PHD Contacting Protocols

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

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

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

Scenario #1
You are able to speak to a provider or office manager (with full authority to schedule events for doctor) and schedule a detailing session.

Scenario #2
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).

Scenario #3
Reach the clinic’s voicemail. Leave a (1st) 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 (2nd) 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.

Scenario #4
The clinic refuses/declines detailing session.

Academic detailing session scheduled!

- 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.