

## Welcome Call Script – Parent/Guardian

Hi, this is [state your Name] calling from the **Congenital Heart Surgeons' Society (CHSS) Data Center in Toronto, Ontario, Canada**. We have received your child's [state First Name of child, in possessive form] information from [state Name of Institution/Hospital] to be a part of [state Name of Study].

We are calling to thank you for allowing your child to be a part of this study.

We are now in the process of mailing out a welcome packet to you, but before we do that, we would like to confirm some information with you.

### **REVIEW/VERIFY THE FOLLOWING:**

- Home address
- Email address (if you haven't already provided one and wish to do so)  
*\*If you do not wish to communicate by e-mail and do not wish to provide us with an e-mail address that is fine. If you do provide us with an e-mail address, please note that we will only communicate with you by e-mail if you give us permission to do so. We will review this option and outline the risks of communicating by e-mail in your welcome packet letter.*
- Phone number and Alternate phone number (cell phone/work)
- Alternate contact person (in case we cannot reach you)
- Cardiologist (Address etc.)
- Family doctor/pediatrician (Address etc.)

*We would like to remind you that this is a long term follow up study. While your child is in the study, we will be sending you a follow-up form and questionnaires for you and your child (as appropriate) to complete every year until your child becomes an adult or can make his/her own decision independently about study participation. When your child becomes an adult or can make the decision for himself/herself independently about study participation, and if he/she wishes to continue in the study, we will communicate with him/her directly for follow up and completion of the study follow-up form and questionnaires.*

You should be receiving the welcome packet in the mail shortly. In the meantime, please visit our website ([www.chssdc.org](http://www.chssdc.org)) and if you have any questions, please give us a call on our toll free line (1-866-477-2477). Thank you, and take care.

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### **Voicemail Message (if stated Name on the voicemail message is the same as the Name on file)**

Hi, this message is for [state Name of Parent/Guardian]. This is [state your Name] calling from the **Congenital Heart Surgeons' Society (CHSS) Data Center in Toronto, Ontario, Canada**. We have received your child's information from [state Name of Hospital/Institution]. If you could please give us a call so we can confirm some information with you, we would greatly appreciate it. Our toll free number is **1-866-477-2477**. Thank you. We look forward to speaking to you soon.

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### **Voicemail Message (if no stated Name on the voicemail message)**

This is [state your Name] calling from the **Congenital Heart Surgeons' Society (CHSS) Data Center in Toronto, Ontario, Canada**. We have received your child's information from [state Name of Hospital/Institution]. If you could please give us a call so we can confirm some information with you, we would greatly appreciate it. Our toll free number is **1-866-477-2477**. Thank you. We look forward to speaking to you soon.

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