RISE

UB Phone Call SOP

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Based on VASP and FRIENDS Phone Call SOPs

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Original RISE Date: 11/21/2024

Revision Date: 04/27/2026

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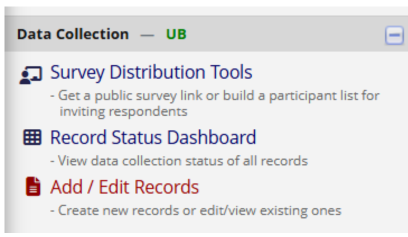
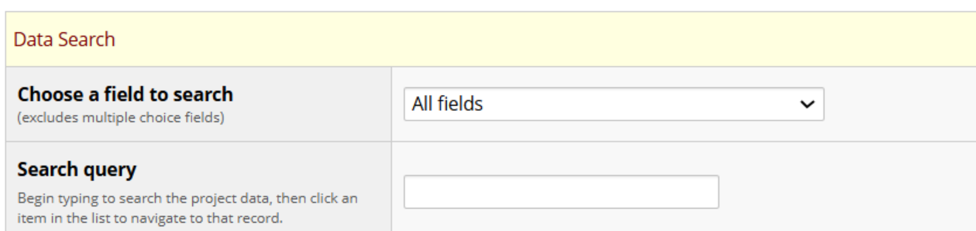
Purpose:

This SOP describes the procedures for contacting RISE participants, or potential participants, by phone and email. It includes procedures for initiating and responding to contact attempts, scheduling visits and phone calls on the RISE Google Calendar, and sending RISE visit reminder messages.

1. **<u>Intro/Entering new participants into REDCap to call</u>**
   a. <u>These are the typical first steps you should take when you arrive at the lab each day:</u>
      i. OPTIONAL: If using [the Phone Screen Call checklist](), ensure you have sufficient blank copies (see Appendix A)
      ii. Log into the study email (e.g., bhealth@buffalo.edu)
      iii. Open the RISE Google Calendar (GCal)
      iv. Log into REDCap and open the "RISE Above Smoking" Project
   b. If there are any new voice messages:
      i. Within the RISE Above Smoking Project on REDCap, click "Add/Edit Records"



      ii. When you listen to the voicemail, enter any of the following pieces of information that you have one by one into the "Search Query" box to see if they already have an existing record **IT IS VERY IMPORTANT TO AVOID CREATING DUPLICATE RECORDS!**
         1. Last 4 digits of the phone number
         2. Last name (if available)
         3. Email address (if available)

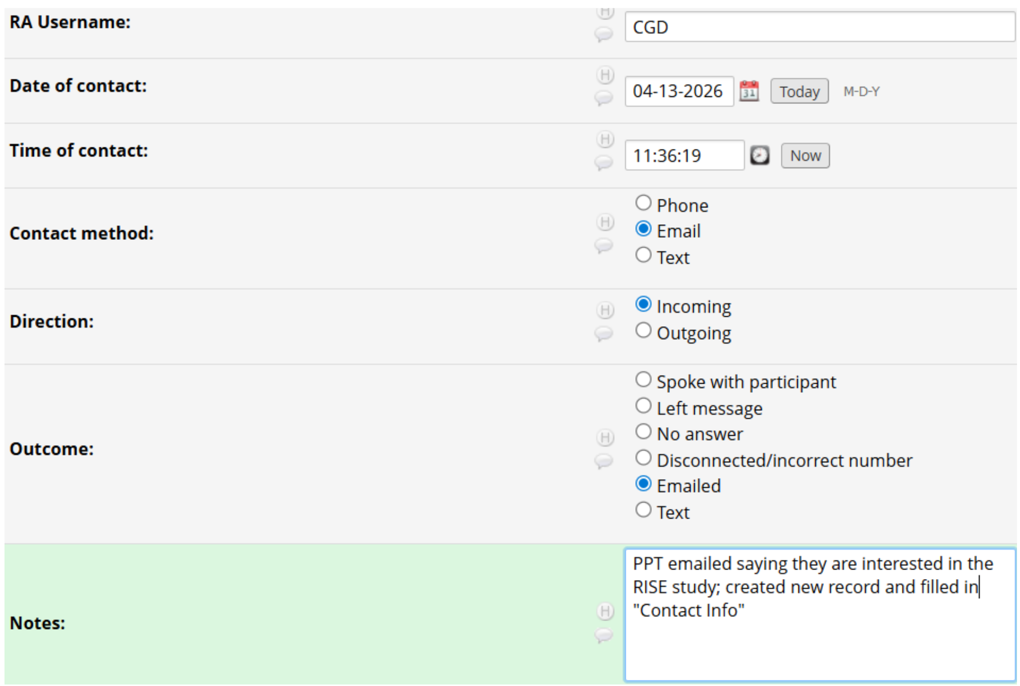


      iii. If they have an existing record, take note of which record ID it is so we can call them back to let them know they've already participated/been screened (or if they haven't, they will be someone to call)
      iv. If they do not have an existing record, click "Add New Record" and enter their information in the "Contact Info" form and save as "Unverified"
      v. If the PPT has not yet completed a phone screen, click on the "Contact Log" button, fill out the contact log prompts, and document what the voicemail said (this does not have to be verbatim)
      vi. If the PPT has completed a phone screen, note the key content of their voicemail in the corresponding Visit Status form

