

First contact script

Instructions: This script is to be used after the participant has completed their baseline survey and attended the educational seminar. This conversation can take place over the phone and will focus on motivating participants to make an appointment to get a screening for a mammogram and/or Pap test. This call can also provide participants with information on where to get a low-cost or free screening if they do not have a regular provider they go to for screenings or do not have health insurance.

Hello Ms. _____

[Instructions]: Introduce yourself and your role in the MARHABA project.

Thank you again for completing the baseline survey and attending our educational seminar. We really appreciate the time you took out of your schedule to answer our questions in the survey and hope that you found the educational seminar helpful.

I wanted to follow-up about some things we talked about in the educational seminar. If you remember, we went over why it was so important for you get a screening for breast and cervical cancer and what the screening tests were like when you get them. Did you have any more questions about that part of the seminar or want me to quickly review the information again?

IF YES → Ask the participant what questions they had and give a brief review of the information about screening from the seminar.

IF NO → Move onto the next section.

Ok if you did not have any additional information about mammograms or Pap tests, I wanted to talk to you about scheduling an appointment with a health care provider to get these important tests. Do you have a regular health care provider, such as a primary care provider, obstetrician/gynecologist (OB/GYN), or Nurse Practitioner, that you can see to get these tests?

IF NO → I can provide you with information about places that you can get a mammogram and Pap test for a reduced price or perhaps even for free.

[Instructions]: Review sites and providers in the participant's area that she can receive a reduced fee or free screening test. Mail the information to the participant again if requested.

IF YES → Did you make an appointment with this provider to get the screening?

IF YES → When is your appointment scheduled for?

[Instructions] – Record date of appointment for next call

IF NO → Why didn't you make an appointment for a test yet? Is there anything that I can help you with or talk to you about getting the screening tests? For example, do you have any concerns or barriers that I can help you with?

Thank you again for taking the time to talk with me. As we discussed in the seminar, it is really important for you to get regular mammograms and Pap tests. Did you have any other questions about these tests or how to make an appointment to get these tests?

IF YES → Ask participant what questions she has about tests and answer accordingly. Provide additional encouragement for participant to get the test.

IF NO → Move onto next section.

OK I will call you again in a few weeks after you have made your appointment to get the mammogram and/or Pap test. During this call, we can talk about what the tests will be like when you get to the provider's office. In the meantime, if you have any other questions, please feel free to call me at any time.

END CALL