

### 4.0 Reminder Call Script

Use this script when calling patients to remind them to complete CRC FIT screening.

NOTE: Before calling patient, make sure to have the interpreter ready on the line. Be ready to give the interpreter the patient’s name and medical record number, language needed, and location of the requesting department.

<p>1. Placing call to next of kin or emergency contact.</p> <p><b>NOTE: If you are calling the patient’s original number or alternative phone number start at 2.</b></p>	<p><b>If answering machine answers:</b> Hello, my name is &lt;&lt;OW Name&gt;&gt; I am calling from &lt;&lt;Clinic Name&gt;&gt; and I am trying to get in touch with Mr./Ms. &lt;&lt;Patient’s Last Name&gt;&gt;. S/he provided you as someone we could contact. The phone number provided to us is no longer in service. If you have updated contact information for them please call me at (415) xxx-xxxx. If I do not pick up please leave a message.</p> <p><b>If a person answers:</b> Hello, this is &lt;&lt;OW NAME&gt;&gt;. I am calling on behalf of Dr. &lt;&lt;Doctor’s Name&gt;&gt; from &lt;&lt;Clinic Name&gt;&gt;. Am I speaking with &lt;&lt;Name of Alternate Phone or Emergency Contact&gt;&gt;? I am trying to get in touch with Mr./Ms. &lt;&lt;Patient’s Last Name&gt;&gt; and they provided you as someone we could contact. The number they gave us previously &lt;&lt;Recite Number that is now disconnected&gt;&gt; is no longer in service. Would you mind helping me update their information?</p> <p><b>If yes – go to 4a</b></p> <p><b>If no – go to 4b</b></p>
<p>2. Introduce yourself</p>	<p>Hello, this is &lt;&lt;OW NAME&gt;&gt;. I am calling on behalf of Dr. &lt;&lt;Doctor’s Name&gt;&gt; from &lt;&lt;Clinic Name&gt;&gt;. Is Mr. /Ms. &lt;&lt;Patient’s Last Name&gt;&gt; available?</p> <p><b>If no - go to 2a</b></p> <p><b>If yes - go to 5</b></p> <p><b>If answering machine:</b> Hello, my name is &lt;&lt;OW Name&gt;&gt; I am calling from &lt;&lt;Clinic Name&gt;&gt; for &lt;&lt;Patient’s Name&gt;&gt;. Your doctor asked me to call to remind you to return the free colon cancer testing kit that was mailed to you. It can be completed at home and mailed back. If you didn’t receive the kit or need a new one then call me at (415) xxx-xxxx. If I do not pick up please leave a message with your name and phone number.</p>
<p>2a. If patient not available.</p>	<p>Is this the best phone number to reach her/him?</p> <p><b>If yes – go to 2b</b></p> <p><b>If no - go to 3</b></p>
<p>2b. Best number to reach patient at.</p>	<p>When would be a convenient time to reach her/him? Thank you very much. Have a good day.</p> <p><b>Start at 2 when calling patient back at a later time.</b></p>

3. Not the best number to reach patient at.	Am I calling << <b>Recite Patient's phone number</b> >>?  <b>If yes – go to 3b</b> <b>If no – go to 3a</b>
3a. Wrong Number	I'm sorry for my mistake. Have a good day. <b>Then, call correct number and start over at Step 2.</b>
3b. Why wrong number.	Please tell me why this isn't the best number for the patient to be reached at.  <b>If patient is <u>deceased</u> – go to 3c</b>  <b>If this is <u>no longer patient's number</u> - go to 3d</b>  <b>If patient <u>doesn't live there anymore</u> – go to 4</b>  <b>If patient no longer receives care from SFHN provider anymore – go to 6c</b>
3c. Patient is deceased.	I'm sorry for your loss. I will remove their contact information from our list and let their doctor know.  <b>Follow the protocol to update patient's information.</b>
3d. No longer patient's number	Thank you for telling me. I'll remove this number from our records.
4. Patient doesn't live there anymore	Do you have the patient's updated information and would you be willing to share it with us?  <b>If yes – go to 4a</b>  <b>If no – go to 4b</b>
4a. Has updated phone number.	Could you tell me the number? <b>After they tell you the number say:</b> I want to confirm that I heard you correctly. The number I heard was << <b>Recite New Phone Number</b> >>. Is that correct? <b>Correct if needed, and then say:</b> Thank you for providing me with this information. Have a good day.  <b>Update patient's information. Call new number and start at 2.</b>
4b. Does not want to update contact information or doesn't have updated contact information.	If you speak to them soon, could you let them know that their contact information with their doctor is out of date and ask them if they could call the office to update their contact information as soon as possible? Thank you and have a nice day.  <b>Check to see if patient has another number to contact. If they do, contact them and start at 1. If they do not, follow the appropriate protocol to note that patient does not have an updated contact information.</b>
5. Speaking to patient and haven't spoken to them before.	<b>If you have <u>spoken to the patient before</u> – go to 5a</b>

