

1.0 Prerequisites

None

2.0 Purpose

The purpose of this document is to provide standard procedures for electronic identification, targeted selection, and recruitment of eligible individuals into the Connect for Cancer Prevention Study. This document provides clear communication to ensure the sites procedures are consistent with the IRB protocol and its amendments. This document is specific to procedures at [REDACTED].

3.0 Scope

This SOP describes the procedures for recruiting eligible individuals into the Connect for Cancer Prevention Study. This includes running an eligibility algorithm to generate a list of potentially eligible patients; selection of patients from that list for active recruitment; and materials and processes for all contacts between study staff and patients prior to enrollment. This document encompasses active and passive recruitment.

4.0 Definitions

4.1 Active Recruitment:

Active recruitment is defined as outreach to specific patients selected by the site from a list of potentially eligible patients.

4.2 Passive Recruitment:

Passive recruitment is defined as site patients self-referring to the study without invitation or after invitation from someone other than the site (i.e., another participant via snowball sampling). Passive recruitment includes recruitment via system newsletters, information tables, health fairs, or other health system events and/or communications.

4.3 Contact:

The definition of a 'contact' will vary based on the type of contact. The table below summarizes the current guidance.

4.4 CESR:

[REDACTED] Center for Evaluation and Survey Research recruitment role: Conduct active recruitment activities for Connect (i.e. identifying the active recruitment sample, mailing invitation letters and conducting follow-up outreach activities), facilitate passive recruit enrollment and analyze recruitment data to inform possible improvements in the Connect recruitment approach.

Connect for Cancer Prevention Data System (C4CPDS):

4.5 Study Manager Dashboard:

This dashboard is used by the partnering health care systems (Sites), Connect Coordinating Center (CCC), and Connect Support Center (CSC) staff to manage recruits and enrolled participants. It includes details about all recruits and participants, such as their contact information and information about which study activities they have completed. This dashboard is provided by NCI for visibility into the Connect for Cancer Prevention Data System (C4CPDS) data.

MyConnect App (PWA)

Application Programming Interface (API):

Type	Not a Contact	A Contact
Mail	Returned undelivered	All other 'touches'
E-mail	Bounce back	All other 'touches'
Text	Message failed/undelivered	All other 'touches'
Phone	Busy Disconnected or out of service	Call answered by a person Voicemail message left Ring no answer Voicemail/no message left
In-person approach	Missed appointment	Any in-person contact

5.0 Procedures

5.1 Roles and responsibilities

Personnel	Responsibility
Programmer	Identify eligible population
Application development team	[REDACTED] database system infrastructure design implementation and management including system monitoring, text & email communication and data base design for data flow & big data loads NCI Connect API interface programming, Batch process setup for NCI token generation and record update Automated/Manual patient identity matching and data workflow development
Project manager/coordinator	Provide operational oversight of recruitment process
CESR Director	Oversight of recruitment team training, processes and fidelity
CESR project manager/coordinator	REDCap recruitment database development Selection of subset of eligible population for active recruitment by batch Coordinate sample availability for mailing, calling

	With CESR supervisor, training of research specialists and techs on study specific processes Sample documentation quality control Mail QC
CESR supervisor	Hiring, scheduling, oversight and training of specialists and techs Phone QC Mail QC
CESR research specialist/tech	Sample mailing Sample inbound call management Sample outbound calling Contact attempt documentation Participant email and texting management

5.2 Identifying individuals for active recruitment

5.2.1 Materials

The following databases are used to identify potentially eligible individuals.

- The **EHR (EPIC)** is the database system where our eligible patient population is pulled based on the inclusion/exclusion criteria of the eligibility algorithm.
- The **VDW Tumor Registry** is used as the gold standard to identify and filter out those with an invasive cancer history.
- The **VDW Mortality files** are used to identify and filter out those who have died.
- The **[REDACTED] Exclusion list** is used to flag those who have pre-specified they do not want to be contacted for research studies. They will be excluded from active recruitment but will remain in our eligible patient population in the event of passive recruitment.

5.2.2 Process

The **[REDACTED]** eligibility algorithm will use EPIC (Clarity), Tumor Registry, VDW mortality, and **[REDACTED]** Exclusion list to identify our pool of eligible patients that meet the following criteria:

5.2.2.1 Patients aged 40-65 years old, alive

5.2.2.2 Patients who have had at least one primary care office or telehealth visit in the departments of interest (internal medicine, family practice/medicine, OB) in the past 5 years in our own facilities.