1. e.g., PPT calls in requesting to reschedule ahead of T/A 2: Add note to T/A 2 Visit Status, "[Date, Initials]: PPT LVM requesting to RS due to illness"

c. Check the study email to see if anyone has inquired about the study and wants to be screened
    i. If someone has sent an email saying they're **interested in RISE WITHOUT providing a phone number**, do NOT add them to a record yet, instead, write an email back:
        1. Thank them for their interest in the study
        2. Let them know we want to give them more info about the study and ask questions to see if they are eligible to move on to an Intake appointment
        3. Ask them to reply to the email with their phone number and when they would be available for a 30-minute phone screen
        4. Provide our study line (716-829-2323) in case they would rather call in
        5. If the emailer responds with their phone number, proceed with Section 1.b.iv
    ii. If someone has sent an email saying they're **interested in RISE and provided a phone number**, follow steps in 1.b.vi above to see if they have an existing record
        1. If they already have a record, check their Study Status and go from there
            a. If they don't have a Study Status or if their status is "Never screened for eligibility" or "Pending", add their email address to their "Contact Info" form if it is not there already
                i. If you haven't replied to the PPT's email, write back asking them when they would be available for a 30-minute phone screen to hear more about the study and be asked some questions to see if they are eligible
                ii. If the emailer responds with specific days/times that they are available for a phone screen:
                    1. Select their earliest availability
                    2. Write back to PPT to confirm the date and time for the screen
                    3. Create a GCal event (as described in Section 2e(ii).
            b. If their status indicates that they were screened Ineligible:
                i. Thank them for their interest in the study
                ii. Let them know they were previously screened and were ineligible
                iii. We cannot rescreen people who were already deemed ineligible
                iv. If they indicated they are interested in future studies, let them know we will notify them of upcoming studies for which they may be eligible

            v. If they indicated they are NOT interested in future studies, provide quit-smoking resources and wish them luck with their quit attempt
        c. If their status indicates they are currently enrolled in the study, write back to remind them of their next scheduled visit
    2. If the emailer does not have an existing record:
        a. Click “Add New Record” and add the information they provided (name, phone number, email, etc.) into the “Contact Info” form
        b. Create a Contact Log instance for their email (see below)



RA Username:	CGD
Date of contact:	04-13-2026 Today M-D-Y
Time of contact:	11:36:19 Now
Contact method:	○ Phone ◉ Email ○ Text
Direction:	◉ Incoming ○ Outgoing
Outcome:	○ Spoke with participant ○ Left message ○ No answer ○ Disconnected/incorrect number ◉ Emailed ○ Text
Notes:	PPT emailed saying they are interested in the RISE study; created new record and filled in "Contact Info"

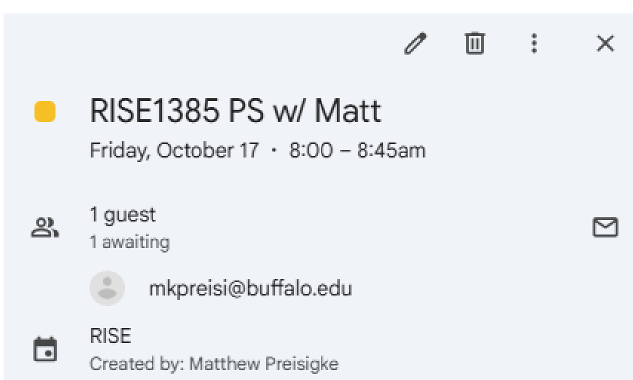
2. **<u>Preparation for calling people for a phone screen</u>**
    a. Another important step when you arrive at the lab each day is to check the RISE Google Calendar to see if there are any people to call at a pre-determined time
        i. These are people we have spoken with and have requested to be called at a specified time
        ii. You can identify these scheduled calls in the GCal based on the yellow label
    b. If you call for a scheduled phone screen and no one answers, leave a voicemail:
        i. Introduce yourself
        ii. Explain why you’re calling
        iii. Encourage PPT to call back with the requested contact info at their earliest convenience
        iv. Document that you left a voicemail in the “Contact Log”
        v. Change the Google Calendar event:

1. If you spoke to the person (no matter whether they were interested or screened) turn the event green ("Sage")
2. If you didn't speak to the person (no answer, LVM, # is disconnected):
    a. Turn the event red
    b. Reschedule the outreach call for another day/time

c. If you call for a scheduled phone screen and someone answers:
    i. Introduce yourself + confirm you're speaking to potential PPT
    ii. If yes, you did reach the potential PPT, explain that you're calling to complete a 30-minute phone screen + confirm potential PPT's availability before starting
    iii. If no, that is NOT the caller's name, ask if anyone by that name is available at this number
        1. If no, thank the caller for their time and end the call!
            a. Document that it is the wrong number in the "Contact Info" and "Contact Log" forms
            b. Send an email, if possible, using the steps in 1.c
        2. If yes, ask when a better time would be to reach the potential PPT and record that time in the call notes of the Contact Log
            a. If the person who is not the PPT asks why we are calling, remain vague and say something like: "[POTENTIAL PPT NAME] expressed interest in one of our programs and we are trying to reach them to provide more information."
    iv. Change the GCal event color to green ("Sage")

d. If they have time for the screen, go to 3.f and follow the directions from there

e. If they do not have time, say "**That's okay! When would be a better time to call**?"
    i. Add a REDCap contact log describing that they did not have time for the phone screen and they requested to be called at X time
    ii. Add this event to the RISE Google Calendar as a yellow ("Banana") 45-minute event named "RISE[ID] PS [TIME] w/ [Staff]" and invite an available research assistant to the event via email. See below for an example

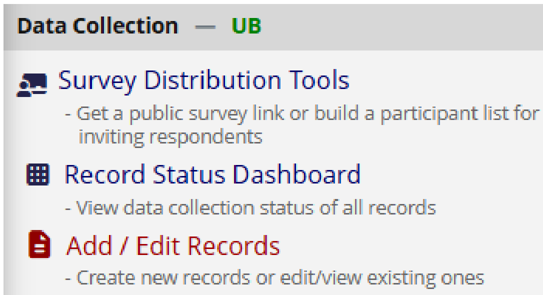


f. Update contact log based on call outcome

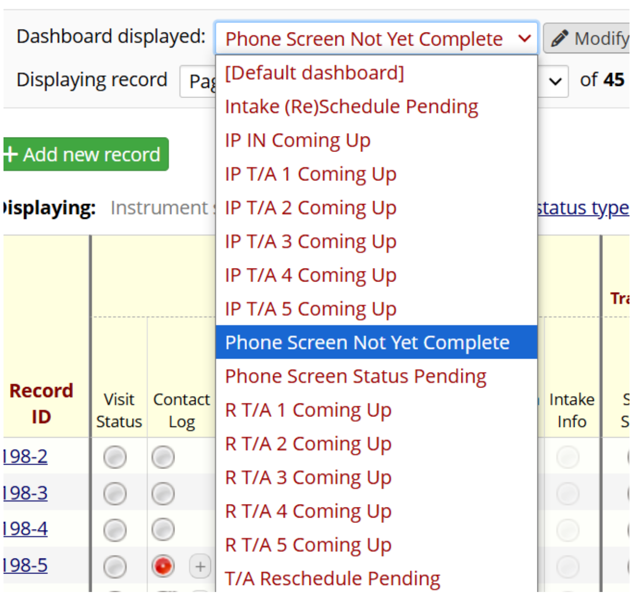
g. If you spoke to the PPT turn the GCal event color to Sage green; if you DID NOT speak to the PPT, turn the GCal event color to Tomato red

h. Next, determine who still needs to be called in REDCap

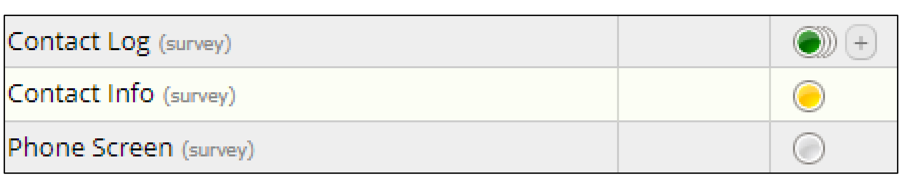
   i. Click on "Record Status Dashboard" under the "Data Collection" heading on the left side



   ii. On the dropdown menu, select "Phone Screen Not Yet Complete"



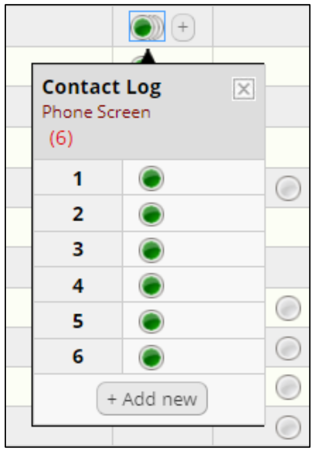
   iii. Participants who have not completed a phone screen may have Contact Log instances and a yellow/unverified Contact Info button.



i. Call participants going from **newest to oldest** following the directions in [Section 3](#)

   i. Do not call records whose Contact Info is saved as "Complete"

ii. Once the call is finished, make sure you complete a REDCap contact log, regardless of the outcome



