

## Appendix G. Participant Retention Postcards

## **General Health Education Program Video Fact**

Living healthy can lower your risk of eye disease!  
Keep an eye on your health by eating fruits and  
vegetables, being active, and not smoking!

To find out more, please watch **Video 5: Eye Care** on the  
General Health Education Program DVD.

*Have questions?*

*Contact the UAB Living Well study team at:*

**(205) 934-7163**



**Did you know?**





**Keep in touch!**

**Just a reminder, your 6 month visit is coming up!  
We will be in contact to schedule this meeting soon.**



**Remember! Your 6 month visit is coming up soon!**  
*Got questions? Call us at (205) 934 - 7163*



# Reminder!

Your **telephone appointment** has been scheduled for

*date:* \_\_\_\_\_

*time:* \_\_\_\_\_

We look forward to speaking you!

If you have questions, please call us using the numbers listed below.



We look forward to speaking with you!

If you have questions, please call us at: 205.934.7163



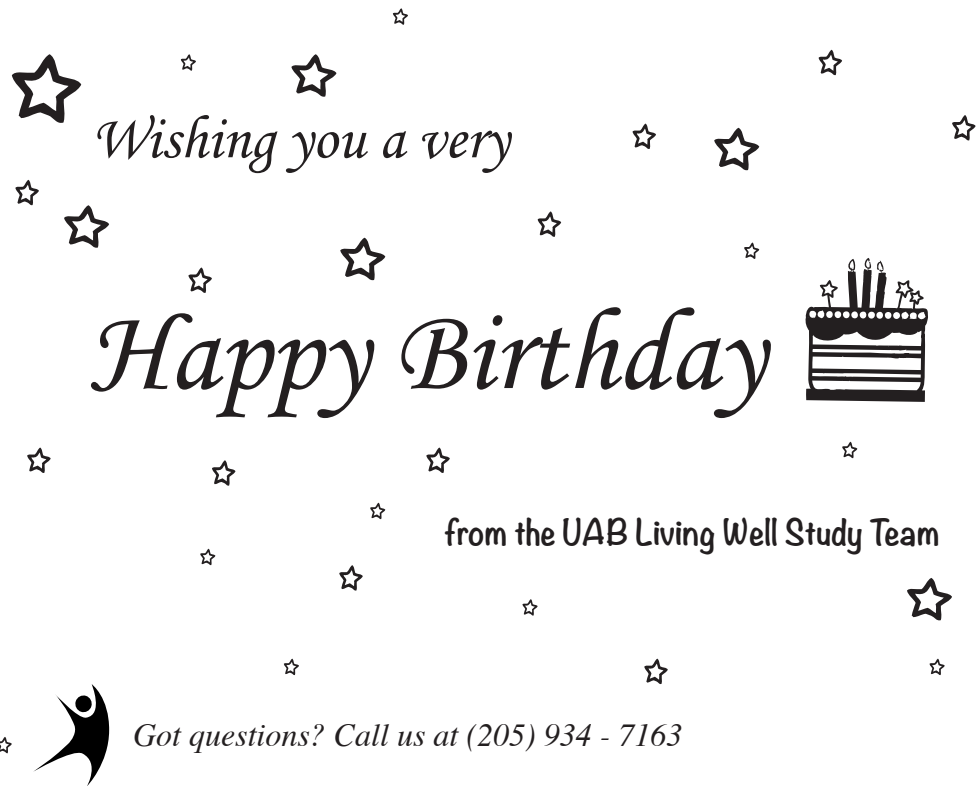
*All Participants - Thanksgiving*

# *Happy Thanksgiving*

from the UAB Living Well Study Team



*Got questions? Call us at (205) 934 - 7163*



# Retention Scripts



## General Health Program Participant Phone Call Script – Month 1

### ***Voicemail leave message 1 time only:***

Hello, my name is \_\_\_\_\_, I am calling from the University of Alabama at Birmingham about the Living Well program. At your convenience, please call us at 205.934.7163. Thank you and have a nice day.

Hello \_\_\_\_\_, my name is \_\_\_\_\_ calling from the University of Alabama at Birmingham about the Living Well research program. How are you today?

May I please speak with \_\_\_\_\_?

- [If not speaking] Is \_\_\_\_\_ available?
- [If no] When may I call back to speak with \_\_\_\_\_? Thank you for your time.  
*[Document Date/Time to call back]* \_\_\_\_\_
- **[If yes continue when they come on the line]** Hello \_\_\_\_\_, my name is \_\_\_\_\_ calling from the University of Alabama at Birmingham about the Living Well study. How are you today?

### **I am calling today to welcome you to the Living Well General health research study and go over any questions you have about the study.**

- Have you watched any videos from the General Health DVD? Do you have any questions about any of the materials?
- May I answer any questions that you may have about the study?