5.2.2.3 Patients with no prior invasive cancer history, except non-melanoma skin cancer.

5.2.2.4 Patients with no prior history of cognitive impairment, based on the absence of diagnosis codes related to cognitive impairment in their Epic problem list, with no time restriction.

(Information on the eligibility algorithm code can be found in Appendix 1.
Information on the data dictionary can be found in Appendix 2.)

The table below further illustrates the algorithm above:

Baseline Eligibility Algorithm Inclusion and Exclusion Criteria			
	Element	Criteria	Data Source
Inclusion	Age	40 <= age <=65	EPIC
	Patient	At least one clinic or telehealth visit in the departments of interest in prior 5 years	EPIC
Exclusion			
	Mortality	Not deceased	EPIC/VDW
	Invasive Cancer	No Invasive cancer history	VDW
	Cognition	No Cognitive Impairment	EPIC

5.2.2.2 Handling data source duplicates

Duplicate records that trickle into our eligible pool from our data source (EPIC) are identified on a weekly basis through the use of an add-on eligibility algorithm and resolved downstream in REDCap. The programming for this add-on algorithm is located on Box: <https://app.box.com/folder/121882854492>

5.2.2.1 Frequency

The eligibility algorithm/program will be run weekly. The weekly load will only include new eligible patients additional to the existing population in our local CRM system (REDCap), there will not be overlap between the existing and new populations or interference with active recruitment. The existing population will be updated as well in terms of their age, cancer, mortality, and cognitive statuses and there is also a flag in the dataset indicating whether a given patient is eligible or not at the time of weekly update. If active recruitment of an eligible patient has already been initiated, they will remain eligible even if their age or cancer status changes.

5.2.2.2 Selection of patients for active recruitment

The target population will be identified by their proximity to participating [REDACTED] clinics (i.e., zip code within a 20 mile radius of one of the participating clinics). The patients' zip codes will be used in the selection. We may incorporate other demographic variables alone or in combination with geography to tailor the selection if appropriate.

Anyone on the [REDACTED] Exclusion list who has pre-specified they do not want to be contacted for research studies will be excluded from active recruitment samples. However, we will keep them in our baseline eligible pool and flag them as 'no contact' so that, if desired, they can join the study via passive recruitment and be verified. Additionally, those who are incarcerated will be flagged as 'no contact' and will not be actively recruited for the study.

Recruitment Campaigns summary table for [REDACTED] and all sites can be found here: [REDACTED] [Site Recruitment Campaigns 03162023.xlsx | Powered by Box](#)

Once a campaign type for the target population has been set in REDCap, the token generation batch job, using the getParticipantToken API, will be run to send the [REDACTED] Study IDs to NCIs C4CPDS and get Tokens/PINs.

All possible campaign types and Concept IDs are listed here:

926338735	Random
348281054	Screening appointment
324692899	Non-screening appointment
351257378	Demographic Group
647148178	Aging out of study
834544960	Geographic group
682916147	Post-screening appointment
153365143	Technology adapters
663706936	Low-income/health professional shortage areas
181769837	Other
398561594	None of the above

5.3 Active recruitment of potentially eligible individuals

5.3.1 Materials (active)

Materials are included in Appendix 3. The table below contains a list of the materials. Please see the [Asset Development and Review SOP](#) for guidance related to NCI review and approval of study materials.

Material # (in Appendix 3)	Material Name
1.	Introductory letter- non appointment based (with PIN)
2.	Brochure
3.	Email – autoreply with more information for any incoming inquiries to the [REDACTED] Connect Study email address (ConnectStudy@[REDACTED].com)
4.	Recruitment follow-up phone- outbound phone script
5.	Recruitment follow-up voicemail (outbound and inbound)
6.	Token communications- email and text
7.	Reminders to complete consent- email and text
8.	Reminder to complete consent- phone call and voicemail
9.	Incoming phone call script

5.3.2 Process (active)

5.3.2.1 Planned schedule/sequence of contacts

Active recruitment will consist of a mailing of introductory letter and brochure, followed by phone calls starting 14 days after mailing. Details of the planned schedule/sequence of contacts can be found here: <https://app.box.com/file/827401430020>. See section 5.3.3. for details on sending de-identified demographic data.

