

Second contact script

Instructions: This script is to be used after the participant has completed their baseline survey, attended the educational seminar, and made their appointment to get a mammogram and/or Pap test. This conversation can take place over the phone or in-person, and will focus on the process of going to the appointment. This call will provide participants with information on what to expect during the mammogram and/or Pap test, and any emotional support or encouragement they may need before the appointment.

Hi Ms _____

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

Congratulations on making your appointment for a mammogram and/ or Pap test! As we discussed in the educational seminar, getting regular cancer screenings is very important to your health.

I see that you are scheduled for a: *[Instructions]: Fill in information from first call*

Pap test on _____ (Insert date) AND/OR

Mammogram on _____ (Insert date)

First, I wanted to review some of the information we discussed in the educational seminar about what the screening tests will be like when you go for your appointment. Before you even get to the appointment, make sure you bring all of the required information. This may include your ID, insurance card, or other documents your provider may have said to bring to the appointment. Sometimes, the provider does not require any information, so make sure you check with them to see that you have all of the information you need.

Second, I wanted to ask if you had any questions about getting to the appointment. Do you need any directions, maybe by bus or subway, to get to your appointment?

IF YES → Ask participant where her appointment is and provide information on best mode and route for getting to appointment site.

IF NO → Move onto next section.

Ok great. If you don't have anymore questions about the logistics of what you need and how to get to your appointment, I wanted to review some of the information we talked about during the educational seminar about getting a mammogram or Pap test.

[Instructions]: Depending on the screening test (mammogram and/or Pap test), review the process for getting the test and ask if they have any questions about the process.

Do you have any concerns or fears about getting a mammogram or Pap test that you would like to discuss?

IF YES → OK let's talk through some of these things and see if I can help in any way.

[Instructions]: Go through any questions or concerns from the participants and use information from training to address these items.

IF NO → Move onto the next section.

Thank you again for talking to me today and participating in the MARHABA project. I also wanted to congratulate you again on making an appointment to get a mammogram and/or Pap test. I know the test can be a little scary but you are taking a great step in not only taking care of your health but the health of your family as well.

I will call you again in a few weeks after you have obtained the results from your mammogram and/or Pap test so we can talk through them.

As always, please call me if you have any other questions or if you want to talk about the tests any more before your appointment.

[END CALL]