

### Third Contact Script

Instructions: This script is to be used after the participant has completed their baseline survey, attended the educational seminar, and went to 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 obtaining and interpreting results.

Hi Ms \_\_\_\_\_

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

I am calling you today to follow up on your appointment for a mammogram and/or Pap test. Did you attend that appointment?

IF YES → How did the appointment go? Did you have any issues or difficulties during the appointment that you would like to discuss?

*[Instructions]: If participant went to appointment, MOVE ONTO NEXT SECTION of the call.*

IF NO → I am sorry to hear you could not make your appointment. Is there any way that I can help you reschedule your appointment?

*[Instructions]: If participant did not go to their appointment, review information on how to make the appointment, what they can expect during the screening test (s), and information on providers or sites for free or reduced screening tests if appropriate → END CALL.*

It is so great that you received a mammogram and/or Pap test. As we discussed in the last call, getting the test was not only a big step in taking care of your health, but also the health of your family.

Were you able to obtain the results of your test yet?

IF YES → Did you have any questions about the results of your test or next steps?

*[Instructions]: Review results of test based on training. If additional care or tests is needed, ask participant if have a provider that can provide the needed care or tests. If not, refer participant to NYU Cancer Center or other organization as appropriate based on training.*

IF NO → Do you need help in obtaining the results of your test?

*[Instructions]: Ask participant about source of delay and if can provide help (call provider office, health insurance company, etc) in obtaining results.*

Thank you again for taking the time to talk to me about your mammogram and/or Pap test appointment. I will contact you in a few weeks to schedule a follow-up survey that is similar to the baseline survey you took at the beginning of the project.

In the meantime, please do not hesitate to contact me if you have any other questions about the screening tests.

END CALL.