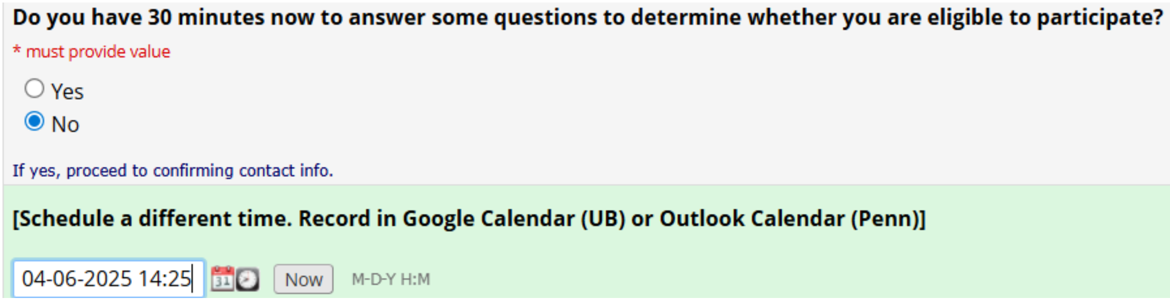
j. You may encounter records that are "maxed out":
   i. This means we could not get ahold of them and we stopped trying to contact them
   ii. We consider a potential PPT maxed out after **5 calls with no contact and an email**, although there are exceptions
   iii. See Section 9 for procedures related to maxed out records

3. **Completing a New Call Attempt with an Existing Record**
   a. Within a specific record, open the "Contact Info" form and make note of the "contact source"
   b. Once you've identified the potential PPT's phone number, call them
   c. If you make an unscheduled new call attempt and no one answers, leave a voicemail:
      i. Introduce yourself
      ii. Explain why you're calling
      iii. Encourage PPT to call back at their earliest convenience
      iv. Document that you left a voicemail in the "Contact Log"
      v. Add a Contact Log about the voicemail
   d. If you make an unscheduled new call attempt and someone answers, introduce yourself and ask if they are the PPT:
      i. If no, the caller is NOT the potential PPT, follow the directions in Section 2.c.iii
      ii. If yes, you reached the potential PPT, introduce yourself and explain why you're calling
   e. Ask the PPT if they have a few minutes to learn more about the study
   f. If they have time, read the script in the Contact Info form: **"The study is built around a program that helps you quit smoking by using nicotine replacement therapy. Eligible participants will be given free nicotine patches and lozenges, and offered self-help materials to make the transition to becoming smoke-free easier. Participants may be asked to attend in-person visits on the South Campus of the University at Buffalo at**

Main St. and Bailey Avenue or by remote video calls that can be completed from your home. You will complete a 1-hour Intake appointment and 5 treatment and assessment visits that will last 30-60 minutes each. Whether you are asked to participate in-person, by video call, or a mix of both would be randomly determined by a computer. Finally, if eligible, you will have the opportunity to earn up to $180 for completing all parts of the study. Do you have any questions at this point?"

i. If the person is still interested in participating, ask them if they have about 30 minutes now to answer some questions to determine whether they are eligible to attend an Intake visit ?"
ii. If they have time, say "**Great, thanks! I'm first going to collect some contact information from you**.*"* [If you choose to use the Phone Screen Checklist, begin using it now]
    1. Ask caller to spell their full first and last names and make any necessary corrections in the "Contact Info" form
    2. Ask them what they'd like to be called
    3. Confirm their phone number
    4. Ask them for their preferred phone number for future communication
iii. Save the "Contact Info" form as "Unverified", then go to the "Phone Screen form and follow rest of script in that form
    1. **NOTE: DO NOT OPEN THE PHONE SCREEN UNTIL THE CALLER HAS CONFIRMED THAT THEY HAVE TIME AND ARE WILLING TO COMPLETE A PHONE SCREEN**
    2. If someone tells you something that would make them ineligible for the study BEFORE you start asking the screening questions:
        a. You don't need to go through the whole screen with them
        b. Say that it doesn't sound like they would be a good fit for the study at this time
        c. But if you've started asking screening questions – always finish them if possible
    3. If someone asks to stop the Phone Screen while it is ongoing…
        a. Ask them why they no longer want to continue and document their reason in the "Comments" section at the bottom
        b. If they just need to reschedule and finish later, save the form as "Incomplete"
        c. If they are no longer interested, save the form as "Complete" and milestone accordingly (refer to the RISE Milestones SOP for guidance)
iv. After completing the phone screen, go to Section 5 and follow the instructions from there

g. If they do not have time, ask them when you should call back to finish the phone screen



Do you have 30 minutes now to answer some questions to determine whether you are eligible to participate?
* must provide value
Yes
No
If yes, proceed to confirming contact info.
[Schedule a different time. Record in Google Calendar (UB) or Outlook Calendar (Penn)]
04-06-2025 14:25 Now M-D-Y H:M

i. Update the REDCap contact log describing that they did not have time for the phone screen and they requested to be called at X time
ii. Add this event to the RISE Google Calendar as a 30-minute yellow event named "RISE[ID] PS [TIME]" and invite an available RA, as described in Section 2.e.ii

