

# PHD Contacting Protocols

Send letter by mail (may also include an email with letter in it)

\*Scenarios 2-4 can alternate with one another at any point of the contacting process.

Phone Call/Email #1 (should take place 2-3 weeks after initial letter is sent out)

Scenario #1

Scenario #2

Scenario #3

Scenario #4

You are able to speak to a provider or office manager (with full authority to schedule events for doctor) and schedule a detailing session.

Reach receptionist (not having authority to schedule events) and thus leave a message to contact the medical provider (make follow-up phone call one week later).

Reach the clinic's voicemail. Leave a (1<sup>st</sup>) voicemail and allow a week for a call back. After a week, try calling again (for the second time). If you reach their voicemail again then leave one last (2<sup>nd</sup>) voicemail and allow for a week for the clinic to call back. If no call back, then make one last (third) phone call. If no answer again, then plan to attempt scheduling in person.

The clinic refuses/declines detailing session.

Collect barriers preventing them from offering PrEP or desiring visit, and establish opportunity to contact in three months.



- Pre-surveys are given to providers upon arrival (just prior to detailing session)
- Detailing session is 10-20 minutes
- Resources are left with clinic to assist in facilitation



Follow-up emails and phone calls as needed.  
Post-tests are sent out by email link 30-60 days after the session.