

Faculty of Medicine
Department of Family Medicine
Impacting Communities

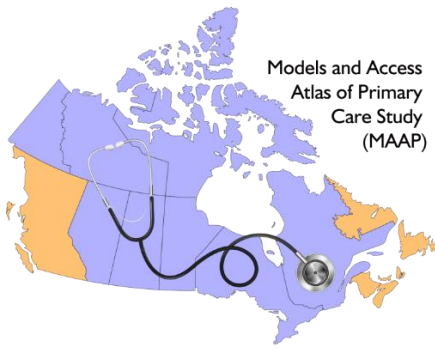
Data collection protocols

Working hours survey:

Block your phone number, dial number & let it ring 10X.
If no answer or not in service, hang up and redial. If consistent- record on the survey sheet.
If someone answers and it's the wrong #- check with them: <ul style="list-style-type: none"> o Is this Dr. _____'s office?
If you get through to the secretary, record the call result and use the survey script
Answering machine – do not leave a message , it is easiest to gain interest by speaking to someone in person. If there is a menu, please listen to all of the options (e.g. for the walk in clinic, hours press “1”, but don't link to the on-call doctor (with the exception of connecting to a receptionist). If in doubt use your judgment – if you were a patient calling for advice, what would you push?
For Multi-Providers, it may be difficult to record all the info in 1 call. Try your best to get as much info as possible in case we cannot contact the office again, but respect if they are tired or busy. Make note of the # of times you had to call.
Call no more than 5X. If there is no answer after 5 tries, mark it appropriately and enter as 'no answer' in the database.
Be sure to try a variety of calling times between 8AM-4PM.

Fax survey:

Protocol is to send the fax 3 times.
If the fax survey is not returned after the 1 st attempt, a follow up fax will be sent 2 weeks after the original fax survey was sent.
A final 3 rd follow up fax will be sent after another 2 weeks.
A 4 th round can be discussed with the PI based on response rates.



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Afterhours survey:

<i>If answering machine picks up</i> , record the script of the message and complete the survey sheet.
If no answer or not in service, hang up and redial. If consistent- record on the survey sheet.
<i>If a person answers</i> , verify the # - check with them: <ul style="list-style-type: none">○ <i>Is this Dr. _____'s office?</i>○ <i>Verify the name of the practice (correct spelling)</i>○ <i>If the practice is open.</i>
If the practice is not open, determine if the phone was answered by an answering service and the regular office hours for the number. Thank them and disconnect.
If the practice is open, verify the regular office hours for the number and call back after hours.