

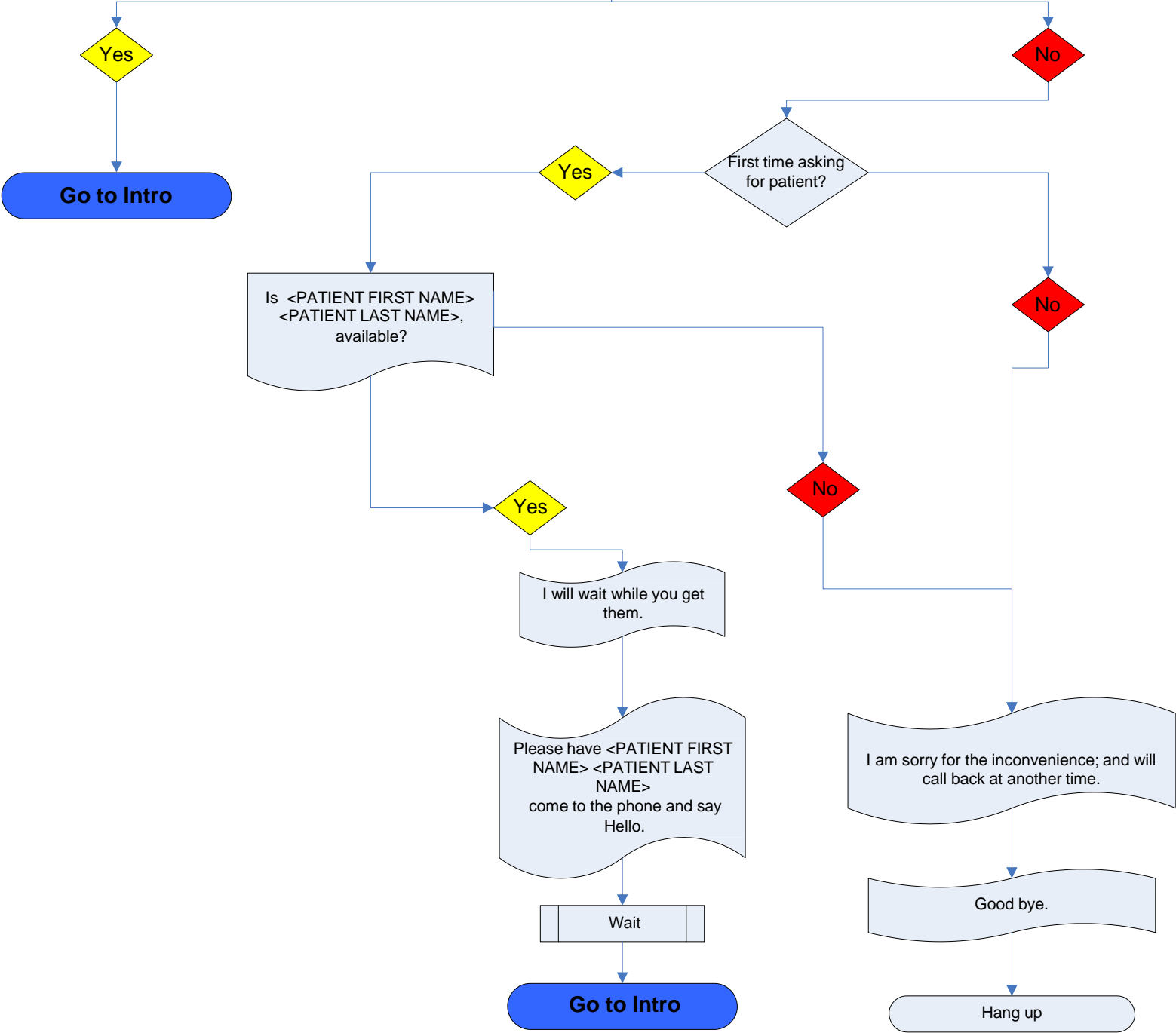
These are the telephonic interactive voice response system (IVRS) scripts used to collect family history of cancer, heart disease, and diabetes, before and after a clinical visit.

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PREP Intervention:  
Interactive Voice  
Response System Scripts

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Hello. We are calling from <CLINIC NAME> at Brigham and Women's Hospital.



We are calling from <CLINIC NAME>. We are asking you to participate in a study called PREP, to help patients and their doctors talk about and understand their health risks.