	<p>Your doctor asked me to call you because you are due for colon cancer screening. We mailed the test to your home in the past month and I am calling to follow up on it. Did you receive the test?</p> <p><b>If yes - go to 7</b></p> <p><b>If no - go to 6</b></p>
<p>5a. Speaking to patient and have spoken to them before.</p>	<p><b>If you have spoken to the patient before:</b>  We spoke before about the colon cancer screening test that Dr. &lt;&lt;Doctor's Name&gt;&gt; wants you to complete. I mailed you the test in the past month and I am calling to follow up on it. <b>If you know they received the test skip to 7. If not continue:</b> Did you receive the test?</p> <p><b>If yes - go to 7</b></p> <p><b>If no - go to 6</b></p>
<p>6. Did not receive the test</p>	<p>Thank you for telling me. We test once a year. This helps to catch growths and cancer early. I will mail you another one to complete. Let's confirm your address. What is your address?</p> <p><b>If address is the same – go to 6a</b></p> <p><b>If address different – go to 6b</b></p>
<p>6a. Address is correct</p>	<p>I'm glad we have your correct address. It looks like this is just an unusual circumstance where the test got lost in the mail. I will mail out the test to you soon. You will receive it within a month. The test will have easy to follow instructions. Before I let you go, do you have any questions about the test or anything else?</p> <p><b>If <u>no concerns</u> - go to 15</b></p> <p><b>If patient says they <u>don't feel the need to do the test</u>, <u>don't see the importance of doing the test</u>, if they think the <u>test is ineffective</u>, <u>don't understand why their doctor wants to send them the test</u>, have <u>no family history of colon cancer</u>, or have <u>no symptoms</u> - go to 9</b></p> <p><b>If patient <u>has questions about how to complete the test</u> - go to 10</b></p> <p><b>If patient is worried about the <u>expense of the test</u> or <u>follow-up tests</u> – go to 11</b></p> <p><b>If patient indicates that the test is <u>too embarrassing</u> or <u>too unpleasant</u> - go to 12</b></p> <p><b>If patient says they are concerned that <u>doctor thinks they have cancer</u> or they <u>don't want to know</u> if they have cancer - go to 13</b></p> <p><b>If patient says they have too many other health concerns - go to 14</b></p>

6b. Address is incorrect	<p>It looks like your address was out of date. I'm glad that I was able to get ahold of you so that I could update your address in our system. Before we continue I want to make sure that you are still receiving care at &lt;&lt;<b>Insert Name of Clinic</b>&gt;&gt;?</p> <p><b>If yes – go to 6d</b></p> <p><b>If no – go to 6c</b></p>
6c. Doesn't receive care from SFHN provider anymore	<p>Thank you for telling me. Since you are no longer part of the SFHN we are no longer going to offer you the at home screening test. However, please make sure you speak with your provider about getting screening. We will remove you from our list and let your doctor know that you have transferred your care. Have a good day.</p>
6d. Still receiving care in the SFHN.	<p>Great thanks for telling me! I will mail out the test to you soon. You will receive it within a month. The test will have easy to follow instructions. Before I let you go do you have any questions about the test or anything else?</p> <p><b>If <u>no concerns</u> - go to 15</b></p> <p><b>If patient has concerns choose from the options below:</b>  <b>If patient says they <u>don't feel the need to do the test</u>, <u>don't see the importance of doing the test</u>, if they think the <u>test is ineffective</u>, <u>don't understand why their doctor wants to send them the test</u>, have <u>no family history of colon cancer</u>, or have <u>no symptoms</u> - go to 9</b></p> <p><b>If patient <u>has questions about how to complete the test</u> - go to 10</b></p> <p><b>If patient is worried about the <u>expense of the test</u> or <u>follow-up tests</u> – go to 11</b></p> <p><b>If patient indicates that the test is <u>too embarrassing</u> or <u>too unpleasant</u> - go to 12</b></p> <p><b>If patient says they are concerned that <u>doctor thinks they have cancer</u> or they <u>don't want to know</u> if they have cancer - go to 13</b></p> <p><b>If patient says they have <u>too many other health concerns</u> - go to 14</b></p>
7. Patient received the test.	<p>It doesn't look like we have the results in our system yet. Did you mail it back to us?</p> <p><b>If yes – go to 7a</b></p> <p><b>If no – go to 7b</b></p>
7a. Patient mailed the test back.	<p>Hmmm. I'm sorry. It doesn't look like the lab received your test yet. If I don't see results in the week, I'll send you another test, which you will receive within a month. The test will have easy to follow instructions. However, if you have any questions please call me. Have a nice day.</p>

