hours before each in-person study visit.*

### **Starting the phone call**

Hello, I'm calling from the UAB \_\_\_\_\_ research team. You are scheduled for a study visit with us tomorrow. Due to the COVID-19 virus, we are calling our study participants prior to their appointments to see how you are feeling and provide information for your visit.

Per the "Safer at Home" state order issued by Alabama Gov. Kay Ivey, visitors remain restricted at UAB. We can grant exceptions where a support person's presence improves an individual's safety, emotional well-being, or physical care. Will you need a support person to accompany you for your visit? If yes, I will need to speak with your support person as well today.

I need to ask you about any symptoms you may have related to COVID-19.

*Do you have any of the following?*

- A current diagnosis of COVID-19? If yes, have you had a negative test result since?
- A new cough (yes/no)?
- Shortness of breath or difficulty breathing (yes/no)?
- Chills (yes/no)?
- Muscle pain (yes/no)?
- Sore throat (yes/no)?
- New loss of taste or smell (yes/no)?
- I need to determine if you have a fever. Do you have a thermometer?

**YES** - Please take a few minutes to locate it and take your temperature. What is the reading on the thermometer? What type of thermometer did you use (oral, forehead, ear)?

**NO** –can you tell me if you feel like you have a fever?

**If the participant answers YES to any of the symptoms above and/or has a temperature of 100.4° F or above:**

Based on the symptoms you have reported, I would suggest you contact your primary care provider who may recommend COVID testing. I am also going to ask you to stay at home until you contact your healthcare provider. We will postpone your research visit and schedule another screening call. You will need to be symptom free for 8 days and have a confirmed negative COVID test result before we can re-screen you for research participation.

**If the participant answers NO to all of the above:**

If you develop any of these symptoms before you come to your visit tomorrow, we ask that you please stay at home and call us at 205-XXX-XXXX. We will discuss with you next steps and if you will need to reschedule or come in.

**If the participant is bringing a support person:**

Ask the questions regarding COVID-19 symptoms and obtain a temperature. Follow the guidance outlined above based on the support person's responses. If the support person responds yes to any of the symptoms and/or has a temperature of 100.4° F or above, the support person and participant should be rescheduled.

### **Ending the phone call**

When you come for your visit, we ask that you (and your support person) wear a mask. You (and your support person) will be required to wear the mask for the duration of your visit. This is for your protection and the protection of all patients and staff at UAB.

If your appointment is in the medical center, you (and your support person) will be screened at the entrance of the building.

**If the participant is unavailable**

If you are unable to reach the participant after 2-3 times, leave a message on the final attempt.

This is \_\_\_\_ calling from the UAB \_\_\_\_ research team about your research visit tomorrow. Since we are unable to reach you, please do not come to your research appointment until we have spoken. Due to the COVID-19 virus we must pre-screen you for COVID-19 symptoms. Please call us at 205-XXX-XXXX to reschedule your appointment. We apologize for any inconvenience.

**Reminders**

- You should document all phone encounters and screening results in the research source chart.
- You should mail or email the “what you can expect during a study visit in the Era of COVID-19” document.