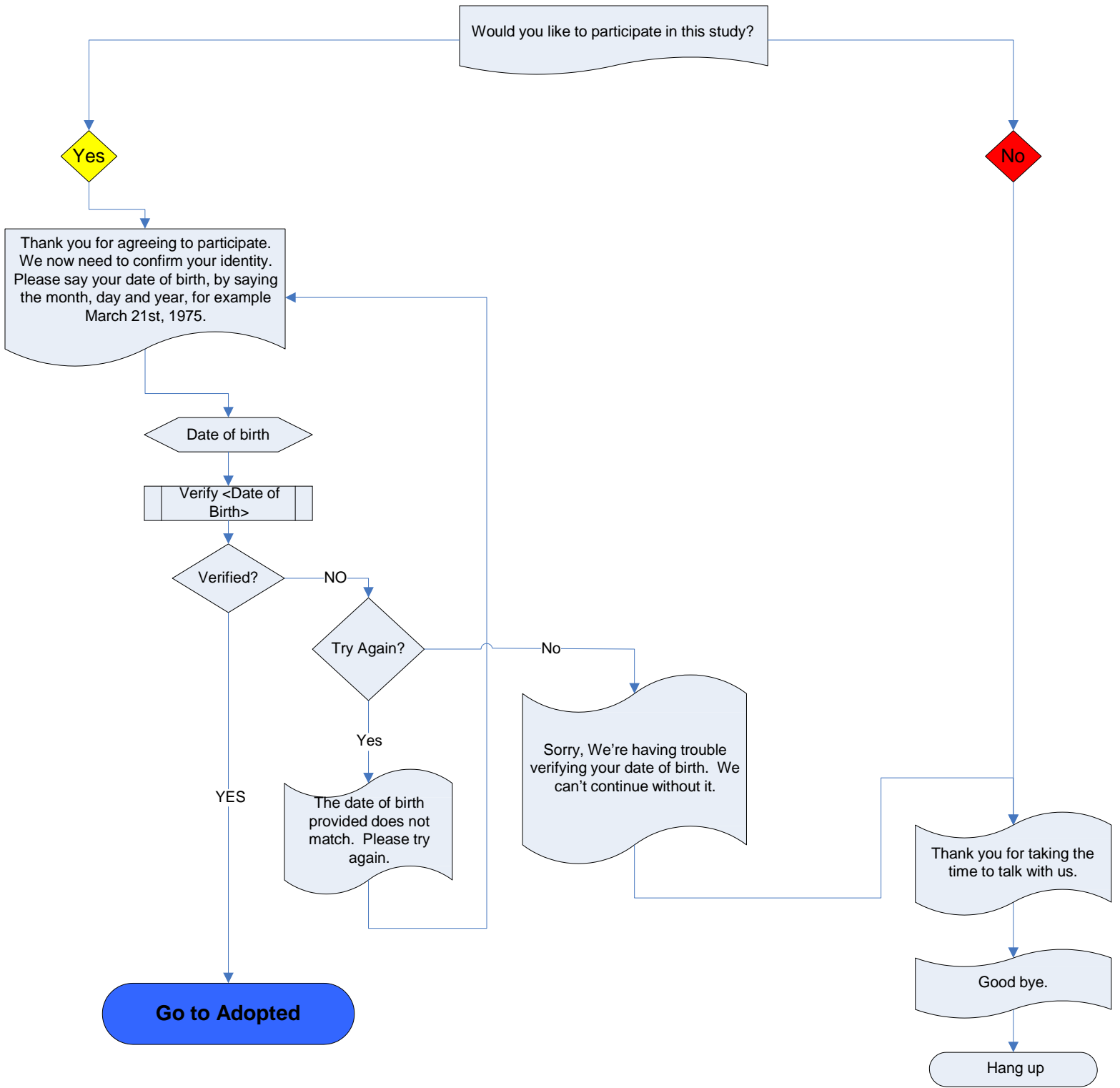
Your answers will be used to estimate your risk of developing cancer, heart disease, and diabetes. After you complete the call, we will send you a personal risk report that will give you some simple tips to improve your health. If you agree to participate, today's phone call will take about 10 to 15 minutes.

Some patients will be asked to take part in a 5 minute phone survey after their visit to tell us about their experience. Patients who complete the second survey will be entered into a monthly drawing to receive one of two \$100 Target gift cards.

The information that you provide will be kept confidential, but will be available to your primary care team and may become part of your medical record. Participation in this study is voluntary.

