

CHAMP Follow-Up Phone Call Script

Hello Mr./Mrs. _____,

My name is _____ and I am calling on behalf of the CHAMP program to follow up with you about your visit on Friday, (date of visit) at (location of visit). How are you doing today? Do you have a few minutes to answer some quick questions?

No → Ok, no problem. Is there a time I could try calling back that would work better for you?

Yes → Great, I first want to check in with you about the exercises you were given at the end of your visit. Have you been performing the exercises at home?

Yes → That's great! Have any of the exercises been giving you trouble or do you have any questions about the pictures you were given?

Have you been filling out the calendar in your folder to help you stay on track with your exercises, and also to record any falls you've had? (Follow up with the participant and record details if he/she reports having had a fall since the CHAMP evaluation.)

Yes → Excellent! It sounds like you are doing very well! Keep up the good work!

No → You may find the calendar to be a useful tool to keep track of your progress. Remember that the calendar has a place to indicate whether you have done your exercises each day, and also a place to mark either "yes" if you had a fall or "no" if you did not have a fall that day.

No → That's ok, today is a good day to start. I'd like to help you begin to incorporate the exercises into your daily routine. These exercises are important to help strengthen your muscles and lessen your risk of a fall. Are you having trouble performing the exercises or do you have any questions about the pictures you were given?

If it has been difficult for you to remember to do the exercises, filling out the exercise and falls calendar in your folder is a good way to help you stay on track.

Do you have any other questions or concerns that I can help you with today?

I appreciate you speaking with me today. We're looking forward to seeing you at your next CHAMP visit on (date of next visit). Please remember to bring your red folder with you when you come. Thank you for your time and I hope you have a great day!

**If the participant reports any significant issues or pain with exercises, arrange for follow-up call from Vicki (vicki_mercer@med.unc.edu)*

CHAMP Voicemail Script

Hello Mr./Mrs. _____,

My name is _____ and I am calling on behalf of the CHAMP program to follow up with you about your visit on Friday, (date of visit) at (location of visit). I hope you're doing well today! I just wanted to check in to see how you are doing with your exercises and answer any questions you may have. If you get a chance and would like to give me a call back, my phone number is (your phone #). Once again that is (your phone #).

Thank you so much! I hope you have a wonderful day!