

OBGYN Mystery Caller Screening Protocol

August 7 – August 11

Hi team! The first step in our OBGYN Mystery Caller Study is to screen physician phone numbers to ensure that they are active and correct! This will allow us to weed out the phone numbers that do not work or do not connect us to a practicing physician's clinic, which will facilitate the second part of this study (August 14-18) where we will be making calls to collect our data. **Note:** the offices that you will be validating will not necessarily be the offices that you "mystery call" during the second week of the study. You are validating these offices and gathering the data for your fellow research assistants.

Each of you has received a link to an individualized Excel spreadsheet that you will use to make these screening calls starting Monday, August 7 and ending Friday, August 11. You can make your calls any time during business hours of this week, but we recommend doing a portion of your calls every day and not leaving them until the end of the week.

How to Call

You have been assigned ~130 screening calls to be completed the week of Monday August 7 - Friday August 11. Please make your calls during business hours, 8:00 AM - 5 PM with no calls made during the lunch hour 12:00 PM - 1:00 PM. **Note:** We will be calling clinics across the U.S., including Alaska and Hawaii. Please keep this in mind and call within business hours according to each clinic's time zone. These calls will be simple and quick (approximately 1 minute). The only information you want to gain is whether or not you have reached the office/clinic of the physician whose name is listed on your spreadsheet. See example conversations below:

Excel spreadsheet shows: 720-848-0000, Dr. Smith

- Call 720-848-0000
- "Hello, I am calling to see if this is still the number for Dr. Smith's office?" **Yes.** "Okay, thank you!"
- "Hello, I am calling to see if this is still the number for Dr. Smith's office?" **Yes, how can I help you?** "I just wanted to make sure I had the right number in my phone for the clinic, thank you!"

Your conversation will likely be something along these lines. You can say what feels natural to you, but please **DO NOT** initiate a conversation to make an appointment or divulge anything about this study. If you have questions or are unsure how to go about these conversations, please reach out to Hannah at Hannah.kyllo@cuanschutz.edu or (623) 249-9220 and she can talk through this with you.

How to Record Preliminary Data

For this stage of the study, we ask that you record whether to "include" or "exclude" a physician's phone number in the study. You will choose to "include" a physician if you call and reach the office of that physician listed next to the phone number in the excel sheet. You will choose to "exclude" if you call and do not reach the office of the physician listed (this can be for many reasons – the physician is retired, the physician is deceased, the phone number is incorrect

altogether and does not connect you to a clinic, the phone number is the **personal** number of a physician). Use the drop-down menu under the “**Status**” column of your excel sheet to indicate whether you include or exclude each physician.

	A	B	C
1	Status	Reason for Exclusion	If "other" reason, please explain:
2	<input type="text"/>	<input type="text"/>	
3	Include		
4	Exclude		
5			

If you exclude a physician, please use the drop-down menu under “Reason for Exclusion” to indicate why you are excluding them. If your reason is not listed, select “other” and list your reason in the adjacent column.

	A	B	C
1	Status	Reason for Exclusion	If "other" reason, please explain:
2	<input type="text"/>	<input type="text"/>	
3		Duplicate entry	
4		Wrong phone number for physician	
5		Physician no longer practicing	
6		Physician's personal phone	
7			
8		Other	

If there are duplicates in your list of physicians (I have seen a few in glancing over the list), please perform **ONE** screening call to that physician’s office and record whether to include or exclude them. If you include them, please select “include” for one entry and select “exclude” for the duplicate entries in the excel sheet, with the reason for exclusion as “duplicate”.

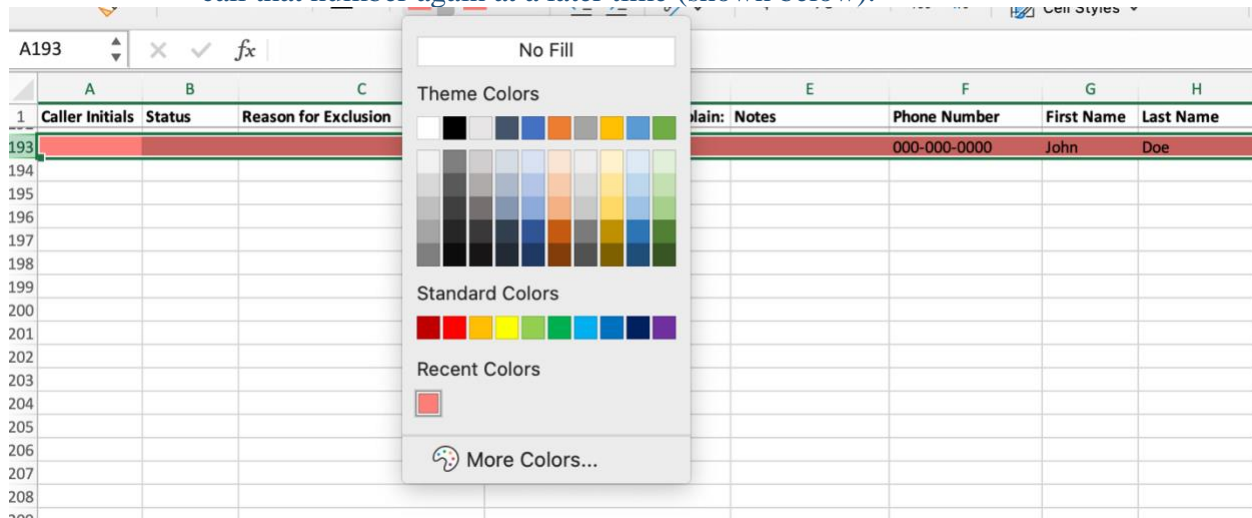
Once you have completed a screening call, please type your initials under the **Caller Initials** column of that row on the spreadsheet.

When you have completed your calls (please complete these by the end of the work week, Friday August 11 at 5:00 PM), feel free to send Hannah a text message or email letting her know.

Frequently Asked Questions

- **What if someone meets multiple reasons for exclusion?**
 - If someone meets multiple reasons for exclusion, list one reason as your main reason under the **Reason for Exclusion** column and type in your additional reasons in the **If “other” please explain** column
- **Should I ask about each doctor in the same practice/same phone number or call each time for each doctor?**

- If you notice that multiple doctors on your list have the same phone number (are at the same practice), you can call one time and ask about all docs in the same office during that call.
- **How many times should I call if I do not get an answer the first time?**
 - If your call is not answered the first time, please try to call a second time. If your call is not answered the second time, please **include** the phone number and in the **Notes** column indicate that the phone was not answered after two calls.
- **How far apart should the calls be?**
 - If your call is not answered the first time, please try to call again the following business day.
- **What are strategies to remind me to call again?**
 - If you need to call a number again, one strategy you can use is to change the fill color for that row to “highlight” it and mark it to remind you to come back and call that number again at a later time (shown below).



We are happy to answer any questions! Please don't hesitate to reach out.

Hannah Kylo, Cell: (623) 249-9220, Hannah.kyllo@cuanschultz.edu