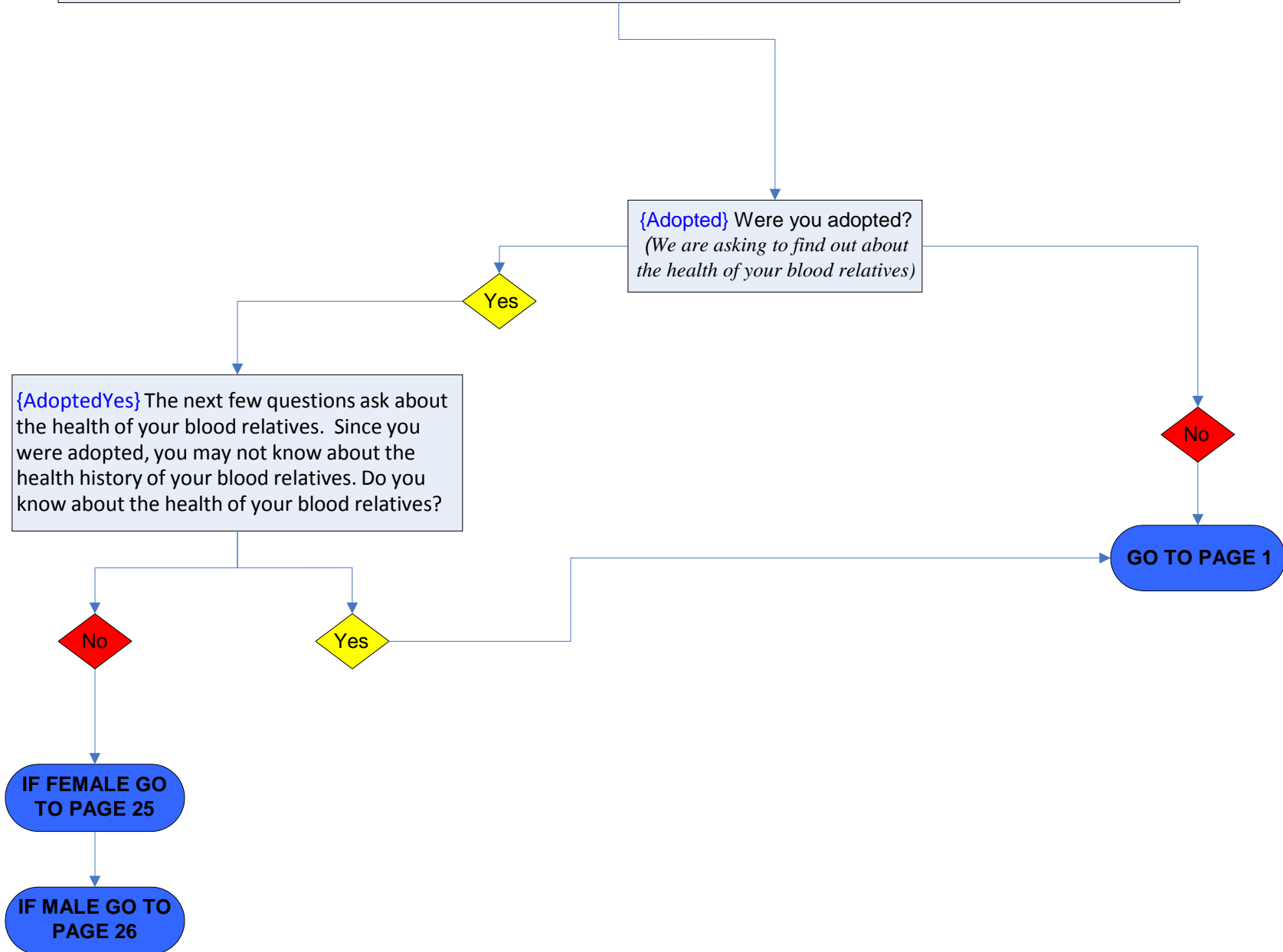


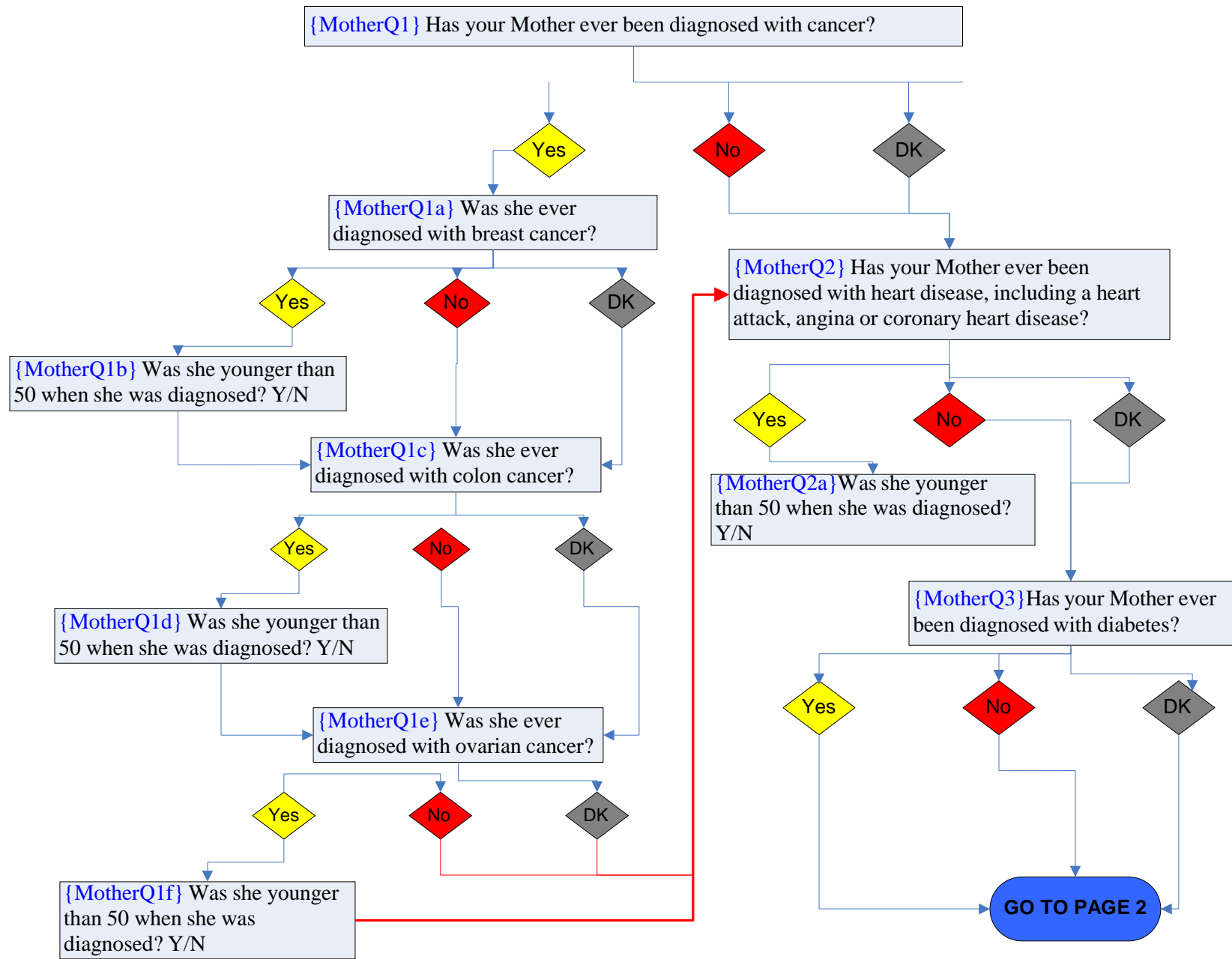
**Go to Verify Patient**

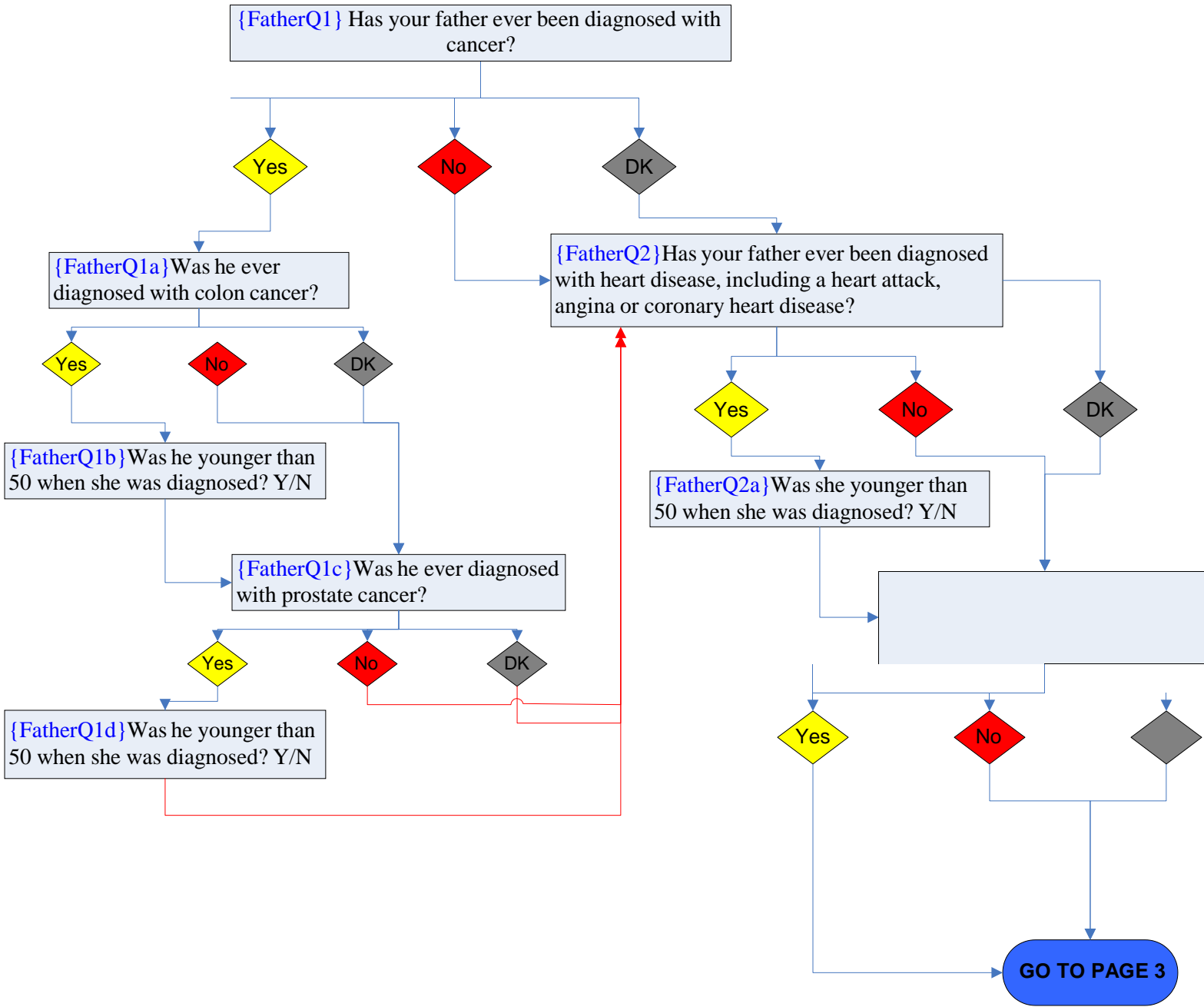


First we would like to get some information about the health of your family members. This will help us understand your health. We are going to ask