

Screening Script – Telephone Invitation

Project: Total Meal Replacement (TMR) Diabetes Remission Programme, St Helena

Purpose: Standard script for staff contacting potential participants by telephone to invite them to a screening visit.

Version 1

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1. Opening and identity check

Hello, may I speak with **[participant name]**, please?

Hello **[participant name]**, my name is **[staff name]**, and I am calling from the **Health Service on St Helena**. Is now a convenient time to speak for a few minutes?

(If no, arrange a call back.)

Before we continue, I just want to check that I'm speaking to the right person. Can you please confirm your **date of birth**?

2. Why we are calling

Thank you. I'm calling because our records show that you have **type 2 diabetes**, and you have attended the clinic within the last year.

We are inviting a small number of people to take part in a **new programme being offered on St Helena**, which is designed to help people **improve their diabetes control and, for some people, potentially put their diabetes into remission**.

This programme is part of a carefully monitored health project being run locally by the Health Service.

3. What the programme is about (plain language)

The programme involves a **structured, low-calorie meal replacement plan**, with **regular support from our health staff**.

For many people, losing weight in a safe and supported way can:

- Lower blood sugar levels
- Reduce the need for diabetes medications
- In some cases, allow people to stop diabetes medication altogether

It's important to be clear that results vary from person to person, but similar programmes elsewhere have helped many people make **big improvements to their health**.

4. Being open about commitment

I also want to be upfront that this programme **does require commitment**.

It involves:

- Following a structured eating plan for several months
- Attending regular clinic visits
- Keeping in touch with the health team

Some people find it challenging at times, but you would **not be doing this alone**. Support is a key part of the programme.

5. Introducing the screening visit

The next step, if you are interested, would be to attend a **screening visit at the clinic**.

At this visit we would:

- Measure your **height and weight** to calculate your Body Mass Index, or BMI
- Check a few basic details from your medical record
- Explain the programme in more detail
- Give you the chance to ask questions before deciding whether to take part

The screening visit helps us confirm whether the programme is suitable for you.

6. Key eligibility checks (spoken simply)

Before inviting you in, I just need to check a few simple points:

- Are you **65 years old or over**?
- Have you been told you have **type 2 diabetes within the last 6 years**?

(If unsure, reassure that this can be confirmed at screening.)

One of the criteria we check at screening is **BMI**, which is based on height and weight. To take part, BMI needs to be **25 or higher**, but we only confirm that in person.

7. Emphasising choice and voluntariness

Taking part is **completely your choice**.

Coming to the screening visit does **not** mean you are committing to the programme. It is simply a chance to:

- Learn more
- See if you are eligible

- Decide what feels right for you

Your usual care will continue **whether or not you decide to take part**.

8. Invitation to attend screening

Based on what we've discussed, would you be interested in attending a **screening appointment** to learn more about the programme?

(If yes)

That's great. We really appreciate your interest.

Let's look at a suitable time for your screening visit.

9. Practical arrangements

- **Location:** [clinic name]
- **Estimated duration:** About [X] minutes
- **What to bring:** Please bring any reading glasses you use, and wear light clothing if possible

If you have any questions before the appointment, you can contact us on **[phone number]**.

10. Closing

Thank you very much for your time today, **[participant name]**.

We're really pleased to be offering this opportunity on St Helena, and we look forward to seeing you at the screening visit.

Have a lovely day.

Staff notes (not read aloud):

- Keep tone friendly, calm, and encouraging
- Avoid medical jargon
- Allow pauses for questions
- Do not promise remission or stopping medication; use phrases like "may help" or "for some people"