5.3.2.2 Batching of Outgoing Invitations

5.3.2.2.1 Definition

A batch is defined as the number of sampled units to be included in a postal mailing. Batch size will be determined based on a) estimated recruitment rate for the population or subpopulation using best available data at the time of batch draw and b) capacity for research visits proximal to contacting batch.

5.3.2.2.2 Frequency

Batches will be sent no more frequently than weekly during active recruitment. If recruitment rates are lower or more capacity is introduced for clinic visits, off cycle batches may be drawn.

5.3.2.2.3 Creating a mailing

Batches will be uploaded into a study recruitment REDCap database. Mail will be assembled using mail merge and accordance with local work standard for mail assembly and QC.

5.3.2.2.5 Returned mail

Returned mail is documented in the Outreach Tracking instrument in REDCap. If the invitation letter is returned by mail undeliverable or with a different outcome, the mail team will document the "Date Mail Returned" and the appropriate "Mail Returned Outcome." Study staff will not be calling individuals from the point in time that an invitation letters is returned. These individuals will remain eligible in REDCap.

5.3.2.2.6 Use of tokens or PINs

[REDACTED] will be using a combination of NCI-generated tokens and PINs for study recruitment. NCI tokens and PINs will be added to the eligible individual's record in the study REDCap database in batch process prior to mailing introductory letters. The introductory invite letter template will include the MyConnect app URL and the PIN assigned to that particular eligible individual. Active recruits who do not sign up using their PIN but go on to confirm interest in participation via phone or email, will be sent an email or text communication, which will include the URL for MyConnect app with the unique token assigned to that particular eligible individual. For eligible passive recruits that contact [REDACTED] directly (using study team direct contact information from the [REDACTED] website), tokens will be generated and added to the REDCap database on-demand and the invitation email or text including the URL with assigned token will be sent to the eligible individual. These individuals would be considered active recruits with a campaign type of 'None of the above' (Concept ID: 667474224 = 398561594 (88 = None of the above)). See section 5.3.3 for details on sending de-identified demographic data.

5.3.2.3 Outgoing Invitation Calls

Outbound calls are initiated at least 14 days after postal mailing sent. Individuals whose mail comes back undeliverable or who otherwise opt-out are not called further. Calls are made by dedicated telephone

specialists on the CESR team. Calls originate from an onsite phone facility (unless work from home pursuant to [REDACTED] Institute work standard) and are identified by caller id as being from the parent organization. Outbound calls are not made outside the hours of 8:30 am and 8:30 pm CT, Monday – Thursday and between the hours of 8:30 am and 5:30 pm CT Friday and Saturdays except for National Holidays. Voicemail messages may be left no more than twice and up to 4 calls may be made with no fewer than four hours between calls, unless a call back is specifically requested. Study specific messages will not be left if an individual other than the intended eligible individual answers the phone. Call times and days of week will vary within individual to maximize the probability of connecting. [REDACTED] is reserving 5 contact attempts to be used in follow-up for individuals who express interest in order to send the invite email and registration/consent reminders. Contact attempt status will be updated and sent to NCIs C4CPDS through the updateParticipantData API if/when an eligible individual is deemed non-responsive and/or contact attempts have been exhausted (Concept ID: 875549268 = 353358909 (yes)), RcrtsI_MaxContcts_v1r0). If an active recruit reaches out to the [REDACTED] study team after that last contact attempt has been made and their status has been updated, we will still honor their eligibility and move them through the recruitment process.

5.3.2.4 Incoming Calls and Emails

There will be a dedicated phone line for Connect at [REDACTED]. The line will ring only to telephone specialists trained for Connect. All inbound calls will be tracked in a REDCap database. If the inbound call results in a voicemail message, it will be returned within 24 hours, unless that falls within a day that there are no telephone specialists working per 5.3.2.3. Voicemails trigger an email to trained specialists, enabling quicker returned calls. However, at minimum, voicemail will be checked daily when telephone specialists are working. This local phone number will be available on recruitment materials for eligible individuals to opt out of study participation. All other inquires and technical questions will be directed to the Connect Support Center (CSC).

There will be a dedicated email box for Connect at [REDACTED] ([ConnectStudy@\[REDACTED\].com](mailto:ConnectStudy@[REDACTED].com)) which will be used to send tokens to interested individuals. In the case that these individuals have questions upon token receipt, the following process will be used to manage incoming messages to the account. Multiple specialists and coordinators will have access to the email box to ensure back up and quick return of messages. Messages requiring follow-up will be returned within 24 hours, unless that falls within a day that there are no specialists working. We will use an autoreply stating this turnaround time so the individual knows what to expect.