you about common diseases like cancer, heart disease, and diabetes.

Unfortunately, we cannot ask about all conditions, so please discuss any conditions that we do not ask about with your primary care doctor.

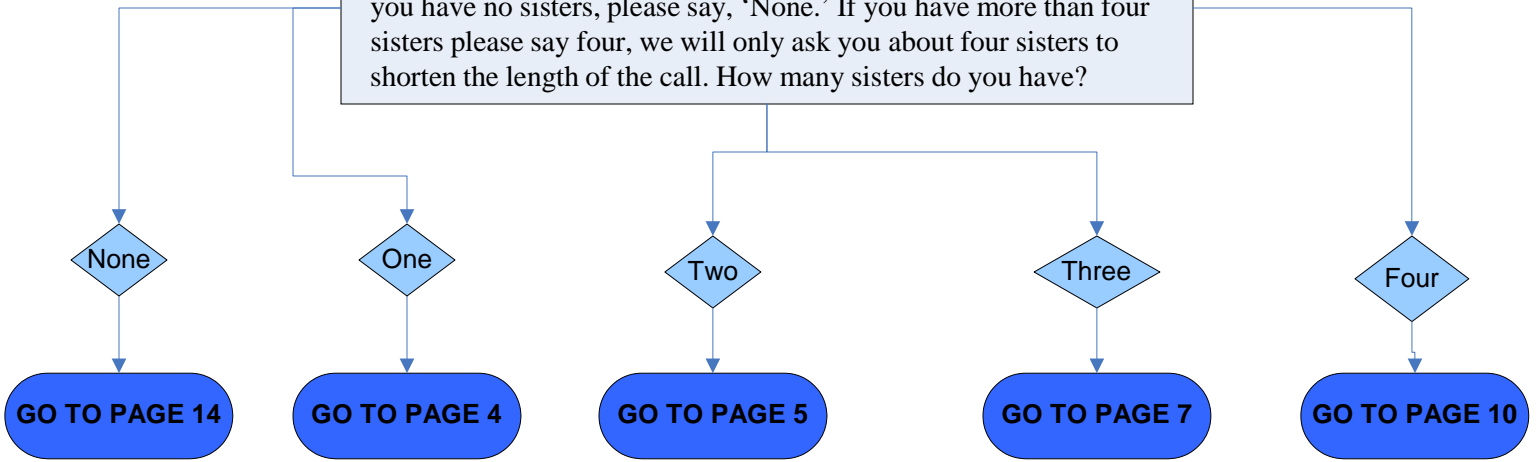








{Sisters} Next, we want to ask you about sisters. Please only tell us about sisters who have both the same mother and father that you do. If you have no sisters, please say, 'None.' If you have more than four sisters please say four, we will only ask you about four sisters to shorten the length of the call. How many sisters do you have?



