Attachment D - Confirmation communication.

Follow-up phone call once location, date, and times are confirmed

"Hello. This is [name] calling from Altarum Institute. We spoke with you recently about participating in our Falls Prevention focus group. The focus groups we are conducting in [location] will take place at [specific location] on [date]. Would that work for you?"

If no, "I understand. Thank you anyway. Have a great day."

If yes, "Oh good. There are two sessions being held that day: one from [time to time] and the other from [time to time]. Which of those works best for you?"

"Thank you. The focus group should take no more than 90 minutes, and as a token of our appreciation, we will provide you with a $40 Amazon gift card. Please arrive by [15-30 minutes prior to official start time]. Do you have any questions?" *If yes*, *answer questions*.

"We will contact you two days ahead of the focus group as a reminder. How do you prefer we contact you, by phone or email?" *Record preferred contact information if applicable*.

"Thank you again. We appreciate your participation and look forward to meeting you on [date]."

Reminder

"Hello. We are calling to remind you about the focus group on preventing falls among older adults. We are looking forward to seeing you on [day of week, date] at [time] at [location]. Do you have any questions?"