



African Research Group for Oncology

---

MEMORIAL SLOAN KETTERING CANCER CENTER

Title: Follow-Up Phone Call SOP

Standard Operating Procedure #:

Version Date: 14/12/2022

---

**POLICY:**

Part of ARGO's mission is to ensure high-quality standards for management of clinical research protocols, processes, and systems and to ensure data quality adheres to relevant institutional and federal regulatory requirements and Good Clinical Practice (GCP) guidelines. All sites are responsible for ensuring adherence to the outlined protocol. If there are any questions, please contact MSKCC Clinical Research Manager: Cristina Olcese at [OlceseC@mskcc.org](mailto:OlceseC@mskcc.org) or ARGO Program Manager: Israel Owoade, [israeladeyemigmi@gmail.com](mailto:israeladeyemigmi@gmail.com).

**PROCEDURE:**

- *Follow-Up Phone Call:* Some studies may require the need to contact participants by phone for follow-up data or to remind participants to return a questionnaire, specimen collection kit, wristbands, etc.
- PLEASE NOTE—YOU CAN ATTEMPT CONTACTING THE POTENTIAL PARTICIPANT 3 TIMES ONLY
- **Remember:** we are addressing a very sensitive topic during these phone calls. Participants may become irritable or upset. Please be sure to always address the patient respectfully and compassionately.

“Hello! May I speak with \_\_\_\_\_ (Potential Participant's Name)?”

**If not available: DO NOT** leave your name or number to call back. Just say that you will call back another time and ask for a good time to reach them.

**If available:** My name is (research assistant) and I am calling from (MD's Office) at [Site Name]. I am contacting you in regards to the



African Research Group for Oncology

(questionnaire/specimen kit, etc) as part of the study which you are currently participating in titled: ' \_\_\_\_\_ '.

Would now be a good time to speak with you regarding this study? Our conversation will take about 'X' minutes.

**If no: When would be a better time for me to call?** \_\_\_\_\_

**If yes:**

- (Follow-up) Thank them for consenting and participating on the study and remind them to send back the questionnaire/specimen kit/wristband etc. and/or obtaining follow-up data.

**Key Reminders:**

- If you attempt to call the participant 3 times without success you must complete a **Lost to Follow-Up** Note-to-file (NTF) and scan this document into the participants file on the REDCap study database.

**Revision History**

Revision #	Effective Date	Changes