

**Telephone Script**

For initial contact from research team to potential participants

*This initial call may be after approach by circle of care, when the contact information is publicly available, or if the telephone number has been obtained through other legitimate means such as a pre-existing research database.*

“Hello, may I please speak with [**insert the name of the potential participant here**].”

*\*If the potential participant is not home, ask if there is a better time to call. Do not leave a message as it may be a confidential matter you are calling about that may not be apparent to you\**

*\*If they are home, continue with the conversation\**

“Hi, [**insert the name of the potential participant here**] this is [**insert your name and title/role here**] calling from the office of [**insert the Principle Investigator or Co-Investigator clinician as appropriate**]. I am calling today because [**provide an appropriate explanation of how you obtained their name and contact *(SEE BELOW)***] to ask if you are interested in a research study we are conducting. The study is being conducted by Dr. [**insert the name of the PI here**] and will look at [**provide a brief overview of what the study will be used for and what participation would entail**]. Would you be interested in hearing more about this study?”

*\*If no, thank them for their time and say good-bye\**

*\*If yes, continue to explain study details to them based on the Letter of Information\**

*\*If after providing study details the participant is still interested, take the next reasonable step. This may be reading the letter of information verbatim and obtaining verbal consent if appropriate for a low risk study.*

*However, more likely, it will be arrangements to send via email or post a copy of the Letter of Information for the participant to review prior to being asked to consent or being invited to schedule the first study visit where consent will be obtained.*

*Please think about the specific logistics of your study and develop a series of next-step instructions to finish the call\*.*

“Do you have any questions?”

[**Answer any questions they may have**]

*\*Examples of appropriate explanations for contact:*

* *because* you are listed in [**insert name of database**] and previously indicated your willingness to be contacted about research opportunities,
* because on [insert date] you spoke with [insert physician name in circle of care] and indicated you were interested in learning more about a research study.
* because you replied to our Twitter/Facebook etc. post indicating that you might be interested in participating.
* because you are listed as the [**insert role**] on the website for [**insert name of organization**]

Note to Researchers: The Health Sciences REB (HSREB) will not approve recruitment materials with statements detailing value of compensation. For example, “You will receive up to $80 for participating in this study” is unacceptable due to the potential for coercion. However, a general statement such as “You may be compensated for your time/transportation” is acceptable