**OMS Caregiver Follow-Up Survey Call Record for Staff/Interns/Volunteers**

Instructions (see next page for the call record):

Caregivers should be called 3 times before being marked as non-responsive. If you reach a caregiver, you should offer to either do the survey at that time over the phone or send them a link to the survey by email, whichever they prefer. If they request to receive the survey by email, the email invitation should be sent within 24 hours.

**Codes for Each Attempt:**

Use the following format: **MM/DD/YY - Code**

**Final Codes:**

* **1 - Completed by Phone:** Caregiver completed the survey over the phone
* **2** - **Requested Email:** Caregiver requested to receive the survey by email
* **3 - Refusal:** Caregiver does not wish to complete the survey (Hard refusal – i.e. “I do not want to take the survey” or “Please do not call me again” NOT soft refusals like “I don’t have time right now.” For soft refusals, offer to call another time or email the survey.)
* **4 - Non-Responsive:** After 3 temporary codes below (or Code 9 with no other number available), use this as the final code.

**Temporary Codes:**

* **5 - Call Another Time:** Caregiver agrees to take the survey, but asks you to call another time. Make a note of the time they have requested.
* **6 - Left a Message**: Leave a voicemail or a message with another person who answers the phone with a number to call back.
* **7 - No Answer:** No one answered the phone – voicemail unavailable.
* **8 - Out of Service:** Automated message saying the number is out of service. **Try again after a few days – the number could have been temporarily shut off and may be activated again.**
* **9 - Wrong Number:** Another person answers the phone and says you have the wrong number (no one there by the caregiver’s name). **See if there is another number in the records for this caregiver. If not, mark this caregiver as non-responsive.**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Caregiver** **Name** | **Phone** **Number** | **Attempt #1** | **Attempt #2** | **Attempt #3** | **Final Code** |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |