General Suggestions:

A. The goal of leaving a text or voicemail is to get the case on the phone with you for a phone interview

B. Leaving voicemails and texts carries a similar risk – since these messages may be heard or viewed by someone other than the intended recipient, make sure that these messages do not contain any confidential information

C. Leaving a voicemail after the first call attempt is good practice – it allows the case to associate your number with a name and reputable agency, rather than as a spam caller

D. It is okay to call the case more than once in the same day; this may help to indicate the urgency of your call

E. It is a good idea to explore different modalities (e.g. text) if you are unable to contact cases by phone
   a. Be selective of who you text
      i. Consider texting if you can determine it is not a landline
      ii. Younger cases generally respond better

F. Texting can lead to conversation gains, but do NOT text your case before the first call attempt
   a. This can lead to a significant decreased likelihood of ever contacting that case

G. We recommend texting cases after your second call attempt

H. Too many voice/text messages may leave your case encumbered
   b. Try to limit these to two per week
Consistency is important: leave a voicemail and/or text using the introduction template below, and do not include any of the case’s identifying information. **The goal of leaving a text or voicemail is to get the case on the phone with you for a phone interview.**

**Voicemail Message Template:**
Hello, this is (1) ________ from the Oregon Health Authority. I’m trying to contact you about your recent illness. Please let me know your availability for a call, or give me a call back at (2) ________ when you are able. My typical working hours are between (3) ________ and ________ but I would be happy to schedule an appointment at whatever time is most convenient for you.

**Text Message Template:**
Hello, this is (1) ________. I am contacting you on behalf of the Oregon Health Authority regarding your recent illness. Please let me know your availability for a call, or give me a call back at (2) ________ when you are able. My typical working hours are between (3) ________ and ________ but I would be happy to schedule an appointment at whatever time is most convenient for you.

A. The case may respond with a voicemail (if you are unavailable) or text – if so, provide as much information as needed to get them on the phone with you, but again, do not release any case identifying information. A typical conversation may look like:

**Case:** I received your message. I am available between 12:00 – 1:00PM for a call.
**Response:** Thank you, I will give you a call then.
**Response:** I am not available during that time, will (4) ________ work? Otherwise, when are convenient times for a call back?

**Case:** Hi, I am not certain what this message is for - I do not recall being infected?
**Response:** We were notified of a person with a recent foodborne infection, associated with this number. Could we discuss this over the phone? My working hours are between (3) ________ and ________. Otherwise, when are convenient times for a call back?

**Case:** I do not want to speak with you, please stop contacting me.
**Response:** I’m sorry to hear that. Can I please ask why?
*It is helpful to anticipate common clarifying questions (next section) and to prepare answers to those questions in advance.

1. Your name
2. Callback number
3. Working hours
4. Suggested time(s)
Refusals to Participate:
In general, when interviewers sound professional and knowledgeable and give respondents the information necessary to make an informed decision, people will usually agree to participate.

- Ask prospective respondents whether “now” is a convenient time to administer the questionnaire, and if not, to indicate a better time. If, despite this, a prospective respondent refuses to participate, interviewers should simply thank them and record this outcome on the log of calls attempted.
  (for OR - the CallHopper and Orpheus)

Common Questions from Respondents
**How did you get my phone number?** Case phone numbers were obtained from laboratory records provided to the Oregon Health Authority.

**What is your legal authority to contact me for an interview?** By law, the Oregon Health Authority is required to investigate reportable diseases. Reference OAR 333-019-0000: Responsibility of Public Health Authorities to Investigate Reportable Diseases.

**How do I know what I tell you will be kept in confidence?** We are required by law to keep the information you provide confidential and secure. Recorded information is stored in a secured database, and only authorized users can access this information.

**Why can’t you mail me the questions?** The communicable disease team chose the telephone interviewing method on the basis of cost, efficiency, and timeliness. We are not currently able to send you these questions by mail or email.