5.3.2.5 Pre-Consent Opt Outs

[REDACTED] will include a local number on the recruitment letter and in voicemail messages, as well as the [REDACTED] study email in certain recruitment communications, in case people would like to opt out or have questions for [REDACTED] specifically. [REDACTED] will also record any opt outs that come to [REDACTED] from the Connect Support Center (CSC) and will process those in the same manner as those received directly at [REDACTED]. Individuals who opt out prior to signing the study consent are considered 'pre-consent opt outs' (participants who express desire to end participation after signing the consent are considered 'withdrawals'). Additionally, the CSC may offer the local [REDACTED] phone number to anyone who wants to opt out.

Opt outs will be tracked like all dispositions in the REDCap recruitment database. The date, time and nature of the opt out (i.e., proxy or self) will be tracked as well as which specialist took the opt-out. Participant pre-consent opt out status will be updated (Concept ID: 158291096=353358909 (yes)) and sent to NCIs C4CPDS through the updateParticipantData API in a batch job running every 15 minutes if/when an eligible individual opts out of participation in Connect, including the reason for opt-out, if provided. The QC tool (Consistency Check API) developed for Connect will be used to make sure the data are in the correct format and acceptable range, prior to being sent to NCI. [Note, at some point NCI will be deprecating the Consistency Check API once new filters are in place for the submitParticipant API. \[REDACTED\] will continue to use the Consistency Check API until the filters are added, at which point, they will send data directly to the submitParticipantData API.](#) The concept IDs for opt out and reasons for opt out will be pushed as integers (not as string format) in the updateParticipantData API push to the C4CPDS.

Opt out reasons:

Reasons for opt-out	Opt-out Concept IDs	Response	Response Concept IDs
Not interested	196038514	No	104430631
Too busy/stressed to join	873405723		
Concerned about Privacy	517101990		
Too many contacts from the study	347614743		
Not able to complete study activities online	535928798		
Other reason(s)	897366187		
Please specify _____	415693436		
I do not think the research topic is important/I am not interested in the topic	719451909		

Does not want to participate in research	377633816	Yes	353358909
Does not want to be in a long-term study	211023960		
I think the study takes too much time/asks for too much	209509101		
Does not want to give biospecimen samples	363026564		
Compensation to participate is not high enough	405352246		
Does not think they are eligible	755545718		
I am opposed to genetic testing	831137710		
Too sick/poor health to join	496935183		
I do not have reliable access to the internet/a device	491099823		
Does not like to do things online	836460125		
Worried the study might find something concerning about them	163534562		
I do not want to provide information online	331787113		
I do not want to complete surveys	705732561		
I do not want to provide access to medical history information or diagnoses	381509125		
I do not trust the government	497530905		
I do not trust research/researchers	627995442		
I do not want my information shared with other researchers	208102461		
I am worried my information will not be secure or there will be a data breach	579618065		
I am worried about data being given to my insurance company/effects on insurance (health, life, other)	702433259		
I am worried about data being given to my employer/potential employer	771146804		
I am worried that my information could be used to discriminate against me/my family	163284008		
I am worried that my information will be used by others to make a profit	387198193		
I have other privacy concerns	566047367		
I am concerned about COVID-19	400259098		
Refused MyChart Invitation	260703126		

Person is unable to participate or deceased	744197145		
Reason not given	950040334		

[REDACTED] study staff will answer any questions an eligible individual might have regarding the study at the time of opt out which may result in the decision to participate, however, study staff will not engage in any explicit opt-out conversion.

5.3.2.6 Delayed Recruits

For any invitees that show some interest in study participation but ask to delay their recruitment to a later time, a phone call appointment will be made and managed by the recruitment team, reflecting the desired delay interval specified by the eligible individual. Recruitment efforts would resume at that time and follow the Outgoing Invitation Call protocol listed in 5.3.2.3.

5.3.2.7 Quality Control

Mail and phone QC will proceed according to CESR work standards.