### **I would like to verify your contact information. Is this your correct mailing address and telephone number?**

**Yes – great thank you!** *(move to next question)*

**No – obtain correct information and update spreadsheet.**

### **We also have \_\_\_\_\_ (name) as a friend or family member who would know your whereabouts in case we have trouble contacting you. Is this still the correct phone number for \_\_\_\_\_ (name)?**

**Yes – go to close out**

**No –** Can you give me another person who would know your whereabouts in case we have trouble contacting you? Please think of someone who would not mind if we called them for this information.

### ***Close out:***

- ***Thank you again for your time today.*** A member of our team will be contacting you each month by mail or phone. If you would like to reach us before we talk again you can call us at the number listed on your DVD. If your phone number or address changes, or if you have any questions about the Living Well with Diabetes study, please call us at the same number. Thank you and have a wonderful day!

### General Health Program Participant Phone Call Script – Month 3

***Voicemail leave message 1 time only:***

Hello, my name is \_\_\_\_\_, I am calling from the University of Alabama at Birmingham about the Living Well program. At your convenience, please call us at 205.934.7163. Thank you and have a nice day.

Hello \_\_\_\_\_, my name is \_\_\_\_\_ calling from the University of Alabama at Birmingham about the Living Well research program. How are you today?

May I please speak with \_\_\_\_\_?

- [If not speaking] Is \_\_\_\_\_ available?
- [If no] When may I call back to speak with \_\_\_\_\_? Thank you for your time.  
*[Document Date/Time to call back]* \_\_\_\_\_
- **[If yes continue when they come on the line]** Hello \_\_\_\_\_, my name is \_\_\_\_\_ calling from the University of Alabama at Birmingham about the Living Well study. How are you today?

**I am calling today to check in with you and answer go over any questions you have about the study.**

- Have you watched any videos from the General Health DVD? Do you have any questions about any of the materials?
- May I answer any questions that you may have about the study?

**I would like to verify your contact information. Is this your correct mailing address and telephone number?**

**Yes – great thank you!** *(move to next question)*

**No – obtain correct information and update spreadsheet.**

**We also have \_\_\_\_\_ (name) as a friend or family member who would know your whereabouts in case we have trouble contacting you. Is this still the correct phone number for \_\_\_\_\_ (name)?**

**Yes – go to close out**

**No – Can you give me another person who would know your whereabouts in case we have trouble contacting you? Please think of someone who would not mind if we called them for this information.**

***Close out:***

- ***Thank you again for your time today.*** A member of our team will be contacting you each month by mail or phone. If you would like to reach us before we talk again you can call us at the number listed on your DVD. If your phone number or address changes, or if you have any questions about the Living Well with Diabetes study, please call us at the same number. Thank you and have a wonderful day!

## General Health Program Participant Phone Call Script – Month 5

### *Voicemail leave message 1 time only:*

Hello, my name is \_\_\_\_\_, I am calling from the University of Alabama at Birmingham about the Living Well program. At your convenience, please call us at 205.934.7163. Thank you and have a nice day.

Hello \_\_\_\_\_, my name is \_\_\_\_\_ calling from the University of Alabama at Birmingham about the Living Well research program. How are you today?

May I please speak with \_\_\_\_\_?

- [If not speaking] Is \_\_\_\_\_ available?
- [If no] When may I call back to speak with \_\_\_\_\_? Thank you for your time.  
[Document Date/Time to call back] \_\_\_\_\_
- **[If yes continue when they come on the line]** Hello \_\_\_\_\_, my name is \_\_\_\_\_ calling from the University of Alabama at Birmingham about the Living Well study. How are you today?

### **I am calling today to check in with you and remind you that your 2<sup>nd</sup> study visit and telephone interview are coming up in 1 month.**

Your 2<sup>nd</sup> telephone interview and your study visit are coming up in 1 month. Let me tell you a little about these visits. During the telephone interview, we will ask you some questions about you and your diabetes. At the in-person data collection visit, UAB staff will do a finger stick test to check your A1c number, which is your average blood sugar level, and your blood cholesterol. They will also measure your height, weight, blood pressure, and make a list of your medications.

- Remember, you will receive a \$20 VISA gift card for completing the inperson study visit.
- Would you like to schedule this visit and telephone interview today?
  - o if no: Okay, I will give you a in 2-3 weeks.
  - o If yes, schedule date and times: Great! We see you on \_\_\_\_\_ (date/time)!
- May I answer any questions that you may have about the study?

### *Close out:*

- *Thank you again for your time today.* We will talk to you on [date/time] to complete your telephone interview and on [date/time] to complete your 2<sup>nd</sup> in person study visit.
- *For your in person study visit,* We ask that you do not to not drink any caffeine (from coffee, tea, or soda), should not eat or do any heavy physical activity, smoke, ingest alcohol for 30 minutes prior to the in person data collection visit. *Please wear a loose fitting shirt to the study visit.*
- Thank you and have a wonderful day!

