

Follow-up with Alternate Contact Person: Phone Script [Subject]

If the Subject cannot be located (no communication can be established), Follow-up with Alternate Contact Person(s) is allowed.

Hi, this is [state your Name] calling from the **Congenital Heart Surgeons' Society (CHSS) Data Center in Toronto, Ontario, Canada**. I am calling in regards to [state Name of Subject]. We have been unable to locate [state Name of Subject], but he/she has given us permission to follow up with you if we cannot locate him/her. Would you be able to provide us with his/her current telephone number or address. Alternatively, we can leave our contact information (toll-free number: **1-866-477-2477**) with you, to relay this to him/her, to contact us.

Thank you very much. We appreciate your taking the time to facilitate communication with [state Name of Subject].

Voicemail Message (if stated Name on the voicemail message is the same as the Name of Alternate Contact Person on file; if no stated Name on the voicemail message)

Hi, [state Name of Alternate Contact Person, if stated Name on the voicemail message is the same as the Name on file]. This is [state your Name] calling from the **Congenital Heart Surgeons' Society (CHSS) Data Center in Toronto, Ontario, Canada**. I am calling in regards to [state Name of Subject]. I have been unable to locate [state Name of Subject], and he/she has provided us with your name and contact information to try to get in touch with him/her. Would you be able to provide us with his/her current telephone number or address. Alternatively, we can leave our contact information (toll-free number: **1-866-477-2477**) with you, to relay this to him/her, to contact us. Thank you very much for your time.

Voicemail Message (If there has been no communication back from the Subject, for 2 years or more, but he/she has not withdrawn from study participation)

Hi, [state Name of Alternate Contact Person, if stated Name on the voicemail message is the same as the Name on file]. This is [state your Name] calling from the **Congenital Heart Surgeons' Society (CHSS) Data Center in Toronto, Ontario, Canada**. I am calling in regards to [state Name of Subject]. I have been unable to locate [state Name of Subject], for a long time now, and he/she has provided us with your name and contact information to try to get in touch with him/her. Would you be able to provide us with his/her current telephone number or address. Alternatively, we can leave our contact information (toll-free number: **1-866-477-2477**) with you, to relay this to him/her, to contact us. Thank you very much for your time.

Note: If at any point during telephone contact, it is communicated that the Subject has died,

extend your deepest condolences for the loss. You may ask when he/she passed on, but no further questions should be asked and no further contact should be initiated.

Note: If at any point you are left a message from the Alternate Contact indicating that the Subject has died, you may call the Alternate Contact back to extend your deepest condolences. You may ask when he/she passed on, but no further questions should be asked and no further contact should be initiated.