4. **<u>If a PPT calls in / creating a new record</u>**
   a. If someone calls in on the study line:
      i. Introduce yourself
      ii. Confirm they are calling for the RISE study
      iii. Open "Add/Edit Records" and use the "Search query" bar to search each of the following:
         1. Last name
         2. Last 4 digits of their phone number
         3. Email address (if known)
   b. If the caller does NOT have a REDCap record, and they are interested in RISE, ask them to bear with you while you create a record for them
      i. Click "Add/Edit Records" heading on the sidebar, click the "+Add New Record" button, and create a REDCap record for the caller.
      ii. Then, follow the instructions in Section 3.f
   c. If the caller has a RISE record and Study Status = "Never screened for eligibility", go to Section 3.f and follow the instructions
   d. If the caller has a RISE record with Study Status = "Ineligible" and the eligibility criteria have NOT changed:
      i. Thank them for their interest in the study
      ii. Let them know they were previously screened and were ineligible
      iii. We cannot rescreen people who were already deemed ineligible
      iv. If they indicated they are interested in future studies, let them know we will notify them of upcoming studies for which they may be eligible
      v. If they indicated they are NOT interested in future studies, ask if they would like to receive quit-smoking resources and wish them luck with their quit attempt

5. **<u>Determining Eligibility</u>**
   a. After completing the Phone Screen, save the form as "Complete" and exit the form
   b. Open the "Phone Screen Eligibility Summary" form

i. It will automatically populate a script for an eligible (E) vs. ineligible (IE) caller

c. If the caller is INELIGIBLE:

i. Determine why they are IE; a “1” will appear next to each criterion that made the PPT ineligible

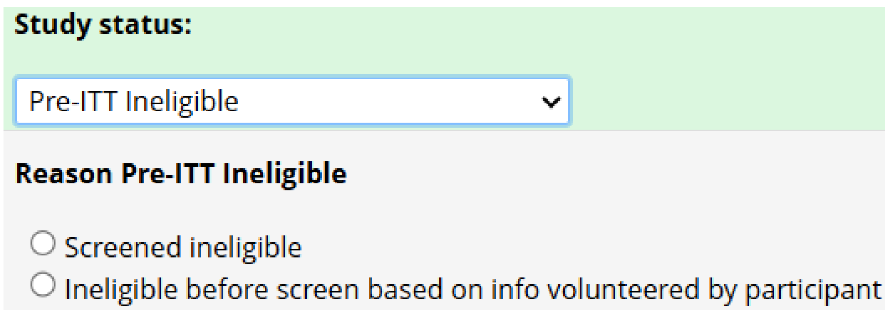
ii. Read the script and thank the caller for their time

iii. Only tell the caller why they are IE if they ask

iv. After getting off the phone, you will save the “Phone Screen Eligibility Summary” and “Contact Info” forms as complete

v. Update their Phone Screen Visit Status to “Ineligible”

vi. Update their overall Study Status to “Pre-ITT Ineligible” and indicate reason they were deemed IE


Study status:

Pre-ITT Ineligible

Reason Pre-ITT Ineligible

Screened ineligible
Ineligible before screen based on info volunteered by participant

vii. Make sure you’ve created a “Contact Log” for the call

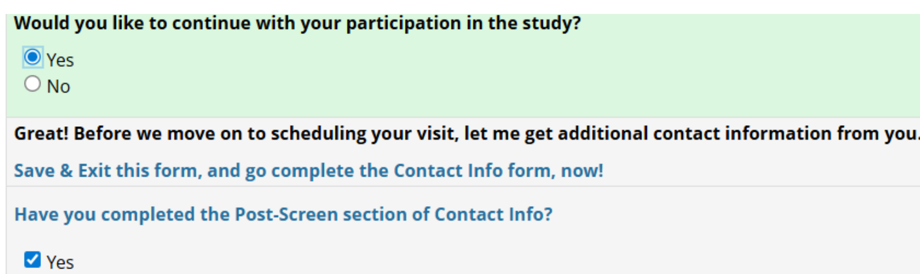
d. If the caller is ELIGIBLE:

i. Read the script on the “Phone Screen Eligibility Summary” form

ii. If PPT is still interested in participating, save this form as complete and exit

iii. Randomization:

1. Open the “Randomization for Intake” form and press the “Randomize” button
2. After randomization is done, save the form “Complete”
3. Open the “Intake Info” form


Would you like to continue with your participation in the study?

Yes
No

Great! Before we move on to scheduling your visit, let me get additional contact information from you.

Save & Exit this form, and go complete the Contact Info form, now!

Have you completed the Post-Screen section of Contact Info?