## Living Well Program Participant Phone Call Script – Month 2

### ***Voicemail leave message 1 time only:***

Hello, my name is \_\_\_\_\_, I am calling from the University of Alabama at Birmingham about the Living Well program. At your convenience, please call us at 205.934.7163. Thank you and have a nice day.

Hello \_\_\_\_\_, my name is \_\_\_\_\_ calling from the University of Alabama at Birmingham about the Living Well research program. How are you today?

May I please speak with \_\_\_\_\_?

- [If not speaking] Is \_\_\_\_\_ available?
- [If no] When may I call back to speak with \_\_\_\_\_? Thank you for your time.  
*[Document Date/Time to call back]* \_\_\_\_\_
- **[If yes continue when they come on the line]** Hello \_\_\_\_\_, my name is \_\_\_\_\_ calling from the University of Alabama at Birmingham about the Living Well study. How are you today?

### **I am calling today to check in with you and answer go over any questions you have about the study.**

- Have you spoken to your peer advisor? How many times since the beginning of the program have you spoken to your peer (NAME HERE).
- May I answer any questions that you may have about the study?

### **I would like to verify your contact information. Is this your correct mailing address and telephone number?**

**Yes – great thank you!** *(move to next question)*

**No – obtain correct information and update spreadsheet.**

**We also have \_\_\_\_\_ (name) as a friend or family member who would know your whereabouts in case we have trouble contacting you. Is this still the correct phone number for \_\_\_\_\_ (name)?**

**Yes – go to close out**

**No – Can you give me another person who would know your whereabouts in case we have trouble contacting you? Please think of someone who would not mind if we called them for this information.**

### ***Close out:***

- ***Thank you again for your time today.*** A member of our team will be contacting you each month by mail or phone. If you would like to reach us before we talk again you can call us at the number listed on your activity book. If your phone number or address changes, or if you have any questions about the Living Well with Diabetes study, please call us at the same number. Thank you and have a wonderful day!

## Living Well Program Participant Phone Call Script – Month 5

### ***Voicemail leave message 1 time only:***

Hello, my name is \_\_\_\_\_, I am calling from the University of Alabama at Birmingham about the Living Well program. At your convenience, please call us at 205.934.7163. Thank you and have a nice day.

Hello \_\_\_\_\_, my name is \_\_\_\_\_ calling from the University of Alabama at Birmingham about the Living Well research program. How are you today?

May I please speak with \_\_\_\_\_?

- [If not speaking] Is \_\_\_\_\_ available?
- [If no] When may I call back to speak with \_\_\_\_\_? Thank you for your time.  
*[Document Date/Time to call back]* \_\_\_\_\_
- **[If yes continue when they come on the line]** Hello \_\_\_\_\_, my name is \_\_\_\_\_ calling from the University of Alabama at Birmingham about the Living Well study. How are you today?

### **I am calling today to check in with you and remind you that your 2<sup>nd</sup> study visit and telephone interview are coming up in 1 month.**

- Have you spoken to your peer advisor? How many times in the past 4 weeks have you spoken to your peer (NAME HERE)
- Your 2<sup>nd</sup> telephone interview and your study visit are coming up in 1 month. Let me tell you a little about these visits. During the telephone interview, we will ask you some questions about you and your diabetes. At the in-person data collection visit, UAB staff will do a finger stick test to check your A1c number, which is your average blood sugar level, and your blood cholesterol. They will also measure your height, weight, blood pressure, and make a list of your medications.
- Remember, you will receive a \$20 VISA gift card for completing the inperson study visit.
- Would you like to schedule this visit and telephone interview today?
  - o if no: Okay, I will give you a in 2-3 weeks.
  - o If yes, schedule date and times: Great! We will call you on the phone and send you a reminder in your mail before the visits as a reminder.
- May I answer any questions that you may have about the study?

### **I would like to verify your contact information. Is this your correct mailing address and telephone number?**

**Yes – great thank you!** *(move to next question)*

**No – obtain correct information and update spreadsheet.**

### **We also have \_\_\_\_\_ (name) as a friend or family member who would know your whereabouts in case we have trouble contacting you. Is this still the correct phone number for \_\_\_\_\_ (name)?**

**Yes – go to close out**

**No –** Can you give me another person who would know your whereabouts in case we have trouble contacting you? Please think of someone who would not mind if we called them for this information.

### ***Close out:***

- *Thank you again for your time today.* We will talk to you on [date/time] to complete your telephone interview and on [date/time] to complete your 2<sup>nd</sup> in person study visit. Thank you and have a wonderful day!