**1 Sister**

{Sister1} Has your sister had cancer, heart disease or diabetes?

Yes

No

DK

{Sister1Q1} Has she ever been diagnosed with cancer?

Yes

No

DK

{Sister1Q1a} Was she ever diagnosed with breast cancer?

Yes

No

DK

{Sister1Q1b} Was she younger than 50 when she was diagnosed? Y/N

{Sister1Q1c} Was she ever diagnosed with colon cancer?

Yes

No

DK

{Sister1Q1d} Was she younger than 50 when she was diagnosed? Y/N

{Sister1Q1e} Was she ever diagnosed with ovarian cancer?

Yes

No

DK

{Sister1Q1f} Was she younger than 50 when she was diagnosed? Y/N

{Sister1Q2} Has your sister ever been diagnosed with heart disease, including a heart attack, angina or coronary heart disease?

Yes

No

DK

{Sister1Q2a} Was she younger than 50 when she was diagnosed? Y/N

{Sister1Q3} Has she ever been diagnosed with diabetes?

Yes

No

DK

**GO TO PAGE 14**

**2-Sisters -oldest**

{Sister2} Has your oldest sister had cancer, heart disease or diabetes?

Yes

No

DK

{Sister21Q1} Has she ever been diagnosed with cancer?

Yes

No

DK

{Sister21Q1a} Was she ever diagnosed with breast cancer?

Yes

No

DK

{Sister21Q1b} Was she younger than 50 when she was diagnosed? Y/N

{Sister21Q1c} Was she ever diagnosed with colon cancer?

Yes

No

DK

{Sister21Q1d} Was she younger than 50 when she was diagnosed? Y/N

{Sister21Q1e} Was she ever diagnosed with ovarian cancer?

Yes

No

DK

{Sister21Q1f} Was she younger than 50 when she was diagnosed? Y/N

{Sister21Q2} Has your oldest sister ever been diagnosed with heart disease, including a heart attack, angina or coronary heart disease?

Yes

No

DK

{Sister21Q2a} Was she younger than 50 when she was diagnosed? Y/N

{Sister21Q3} Has she ever been diagnosed with diabetes?

Yes

No

DK

**GO TO PAGE 6**

**2-Sisters - youngest**

{Sister22} Has your youngest sister had cancer, heart disease or diabetes?

Yes

No

DK

{Sister22Q1} Has she ever been diagnosed with cancer?

Yes

No

DK

{Sister22Q1a} Was she ever diagnosed with breast cancer?

Yes

No

DK

{Sister22Q1b} Was she younger than 50 when she was diagnosed? Y/N

{Sister22Q1c} Was she ever diagnosed with colon cancer?

Yes

No

DK

{Sister22Q1d} Was she younger than 50 when she was diagnosed? Y/N

{Sister22Q1e} Was she ever diagnosed with ovarian cancer?

Yes

No

DK

{Sister22Q1f} Was she younger than 50 when she was diagnosed? Y/N

{Sister22Q2} Has your youngest sister ever been diagnosed with heart disease, including a heart attack, angina or coronary heart disease?

Yes

No

DK

{Sister22Q2a} Was she younger than 50 when she was diagnosed? Y/N

{Sister22Q3} Has she ever been diagnosed with diabetes?

Yes

No

DK

**GO TO PAGE 14**

### 3-Sisters - oldest

{Sister3} Has your oldest sister had cancer, heart disease or diabetes?

Yes

No

DK

{Sister31Q1} Has she ever been diagnosed with cancer?

Yes

No

DK

{Sister31Q1a} Was she ever diagnosed with breast cancer?

Yes

No

DK

{Sister31Q1b} Was she younger than 50 when she was diagnosed? Y/N

{Sister31Q1c} Was she ever diagnosed with colon cancer?

Yes

No

DK

{Sister31Q1d} Was she younger than 50 when she was diagnosed? Y/N

{Sister31Q1e} Was she ever diagnosed with ovarian cancer?

Yes

No

DK

{Sister31Q1f} Was she younger than 50 when she was diagnosed? Y/N

{Sister31Q2} Has your oldest sister ever been diagnosed with heart disease, including a heart attack, angina or coronary heart disease?

Yes

No

DK

{Sister31Q2a} Was she younger than 50 when she was diagnosed? Y/N

{Sister31Q3} Has she ever been diagnosed with diabetes?

Yes

No

DK

GO TO PAGE 8

3-Sisters – Second oldest

{Sister32} Has your second oldest sister had cancer, heart disease or diabetes?