Yes

4. Tell the PPT whether they were randomized to an IP or R Intake visit
5. Ask them if they would like to continue in the study

6. If yes, proceed to Section 5.d.iv and continue
7. If no, check the radio button next to the reason they give for not wanting to continue

iv. Go to the "Contact Info" form, complete it with the caller, and save it as "Complete"

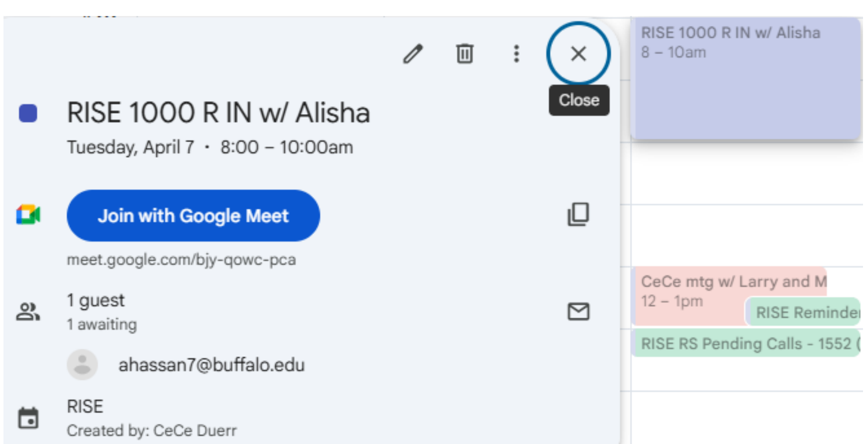
v. Go back to the "Intake Info" form:
1. Use the RISE GCal to determine staff availability
2. Schedule the Intake visit within the next 45 days for a 2-hour slot where a RISE-trained staff member is available
    a. RISE Above Smoking Intakes typically take about an hour but we schedule 2 hours in case the PPT is late and to give time for cleanup after the visit

vi. Finish transportation or Zoom section and wrap up the call
1. Confirm the date and time of the caller's Intake visit
2. Thank the caller for their time
3. Save the "Intake Info" form as "Complete"

vii. Update their Study Status to "Pre-ITT Pending"

viii. Create a blue (lavender for In-Person or blueberry for Remote), 2-hour long event in the RISE GCal entitled "RISE[ID] [IP/R] IN w/ [Staff Name or Initials]", as shown below

ix. Identify an RA available for the visit and tag them in the event, as shown below



x. Go to Section 6 and follow the instructions on sending the welcome packet

6. **Sending Welcome Packet AND updating Milestones**

a. Welcome Packet

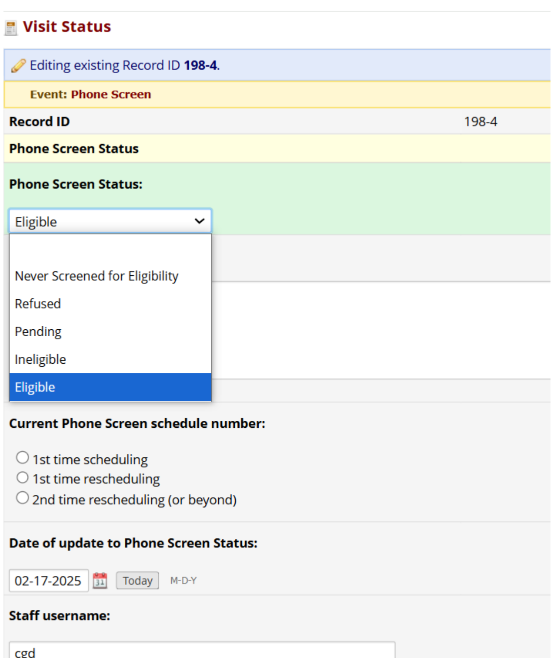
i. Based on randomization, open either the IP or R welcome letter

ii. NOTE THAT THERE ARE TWO VERSIONS OF THE WELCOME LETTER: One for PPTs 18-20 years old and the other for 21 and older

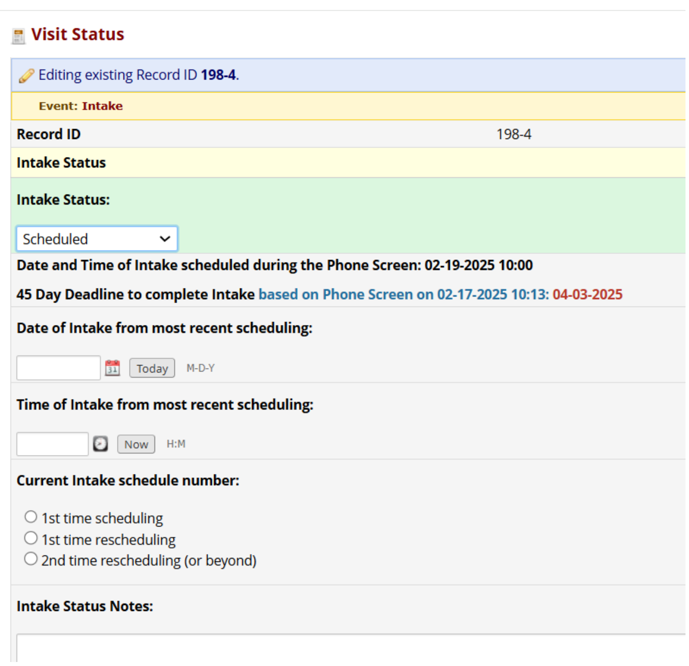
iii. Take a screenshot of the appropriate letter with this PPT's information on your computer
iv. Open the study email and draft a new message
v. Paste the screenshot of the letter
   1. If the PPT was randomized to R Intake, paste Zoom instructions after the letter
   2. If the PPT was randomized to IP Intake, paste directions to get to the clinic parking spots
vi. PPT's email can be found at the bottom of the "Contact Info" form
vii. In the subject line write: Welcome to the "RISE Above Smoking" Study!
viii. Check that all information is correct and included in the email
ix. Send email to PPT and exit out of Welcome Letter

