

## ACHIEVE-BHFU Surveillance Contact Script

The scripts in this document are provided as guidance or suggested wording, but examiners should use their judgment to modify the wording as needed for individual participants or situations.

### Opening Script

*“Hello, this is <<your name>> from the ACHIEVE Study. May I please speak with <<name of participant>>?*

*Hello <<name of participant>>. My name is <<your name>> calling for the ACHIEVE Study. Is now a good time for me to ask you a few questions for the study? It should only take about 15 minutes.”*

- If **yes**, proceed to the **ESUTS form**.
- If the **participant has died**, tell the person on the phone that you are very sorry for their loss. Complete the **DSPBS form** and update any local tracking.
- If the **participant is not home or not available to come to the phone** – or – the **participant indicates that now is not a good time to complete the interview**, ask:

*“When might be a good time to call back?”*

Then, update any local tracking notes accordingly and plan to make another attempt to contact the participant in the future.

If the participant **no longer wishes to participate in ACHIEVE**, thank him/her for their participation in the study over the years. Complete the **DSPBS form**, update any local tracking, and notify the study coordinator and audiologist that the participant wishes to stop participating. The study coordinator may wish to speak directly with the participant. An exit letter may be needed.

### ESUTS Form

Administer the form according to the instructions and then proceed to the **SISAS form**.

### SISAS Form

- If during the ESU administration, the examiner determined that reasonable communication with the participant is not possible, mark **SISAS1**=No and **SISAS1a**=H, save and close form, and proceed to the **Informant Interview** section below.
- Otherwise, administer the **SISAS form** according to the instructions.
  - If the SISAS was completed and scored as *Not Impaired*, proceed to the **HAU form**. No Informant Interview is needed.
  - If the SISAS is unable to be completed or was completed but scored as *Impaired*, proceed to the **HAU form** and then proceed to the **Informant Interview** section below. *At the examiner’s discretion, the HAU form may be completed by the informant, rather than the participant, if the examiner does not think the participant is able to complete the items.*

## HAU Form

Administer the form according to the instructions. After completing the **HAU form**:

- If the **SISAS form** was completed and scored as *Not Impaired*, skip to the **Closing Script**.
- If the **SISAS form** was unable to be completed or was completed and scored as *Impaired*, continue to the **Informant Interview** section.

### Informant Interview (ONLY IF INDICATED)

While still on the phone with the participant, say:

*“I want to remind you that if you have any issues with your hearing aids or devices, you’re welcome to contact the study audiologist. Issues could include things like the hearing aids not sounding right, trouble charging them, feeling uncomfortable, needing supplies, or any questions about how they’re working. Do you know how to reach your audiologist if you need to?”*

Provide contact information for the audiologist or take a message to relay to the audiologist if necessary.

*“Thank you for your continued dedication to the ACHIEVE study and for your time completing the interview today. We also have a brief set of questions designed to be answered by someone who knows you well. Is there someone with you now who can answer some questions for the study?”*

- If yes, ask:
  - “May I please speak with [him/her/them]?”
  - When the informant gets on the telephone, say:  
*“Hello, I am <<your name>> from the ACHIEVE Study that <<participant’s name>> is participating in, and I would like to ask you a few questions.*
  - Administer the **ADSA form**.
  - If the participant was unable to complete the **HAU form**, you can also ask the informant the HAU items about the participant.
- If no informant is available now, ask:
  - *“You previously indicated that <<informant name>> [from **DEMX21** or **DEMR12**] is someone who can provide information on your behalf. Is this still the best person for us to contact?”*
  - If **no**, update **DEMX21** or **DEMR12** accordingly and save.
  - Make a note to contact the informant at a separate time to complete the **ADSA form** (and **HAU form**, if not completed).
  - Say: *“I appreciate your time today. Goodbye.”*

## Closing Script

*I want to remind you that if you have any issues with your hearing aids or devices, you're welcome to contact the study audiologist. Issues could include things like the hearing aids not sounding right, trouble charging them, feeling uncomfortable, needing supplies, or any questions about how they're working. Do you know how to reach your audiologist if you need to?*

Provide contact information for the audiologist or take a message to relay to the audiologist if necessary.

*Thank you for your continued dedication to the ACHIEVE study and for your time completing the study interview today. Goodbye.*