Yes

No

DK

{Sister32Q1} Has she ever been diagnosed with cancer?

Yes

No

DK

{Sister32Q1a} Was she ever diagnosed with breast cancer?

Yes

No

DK

{Sister32Q1b} Was she younger than 50 when she was diagnosed? Y/N

{Sister32Q1c} Was she ever diagnosed with colon cancer?

Yes

No

DK

{Sister32Q1d} Was she younger than 50 when she was diagnosed? Y/N

{Sister32Q1e} Was she ever diagnosed with ovarian cancer?

Yes

No

DK

{Sister32Q1f} Was she younger than 50 when she was diagnosed? Y/N

{Sister32Q2} Has your second oldest sister ever been diagnosed with heart disease, including a heart attack, angina or coronary heart disease?

Yes

No

DK

{Sister32Q2a} Was she younger than 50 when she was diagnosed? Y/N

{Sister32Q3} Has she ever been diagnosed with diabetes?

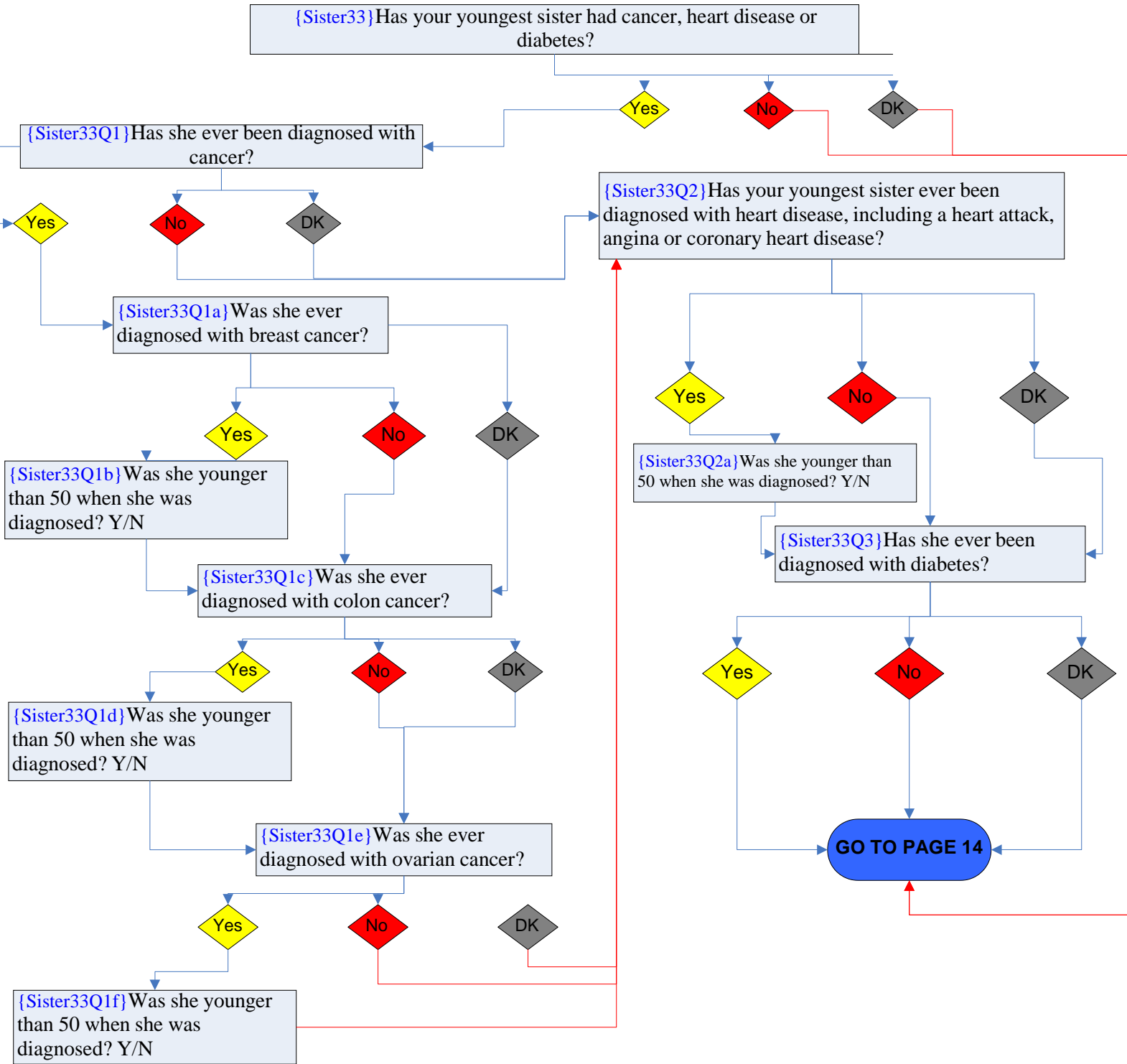
Yes

No

DK

GO TO PAGE 9

### 3-Sisters – Youngest



## 4-Sisters – Oldest

{Sister4} Has your oldest sister had cancer, heart disease or diabetes?