<p>7b. Patient did not mail test back</p>	<p>I see. Since we are trying to help prevent and catch cancers early, Dr. &lt;&lt;<b>Doctor's Name</b>&gt;&gt; asked me to call to speak with you. Please tell me why you have not mailed the test back yet.</p> <p><b>If patient says they <u>forgot or did not have the time</u> – go to 8</b></p> <p><b>If patient says they <u>don't feel the need to do the test, don't see the importance of doing the test, if they think the test is ineffective, don't understand why their doctor wants to send them the test, have no family history of colon cancer, or have no symptoms</u> - go to 9</b></p> <p><b>If patient <u>has questions about how to complete the test</u> - go to 10</b></p> <p><b>If patient is worried about the <u>expense of the test or follow-up tests</u> – go to 11</b></p> <p><b>If patient indicates that the test is <u>embarrassing or unpleasant</u> - go to 12</b></p> <p><b>If patient says they are concerned that <u>doctor thinks they have cancer or they don't want to know</u> if they have cancer - go to 13</b></p> <p><b>If patient says they have too many <u>other health concerns</u> - go to 14</b></p>
<p>8. Patient says they forgot or are busy.</p>	<p>I completely understand. Many patients are very busy. How can I help you complete the test?</p> <p><b>If they say they are not sure then suggest that one way that patient's remember to do the test is by placing it in the bathroom. Address patient's concerns then say: Thank you for speaking with me today. Do you have any other questions?</b></p> <p><b>If <u>no concerns</u> – go to 15</b></p> <p><b>If patient says they <u>don't feel the need to do the test, don't see the importance of doing the test, if they think the test is ineffective, don't understand why their doctor wants to send them the test, have no family history of colon cancer, or have no symptoms</u> - go to 9</b></p> <p><b>If patient <u>has questions about how to complete the test</u> - go to 10</b></p> <p><b>If patient is worried about the <u>expense of the test or follow-up tests</u> – go to 11</b></p> <p><b>If patient indicates that the test is <u>too embarrassing or too unpleasant</u> - go to 12</b></p> <p><b>If patient says they are concerned that <u>doctor thinks they have cancer or they don't want to know</u> if they have cancer - go to 13</b></p> <p><b>If patient says they have too many <u>other health concerns</u> - go to 14</b></p>

<p>9. If patient says they don't feel the need to do the test, don't see the importance of doing the test, think the test is ineffective, don't understand why their doctor wants them to do the test, has no family history of colon cancer, or no symptoms.</p>	<p>I understand. What do you know about colon cancer and the at home test the doctor wants you to complete?  <b>Congratulate on correct information and correct misinformation gently using info below or if they don't know anything continue.</b></p> <p>Let me tell you more about colorectal cancer and the screening test. Colon cancer is a growth that occurs in the large intestine. One in 20 or 5% of people get colon cancer and it is the second leading cause of cancer deaths in the United States. For this reason, we want every patient over 50 to do the test every year.</p> <p>Many people with colon cancer do not have any symptoms or family history, which is why screening is so important even when you feel healthy. When people have colon cancer, they often don't feel anything until very late. But if we catch cancer early, we can take it out or treat it with medicines.</p> <p>At our clinic, we look for early cancer by checking blood in your stool or poop. The test finds blood you can't even see. Sometimes this blood is the first sign of cancer. The test we use, called the fecal immunochemical test or FIT, checks for this blood. If there's no blood, you just do the test again next year. If there is blood, it doesn't mean you have cancer. It just means your doctor will talk with you about doing another test to find what is causing the blood.</p> <p>The key to making sure this test detects anything that is developing is to get tested every year. We expect that if you do this test every year then we will detect cancer at an early stage while we can still treat it.</p> <p>We use this test because compared to a colonoscopy the test we use is simple, inexpensive, and non-invasive.  <b>After speaking with patient ask:</b> How do you feel about doing the test now?</p> <p><b>If they <u>want to do</u> the test – go to 15</b></p> <p><b>If patient still <u>wants to opt out</u> - go to 15a</b></p> <p><b>If they still <u>do not feel confident about doing the test</u> – go to 9a</b></p>
<p>9a. Not confident about doing the test.</p>	<p>What other questions do you have about doing the test?</p> <p><b>If patient <u>has questions about how to complete the test</u> - go to 10</b></p> <p><b>If patient is worried about the <u>expense of the test</u> or <u>follow-up tests</u> – go to 11</b></p> <p><b>If patient indicates that the test is <u>too embarrassing</u> / <u>too unpleasant</u> - go to 12</b></p> <p><b>If patient says they are concerned that <u>doctor thinks they have cancer</u> or they <u>don't want to know</u> if they have cancer - go to 13</b></p> <p><b>If patient says they have too many <u>other health concerns</u> - go to 14</b></p> <p><b>If patient says they <u>want a colonoscopy instead</u> - go to 15a</b></p>