b. Update Milestones
   i. Refer to the "RISE Milestones SOP" to update **Visit** Status for both Phone Screen and Intake

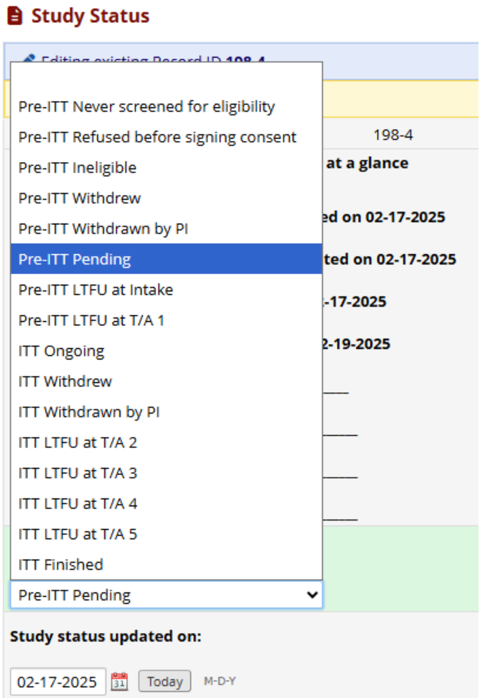
PHONE SCREEN STATUS


Visit Status
Editing existing Record ID 198-4.
Event: Phone Screen
Record ID 198-4
Phone Screen Status
Phone Screen Status:
Eligible
Never Screened for Eligibility
Refused
Pending
Ineligible
Eligible
Current Phone Screen schedule number:
1st time scheduling
1st time rescheduling
2nd time rescheduling (or beyond)
Date of update to Phone Screen Status:
02-17-2025 Today M-D-Y
Staff username:
cgd

INTAKE STATUS


Visit Status
Editing existing Record ID 198-4.
Event: Intake
Record ID 198-4
Intake Status
Intake Status:
Scheduled
Date and Time of Intake scheduled during the Phone Screen: 02-19-2025 10:00
45 Day Deadline to complete Intake based on Phone Screen on 02-17-2025 10:13: 04-03-2025
Date of Intake from most recent scheduling:
Today M-D-Y
Time of Intake from most recent scheduling:
Now H:M
Current Intake schedule number:
1st time scheduling
1st time rescheduling
2nd time rescheduling (or beyond)
Intake Status Notes:

   ii. Refer to the "RISE Milestones SOP" to update **Study** Status



7. **<u>Making and Recording Reminder Calls</u>**
   a. Reminder calls must be made the day before the PPT's visit
      i. Visits scheduled for Monday should receive a reminder call on Friday
      ii. The reminder message should include:
         1. The visit type/number
         2. Visit date + time
         3. If the visit is in-person/remote
         4. If applicable, what the PPT should bring to the visit
            a. For Intake – remind PPT to bring a pack of their usual cigarettes + a list, pictures, or the packaging for any prescription medications they are currently taking
            b. For T/A 3 and 4 – remind PPT to bring their remaining NRT to the visit
   b. If you do not reach the PPT, leave a voicemail and *always* send a reminder text and/or email afterward (depending on PPT preference)
   c. After completing the call, document the outcome in the RISE GCal event for the visit
      i. Example GCal Notes entries:
         1. "*Confirmed*" = you spoke to or texted/emailed with the PPT and they said they planned to attend the scheduled visit
         2. "*LVM*" = you Left a Voice Message for the PPT but didn't communicate directly with them
         3. "*Sent text*" (or email) = you sent a text or email but didn't communicate directly with the PPT

4. "(R/S to [enter date])" = you spoke to the PPT and they asked to Reschedule their Intake visit; be sure to turn the current GCal entry to RED then create a new entry on the date they rescheduled to and turn that one lavender if in-person or blueberry if remote
    a. Make sure to tag the PPT's RA in the new entry

d. Also, document the outcome of the call in the Visit Status form for that visit on REDCap
    i. Navigate to the "[Visit] Status Notes" section for the relevant visit
    ii. Write the outcome as "[DATE] [INTIALS]: [ACTION]"
        1. Example: "02/05/25 AH: RC done, confirmed"
        2. Example: "02/08/25 AH: RC – LVM; PPT returned call and confirmed"
        3. Example: "02/28/25 AH: RC – LVM, sent text/email"

