WP Patient Post Survey Data Collection Protocol
September 2009

1. For those with valid e-mail addresses, send an e-mail alert to let them know that the post survey packet is coming soon. (Don't throw it away. When you return it you'll get another $20.) Include a request for any updated postal addresses.

2. Mail packet (cover letter, survey, vendor form, research participant form, SASE with PEA name).

3. Call in ten days (from mail out) to see that they received the packet, answer any questions they may have, encourage them to complete and mail.

4. If not reachable by phone, send another e-mail.10 – 13 days from mail-out

5. Call again at 18-20 days from mail-out if we haven't receive their completed survey.

6. Call those who have not returned their forms at 30 days from mail-out. We'll see how it goes, but we may stop after five attempts to get a participant to complete and return a survey.

7. If they have lost the forms, offer to send an e-mail with the downloadable forms and a link to the survey for on-line completion. If they mail in the forms, they will be reimbursed upon online completion.

8. As completed surveys come in, submit reimbursement forms. Grants and Contracts will mail the checks as the forms are processed, saving us a step and some postage.