<p>10. Patient is not sure how to complete the test.</p>	<p>I understand. What do you know about colon cancer test the doctor wants you to complete?  <b>Congratulate on correct information and correct misinformation gently using info below or if they don't know anything continue.</b></p> <ol style="list-style-type: none"> <li>1) Check your name on the bottle to make sure that it is yours. Correct if needed.</li> <li>2) Write the date that you are collecting the sample on the bottle.</li> <li>3) Lift the lid and toilet seat up. Open the large piece of white paper and place it on top of the water so that it will catch your stool. Lower the toilet bowl seat.</li> <li>4) Go to the bathroom.</li> <li>5) Unscrew the green cap and pull up. A grooved stick is attached to the cap.</li> <li>6) Scrape the surface of the stool (poop) with the grooved stick.</li> <li>7) Put the stick back in the bottle and screw the green cap tightly.</li> <li>8) Flush</li> <li>9) Wrap the bottle in the plastic bubble paper.</li> <li>10) Put the wrapped tube in the plastic bag labeled "biohazard".</li> <li>11) Put the plastic bag in the return envelope and make sure the lab requisition form is in there too. Seal the return envelope.</li> <li>12) Mail the envelope right away. No stamp is required.</li> </ol> <p>You can flush the large piece of white paper. You can also use the provided glove during the collection process. The sample is safe to mail.</p> <p><b>Address responses as needed. Once everything addressed say:</b>  Are you willing to complete the test now?</p> <p><b>If yes - go to 15</b></p> <p><b>If no - go to 15a</b></p>
<p>11. Patient is concerned about the expense of the test or follow-up testing.</p>	<p>I understand that medical procedures can be expensive. The stool test we are offering you is very quick to do. Most people do not need follow-up testing and your doctor or someone else from your care team will let you know if you need the follow-up test. The cost of the follow-up test will depend on what insurance you have and you will need to contact them to figure it out. How do you feel about doing the test now?</p> <p><b>If they want the test - go to 15</b></p> <p><b>If they do not want the test - go to 15a</b></p>
<p>12. If patient indicates that the test is too embarrassing or too unpleasant.</p>	<p>I completely understand. It is common for many people to be embarrassed or uneasy about the test. After doing it, they often feel that it's not so bad. This year we are including a disposable glove to help with collection. Is there anything else we can do to help make completing the test easier for you to do?</p> <p><b>If no – go to 12a</b></p> <p><b>If yes – go to 12b</b></p>

12a. Nothing you can do to make test easier.	<p>Thanks for letting me know. Are you willing to complete the test?</p> <p><b>If yes – go to 15</b></p> <p><b>If no – go to 15a</b></p>
12b. Something you can do to make test easier.	<p>Great, how can I help?</p> <p><b>Address responses as needed. Then say:</b> Is there anything else I can do for you?</p> <p><b>Address responses as needed. Once everything addressed say:</b> Are you willing to complete the test now?</p> <p><b>If yes - go to 15</b></p> <p><b>If no - go to 15a</b></p>
13. If patient says they are concerned that doctor thinks they have cancer or they don't want to know if they have cancer.	<p>I understand completely. Many people feel scared of cancer. Most of the time, the test does not find cancer. Sometimes the test finds growths that are not yet cancer. So, the test helps people stay healthy. Tell me what makes you scared.</p> <p><b>Try to address patient's specific concerns. Use information from box 9 if needed. Then:</b> How do you feel about doing the test now?</p> <p><b>If they want the test - go to 15</b></p> <p><b>If they do not want the test - go to 15a</b></p>
14. Patient has other health concerns.	<p>This is a simple test and the information you gain can be acted upon at a later time. However, Dr. &lt;&lt;<b>Doctor's Name</b>&gt;&gt; would want to know how you feel. I will tell him/her what you have told me and someone from his/her office may contact you. Is that OK? Thank you and have a nice day.</p>
15. Patient does want test mailed to them.	<p>I'm glad. Please complete the test as soon as possible and make sure that you record the date you collected the sample on the tube's label. If you have any questions please call me.</p> <p><b>Start reminder call process over again as needed.</b></p>
15a. Patient doesn't want test mailed to them or if they want a colonoscopy.	<p>Dr. &lt;&lt;<b>Doctor's Name</b>&gt;&gt; would want to know how you feel. I will tell him/her to give you a call and someone from his/her office may contact you. Is that OK? Thank you and have a nice day.</p> <p><b>Follow the protocol for patient who wants to opt out of testing for this year.</b></p>