5.3.2.8 Reminders to complete consent

When initial mail or phone contact results in an interested individual to whom an enrollment link is emailed/texted, a series of reminder prompts will be triggered as outlined below. If all four outgoing invitation call attempts, referenced above, have not been exhausted, those additional contact attempts may be utilized here. Each step of this process will ensue until an individual consents or otherwise requests no further contact:

- First reminder email or text aligned with requested invitation mode (2-4 days after initial email or text).
- First phone call reminder with voicemail message left if individual does not pick up (2-4 days after first reminder email or text).
- Second reminder email or text aligned with requested invitation mode (2-4 days after first reminder phone call).
- Second phone call reminder with voicemail message left if individual does not pick up (2-4 days after second reminder email or text).

Active recruits who complete study sign in without an outgoing invitation call but do not complete study consent will receive up to 4 reminder calls with up to 2 voicemails. Reminder calls will occur every 2-4 days beginning 2-4 days after sign in.

5.3.2.9 Other contact not otherwise specified

Outside of the defined contact scope (via phone, email or mail), additional contact attempts may be required with certain subjects in

order to fulfill an obligation to these subjects or to complete a task that the respondent is expecting. These additional contact attempts would only be made when necessary and would not be made for new recruitment purposes. Examples could include response to an inbound call, emails to respond to specific questions posed by study subjects, or to obtain correct contact information (e.g. email address) initially volunteered by an individual. In all instances, the follow-up would be minimized to as few contacts as possible for the situation.

5.3.2.10 Communications regarding recruitment originating from [REDACTED] will end when individuals have completed consent, refuse to participate or have exhausted contact attempts per the study protocol.

5.3.3 Sending De-Identified Demographic Data

The de-identified demographic data will be sent to the C4CPD through the submitParticipantsData API when any one of the following conditions are met:

- The eligible individual participant record in the local site CRM (REDCap) is marked as 'initial mail letter sent' for active recruits
- The token/PIN is force generated (sys_force_gen_tp) for an eligible individual participant record in the local site CRM (REDCap) for passive recruits that contact [REDACTED] directly
- The participant status is updated to 'Verified' for passive recruits that enroll directly through the MyConnect app

The QC tool (Consistency Check API) developed for Connect will be used to make sure the data are in the correct format and acceptable range, prior to being sent to NCI, this is part of the data transfer program (See note in 5.3.2.5 regarding deprecating Consistency Check API). The de-identified data transfer batch job will be scheduled to run every 15 minutes and will also record the successful transfer information at eligible individual level in the local site CRM (REDCap). See example file located here:

<https://app.box.com/file/827357222361>

The de-identified demographic data items include:

Member and Non-member Data Elements		Concept ID
Age Concept ID: 934298480	40-45	124276120
	46-50	450985724
	51-55	363147933
	56-60	636706443
	61-65	771230670

Race and Ethnicity Concept ID: 849518448	WhtNonHispanic	768826601
	Other	181769837
	Unavailable/Unknown	178420302
Sex Concept ID: 706256705	Female	536341288
	Male	654207589
	Intersex or other	830573274
	Unavailable/Unknown	178420302
Eligibility Algorithm Version Concept ID: 749475364	Version Number	
Target Type Concept ID: 667474224	Random	926338735
	Screening appointment	348281054
	Non-screening appointment	324692899
	Demographic Group	351257378
	Aging out of study	647148178
	Geographic group	834544960
	Post-screening appointment	682916147
	Technology adapters	153365143
	Low-income/health professional shortage areas	663706936
	Other	181769837
	None of the above	398561594
Site Membership Status Concept ID: 477091792	Member of IHCS Health Plan	939572698
	Non-Member IHCS Patient	512786135
	Member and Patient of IHCS Health Plan	582670006

5.4 Passive recruitment of potentially eligible individuals

5.4.1 Materials (passive)

Passive materials are included in Appendix 4. The table below contains a list of the materials and a general description of locations where materials will be posted for passive recruitment (e.g. posters, newsletters, websites). Please see the Asset Development and Review [SOP](#) for guidance related to NCI review and approval of study materials.

Material # (in Appendix 5)	Material Name	Placement
1.	Digital Signage	In various [REDACTED] clinics
2.	Connect Poster	At [REDACTED] Neuroscience Center lab area
3.	Pull tab poster	In staff break areas in various [REDACTED] clinics
4.	[REDACTED] External Facing Website Posting	On [REDACTED] Institute website: https://www.[REDACTED].com/institute/research/

5.4.2 Process (passive)

All passive recruitment approaches will need to be in keeping with the IRB protocol and materials will need NCI and IRB approval. Passive recruitment includes recruitment via system newsletters, information tables, health fairs, or other health system events and/or communications. Passive recruits will be directed to the public facing Connect website.

