

Welcome Call Script – Subject

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

We are calling to thank you for participating in 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. We will be sending you a follow-up form and questionnaires to complete every year while you are participating in the study.

You should be receiving the welcome packet in the mail shortly. In the meantime, please visit our website (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.

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 Subject]. This is [state your Name] calling from the **Congenital Heart Surgeons' Society (CHSS) Data Center in Toronto, Ontario, Canada**. We have received your 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.

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 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.
