**EMS Annual Data Collection Phone Script**

For State EMSC Managers and staff calls to non-responding EMS agencies

**Purpose**

The purpose of the phone script is to assist State EMSC Managers and others in facilitating phone calls to non-responding state EMS agencies on behalf of PM 02 & PM 03 annual data collection.

**Materials Needed**

* Quiet area or office for making phone calls
* An office phone (preferred so that the caller ID matches the name or organization of the caller)
* A computer with the emscsurveys.org website open for reference and for electronic tracking
* A printed copy of the script, edited to match your name, title, organization, and state (this document)
* Electronic tracking sheet for ease of reference when checking calling history (provided by the EDC)

**Important things to consider before getting started**

You may want to set up materials and practice the phone script a few times with a co-worker if possible. The script is intended to be conversational, so do not feel that you need to read it word-for-word.

* Arrows on the script indicate things you can say to introduce important information
* Bullets indicate questions you can ask or things you can say in response to questions

**Non-respondents**

If a non-respondent indicates they have recently taken the survey, confirm when they took it and verify this against the Respondent List in Tableau (note: it can take up to 2 hours for the servers to sync and for a respondent to show up in Tableau). Thank them for their time and participation. Record it in the tracking sheet.

If a non-respondent did not see the previous emails sent to them, you can invite them to check their SPAM or JUNK email folder or connect them to the emscsurveys.org link while you are on the phone.

**Script and Tracking Sheet**

The script is separated into 3 potential scenarios you will need to respond to:

* Live response, shown in green
* Voicemail response, shown in yellow
* No response, shown in red

You may want to practice each scenario so that the information becomes familiar and conversational. You may also want to practice tracking responses on the sheet.

* Filling out the tracking sheet helps you to keep track of where you start and end with a calling session and if you need to follow up.
* It also provides you with opportunities to connect with your EMS agencies and update contact information in the Contact List Management System.

**Support and Troubleshooting**

* Each phone call may take between 5-15 minutes depending on the respondent. Please allow ample time to complete calls prior to the survey deadline on March 31st, 2022.
* If the listed contact is no longer with the agency or not the correct contact, attempt to find out who the correct contact is and update CLMS
* Depending on the call volume, consider asking for additional help from staff, Advisory Board, or others
* Utilize this experience as an opportunity to connect with your EMS agencies in a positive way and thank them for all that they do
* If respondents have further questions about the survey attempt to answer them and reach out to you EDC TA if you aren’t sure of the answer.

If you have any questions, please contact your EDC TA. They are happy to walk you through this process. Thank you for all you are doing to support EMSC!

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| **LIVE RESPONSE - Adjust based on relationship with the contact and response.** |
| **Greeting** | * Hello, my name is [name] and I am the EMS for Children [title] for [state].
	+ Is [EMS Agency Contact] available?
* If no:
	1. Explain who you are and ask to speak with an EMS Agency Administrator/someone with knowledge of the day-to-day functions of the agency.
	2. Ask for phone number of someone you can contact
* If no name is listed, explain who you are and what your goal is (see Purpose section below). Ask for an EMS Agency administrator/someone with knowledge of the day-to-day functions of the agency.
* Offer to leave a voice message.
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| **Purpose** | * I am calling to follow up on several email invitations that were recently sent to you regarding an online survey about the care of children by EMS agencies.
* If you have not seen these emails come through, they may be in your SPAM or JUNK folder in your email.
* If you have seen them, you are probably aware that the state EMS for Children program would like all EMS agencies in [state] to participate in this national quality improvement initiative.
* Responses from your agency can help us support EMS efforts in [state] on behalf of ill or injured children in an emergency.
	+ For example, the survey asks questions about Pediatric Emergency Care Coordinators and skill checking on pediatric specific equipment.
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| **Invitation** | * Would you be willing to go online and take this short, 6-10 minute survey, at emscsurveys.org?
	+ If yes: When do you think you will be able to take the survey?
	+ If no: Is there anyone else with knowledge of day-to-day practices in your agency that would be willing to take the survey?
	+ Do you have any questions?
* That website again is **e-m-s-c-s-u-r-v-e-y-s dot o-r-g** (spell it out)
* For convenience, I will email you the survey link now so you can simply click on it
	+ May use 01\_Agreed Phone Call Follow-Up Email template if desired.
* The deadline for completing this survey is coming soon, so we would really appreciate your response.
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| **Thank You** | * Thank you for your time and participation. We appreciate all you do for EMS.
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| **End and Record** | * **End the phone call.**
* **Record in the tracking sheet.**
* **Follow up if necessary.**
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| **VOICEMAIL RESPONSE** |
| **Leave a voicemail message** | * This is [name] with the [state] state EMS for Children program.
* I am calling to follow up on several email invitations that were recently sent to you/your agency regarding an online survey about the care of children by EMS agencies.
* Our hope is to get as many EMS agencies in [state] as we can to participate in this national quality improvement initiative about the care of children.
* I hope you will take a moment to complete a short, 6-10 minute survey at emscsurveys.org.
* Again, you can access the survey online at **e-m-s-c-s-u-r-v-e-y-s dot o-r-g**.
* Responses from your agency can help us support EMS efforts in [state] on behalf of ill or injured children in an emergency.
* I will be sending you an email with a link to the survey
	+ Send using 02\_Voicemail Phone Call Follow-Up Email template if desired.
* The deadline for completing this survey is coming soon so please do not hesitate to contact me at (your number and/or email) with any questions you might have.
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| **Thank You** | * Thank you for your time and participation. We appreciate all you do for EMS.
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| **End and Record** | * **End the phone call.**
* **Record in the tracking sheet.**
* **Follow up if necessary.**
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| **NO RESPONSE – WRONG NUMBER – NO LONGER WITH AGENCY** |
| **Get Information** | * If the contact individual listed is no longer with the agency, try to find out more about who the correct contact is (name, email, phone number).
* Send the survey link to the new person if possible and update the contact information in CLMS.
* If it is the wrong number or you get no response, flag for follow up.
* Find out accurate information and update in CLMS.
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| **End and Record** | * **End the phone call.**
* **Record in the tracking sheet.**
* **Follow up if necessary.**
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