



2/1/2021

Changes in LIMBIC CENC Call Center

In effort to increase LIMBIC CENC participants overall engagement and completion rates during their ATFU and BTACT interviews the call center has employed several new policies listed below. Ideally by increasing communication and transparency between the Call center and LIMBIC CENC Sites we will see an increase in overall completion rates.

BTACT'S

The Call Center's Goal is to complete the BTACT interview within the first 14 days of their visit. In the event that a participant misses their initial appt scheduled by the site, their **third failed** call attempt will result in them being marked as DTC.

ATFU

Once a Annual Telephone Follow up participant reaches **5 failed call attempts** with a **"no answer/left voicemail"** status they will be marked as DTC

All other Annual Telephone Follow up DTC participants Alerts will be sent out on their **10th failed** call attempt if the call center has been able to successfully reach the participant.

****Participants who are marked as DTC will not receive outbound call attempts for 5 business days pending a response/ update from the site****

Wrong Number

Call statuses are updated immediately pending the completion of the interaction. Upon receiving an update that the contact information on file is no longer valid, out of order, or can longer be used to reach the participant the wrong number status is selected.

How to respond to Call Center Alerts?

All updates provided by sites should include the outcome of your efforts, your initials and the date.

Ex)

Unable to reach participant, Left VM with Call Center number 1/20/21 Y. Mack

Scheduled participant for ATFU on 1/28/21 -Y. Mack 1-20-21

WHAT TO DO WHEN YOU'VE RECEIVED A PENDING WITHDRAWAL STATUS FROM THE CALL CENTER

Requested Next Steps to be taken by Enrollment Site:

- Attempt to contact the participant via phone.
- If you successfully reach the subject: Please ascertain as to why the participant requested to leave to study if a reason was not provided in the **Pending Withdrawal** alert.

(The call center is willing to make accommodations for participant's who are interested in completing the current visit year interview.)

1. If the participant confirms that HE/SHE wishes to exit the study, please fill out and **'End of Study'** Form. Alert the call center when **EOS form** has been completed and submitted.

OR

2. If the participant wishes to remain in the study but does not wish to participate for the current visit year, please inform the participant of HIS/HER contact window for the following year and alert the call center to update their status to Final Refusal.

Let's Talk?

How are you currently processing or following up on DTC participants?

How are you engaging with Participants during the ATFU visit years?

What systems do you have in place in the event you are unable to reach a participant?

Do you know how to update your findings in the study portal?

What can the call center do to best assist in completing interviews?