Approved Telephone Script

Good morning/afternoon.  This is Dr./Ms./Mr._____calling from the Mayo Clinic.

May I please speak to _____? (If participant is there, proceed to the following.  If the participant is not there, see below ***).

I am calling concerning letters recently sent to you as a reminder to schedule your mammogram test.  We are sending letters and making phone calls as part of a research study to test a new system of reminders for annual scheduling of mammograms. Please understand that your current and future care at the Mayo Clinic will not be affected by whether or not you take part in this study. Is now a good time to discuss scheduling of your mammogram appointment?

If Yes: Continue
If No:  Thank you for your time.

Our records indicate that your last breast screening was on _____.
May we schedule a mammogram appointment for you at this time?

If yes: Continue to schedule an appointment
If no:   "Thank you for your time."


*** If the participant you wish to speak to is not available, ask: "When would be a good time to call to speak with _____? Thank you, I will return the call at that time.


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