8. **<u>Sending Reminder Emails and Texts</u>**

    a. Have the Google Calendar open to note the date, time, and visit type
    b. Locate the PPT's Record ID and open "Contact Info" to get the PPT's email address and/or phone number
    c. Confirm their preferred contact method and send the reminder info via that method
        i. To send an email, open the study email and enter the PPT's email in the "To:" line
        ii. To send a text, refer to "Texting through REDCap using Mosio SOP"
    d. Make a note in the Visit Status form for that visit on REDCap – examples listed above in Section 7d

9. **<u>Maxing Out Attempts and Closing Out PPTs</u>**

    a. We make 5 screening call attempts for each potential PPT; the calls are made at different times of day over different days
    b. For each attempt, fill out a contact log and indicate what happened with the call (Left a message, spoke with PPT, etc.)
    c. The "Call 5 Times" rule has the following exceptions:
        i. If there is a message that says the caller is not accepting calls at this time, we want to call that number at least once more before emailing the participant
        ii. A fast-busy signal probably means a disconnected number, but call once more on a different day to make sure the number is actually disconnected before emailing the participant
        iii. More attempts can be made if we have been able to interact with the PPT (e.g., they answered the phone but asked to be called back); in this case, the number of attempts would restart when contact is made
    d. Following the 5th call attempt, update the Contact Log based on call outcome
    e. Then, send them a text and an email from the study email account including the following:
        i. Introduce yourself (e.g., "Hi [PPT Name]. This is [RA Name] from the Behavioral Health Lab at UB.)

    ii. Explain why we are sending them a message (e.g., "You expressed interest in our quit smoking study and we are trying to reach you to give you more information.")
    iii. Ask them to please reply to the message with some days/times they are available for a 30-minute phone screen
    iv. Our study phone number (in case they want to call in)

f. Ensure that a Contact Log is created for the text and one for the email
g. After emailing a PPT as the final contact attempt:
    i. Change their study status to "Pre-ITT Never Screened for Eligibility"
    ii. Change their Phone Screen visit status to "Never Screened for Eligibility"
    iii. Save the "Contact Info" form as "Complete"
    iv. Leave the Study Status as UNVERFIED; the coordinator will check over the Study Status form and save it "Complete"

APPENDIX A: Phone Screen Call Checklist

<table>
<tr><th>✓</th><th colspan="4">Check each item when done</th></tr>
<tr><td></td><td colspan="4">Check REDCap to see if in database already – if not create new record</td></tr>
<tr><td></td><td colspan="4">Introduction from Contact Info</td></tr>
<tr><td></td><td colspan="4">Go back and provide study overview</td></tr>
<tr><td></td><td colspan="4">Confirm First Name, Last Name, Phone Number (Pre-Screen)</td></tr>
<tr><td></td><td colspan="4">Ask all questions on Phone Screen</td></tr>
<tr><td></td><td colspan="4">Review Phone Screen Eligibility Summary, Tell PPT if they’re ELIGIBLE OR INELIGIBLE</td></tr>
<tr><td></td><td colspan="2">ELIGIBLE</td><td></td><td>INELIGIBLE</td></tr>
<tr><td></td><td colspan="2">Read 211 blurb (if applicable) then eligible script</td><td></td><td>Read 211 blurb (if applicable) then ineligible script</td></tr>
<tr><td></td><td colspan="2">Complete “Randomization for Intake” form</td><td></td><td>Thank them for their time</td></tr>
<tr><td></td><td colspan="2">Go back to get rest of contact info (Post-Screen)</td><td></td><td>If yes for future studies: Let them know we will reach out to them for other projects</td></tr>
<tr><td></td><td colspan="2">Schedule Intake if interested (add to Google Calendar)</td><td></td><td>Update Study Status</td></tr>
<tr><td></td><td colspan="2">Confirm mode of transport to visit
(if driving, inform of parking pass)</td><td></td><td></td></tr>
<tr><td></td><td colspan="2">Ask how they would like to be reminded of the visit</td><td></td><td></td></tr>
<tr><td rowspan="2"></td><td rowspan="2">Tell will send 1 email OR Mail them containing:</td><td>Welcome letter confirming visit date & instructions</td><td rowspan="2"></td><td rowspan="2"></td></tr>
<tr><td>Map with Directions to Diefendorf Hall/UB South Campus</td></tr>
<tr><td></td><td rowspan="3">Read exit script:</td><td>Confirm day/time of appointment</td><td></td><td></td></tr>
<tr><td></td><td>Give study phone #</td><td></td><td></td></tr>
<tr><td></td><td>Ask what they need to bring to the visit</td><td></td><td></td></tr>
<tr><td></td><td colspan="2">Send Google Calendar invite to staff member completing the visit & create GC event for reminder call/text/email.</td><td></td><td></td></tr>
<tr><td></td><td colspan="2">Update Study Status +PS and Intake Visit Status</td><td></td><td></td></tr>
<tr><td></td><td colspan="2">Send welcome materials</td><td></td><td></td></tr>
</table>