5.4.2.1 High-Priority Events

Connect may be promoted at clinics or other places to promote passive recruitment and reinforce messaging to those that we are actively recruiting.

5.4.2.2 Media

Earned media will be sought through press releases as dictated by study milestones and/or other events.

5.4.2.3 Social Media

[REDACTED] may use social media promotion, paid or organic.

5.4.2.4 Online

Connect will be listed on [REDACTED] Institute external facing website listing open studies. [https://www.\[REDACTED\].com/institute/research/studies/](https://www.[REDACTED].com/institute/research/studies/) The study phone number will be included.

6.0 Help

If during the course of recruitment there is an unusual problem or occurrence that is not covered in the procedure, please stop and contact:

First Point of Contact: [REDACTED] Connect Team Leads

[REDACTED]
[REDACTED]
If Unresolved, contact the Connect Coordinating Center:

Email: ConnectCC@nih.gov

Phone: (240) 276-5800

For technical issues, also contact the NCI Connect DevOps team on Gitter:

<https://gitter.im/episphere/Connect-AlphaTest-Private>

7.0 References to other SOPs

7.1 [REDACTED] [Verification SOP](#)

7.2 [Asset Development and Review SOP](#)

8.0 Revision history

Version	Date	Summary of change
1.0	9/16/2021	Document created
2.0		

Working version: <https://app.box.com/file/917655866846>

If the SOP needs to be revised, please contact both:

General content: NCICohortSupport@norc.org

Site specific content: [REDACTED]

Approval

Digital signature of approver

Appendices

Appendix 1: [REDACTED] Eligibility Algorithm Code

Appendix 2: [REDACTED] Data Dictionary

Appendix 3: Active recruitment materials

Appendix 4: Passive recruitment materials

Appendix 1: [REDACTED] Eligibility Algorithm Code

File Name	Version	Location on Box
[REDACTED]_Eligibility_Code_v1.0_12162020	V1.0_12162020	https://app.box.com/folder/121882854492
step0_startPageUnixRun_v1.0.sas	V1.0_12162020	https://app.box.com/file/714752220460
step0a_cancer_ALGORITHMCorrectionUnix_v1.0.sas	V1.0_12162020	https://app.box.com/file/714751531567
step1_initialLoadUnix_v1.0.sas	V1.0_12162020	https://app.box.com/file/714752382502
step1a_initialsimulation_v1.0.sas	V1.0_12162020	https://app.box.com/file/714741274765
step2_updateFromPrevUnix_v1.0.sas	V1.0_12162020	https://app.box.com/file/714751366032
step2a_updatesimulationUnix_v1.0.sas	V1.0_12162020	https://app.box.com/file/714745157792

Appendix 2: [REDACTED] Data Dictionary

File Name	Version	Location on Box
[REDACTED]_DataDictionarytoNCI_v1.0.xlsx	V1.0_12162020	https://app.box.com/file/714322732426

Appendix 3: Active recruitment materials

Material Name	Location on Box
1. Introductory letter- non appointment based (with	https://app.box.com/file/1126837387341?s=3pw6i5pbsg8r7vlc353wk2m1c1lgeuto
2. Brochure	https://app.box.com/folder/145399082487
3. Email – autoreply with m information for any incon inquiries to the [REDACTED] ConnectStudy email addr (ConnectStudy@[REDACTED].com	https://app.box.com/file/834295925070
4. Recruitment Follow-up PH Outbound phone script	https://app.box.com/file/834295166541
5. Recruitment Follow-up Voicemail (outbound and inbound)	https://app.box.com/file/834294873451
6. Token Communications (Email and Text)	https://app.box.com/file/834296015077
7. Reminders to complete c Email and Text	https://app.box.com/file/834297909481
8. Reminders to complete consent- Phone Call and Voicemail	https://app.box.com/file/834293800261
9. Incoming phone call script	https://app.box.com/file/834292186839

Appendix 4: Passive recruitment materials

Material Name	Location on Box
1. Digital Signage	https://app.box.com/file/819777099677
2. Connect Poster	https://app.box.com/file/1126839765837
3. Connect Pull tab Flyer	https://app.box.com/file/1126839765631
4. [REDACTED] External Facing Website Posting	https://app.box.com/file/865276461807