Yes

No

DK

{Sister41Q1} Has she ever been diagnosed with cancer?

Yes

No

DK

{Sister41Q1a} Was she ever diagnosed with breast cancer?

Yes

No

DK

{Sister41Q1b} Was she younger than 50 when she was diagnosed? Y/N

{Sister41Q1c} Was she ever diagnosed with colon cancer?

Yes

No

DK

{Sister41Q1d} Was she younger than 50 when she was diagnosed? Y/N

{Sister41Q1e} Was she ever diagnosed with ovarian cancer?

Yes

No

DK

{Sister41Q1f} Was she younger than 50 when she was diagnosed? Y/N

{Sister41Q2} Has your oldest sister ever been diagnosed with heart disease, including a heart attack, angina or coronary heart disease?

Yes

No

DK

{Sister41Q2a} Was she younger than 50 when she was diagnosed? Y/N

{Sister41Q3} Has she ever been diagnosed with diabetes?

Yes

No

DK

GO TO PAGE 11



## 4-Sisters – Second Oldest

{Sister42} Has your second oldest sister had cancer, heart disease or diabetes?

Yes

No

DK

{Sister42Q1} Has she ever been diagnosed with cancer?

Yes

No

DK

{Sister42Q1a} Was she ever diagnosed with breast cancer?

Yes

No

DK

{Sister42Q1b} Was she younger than 50 when she was diagnosed? Y/N

{Sister42Q1c} Was she ever diagnosed with colon cancer?

Yes

No

DK

{Sister42Q1d} Was she younger than 50 when she was diagnosed? Y/N

{Sister42Q1e} Was she ever diagnosed with ovarian cancer?

Yes

No

DK

{Sister42Q1f} Was she younger than 50 when she was diagnosed? Y/N

{Sister42Q2} Has your second oldest sister ever been diagnosed with heart disease, including a heart attack, angina or coronary heart disease?

Yes

No

DK

{Sister42Q2a} Was she younger than 50 when she was diagnosed? Y/N

{Sister42Q3} Has she ever been diagnosed with diabetes?

Yes

No

DK

GO TO PAGE 12

## 4-Sisters – Third Oldest

{Sister43} Has your third oldest sister had cancer, heart disease or diabetes?

Yes

No

DK

{Sister43Q1} Has she ever been diagnosed with cancer?

Yes

No

DK

{Sister43Q1a} Was she ever diagnosed with breast cancer?

Yes

No

DK

{Sister43Q1b} Was she younger than 50 when she was diagnosed? Y/N

{Sister43Q1c} Was she ever diagnosed with colon cancer?

Yes

No

DK

{Sister43Q1d} Was she younger than 50 when she was diagnosed? Y/N

{Sister43Q1e} Was she ever diagnosed with ovarian cancer?

Yes

No

DK

{Sister43Q1f} Was she younger than 50 when she was diagnosed? Y/N

{Sister43Q2} Has your third oldest sister ever been diagnosed with heart disease, including a heart attack, angina or coronary heart disease?

Yes

No

DK

{Sister43Q2a} Was she younger than 50 when she was diagnosed? Y/N

{Sister43Q3} Has she ever been diagnosed with diabetes?

Yes

No

DK

**GO TO PAGE 13**

## 4-Sisters – Youngest

{Sister44} Has your youngest sister had cancer, heart disease or diabetes?

Yes

No

DK

{Sister44Q1} Has she ever been diagnosed with cancer?

Yes

No

DK

{Sister44Q1a} Was she ever diagnosed with breast cancer?

Yes

No

DK

{Sister44Q1b} Was she younger than 50 when she was diagnosed? Y/N

{Sister44Q1c} Was she ever diagnosed with colon cancer?

Yes

No

DK

{Sister44Q1d} Was she younger than 50 when she was diagnosed? Y/N

{Sister44Q1e} Was she ever diagnosed with ovarian cancer?

Yes

No

DK

{Sister44Q1f} Was she younger than 50 when she was diagnosed? Y/N

{Sister44Q2} Has your youngest sister ever been diagnosed with heart disease, including a heart attack, angina or coronary heart disease?

Yes

No

DK

{Sister44Q2a} Was she younger than 50 when she was diagnosed? Y/N

{Sister44Q3} Has she ever been diagnosed with diabetes?

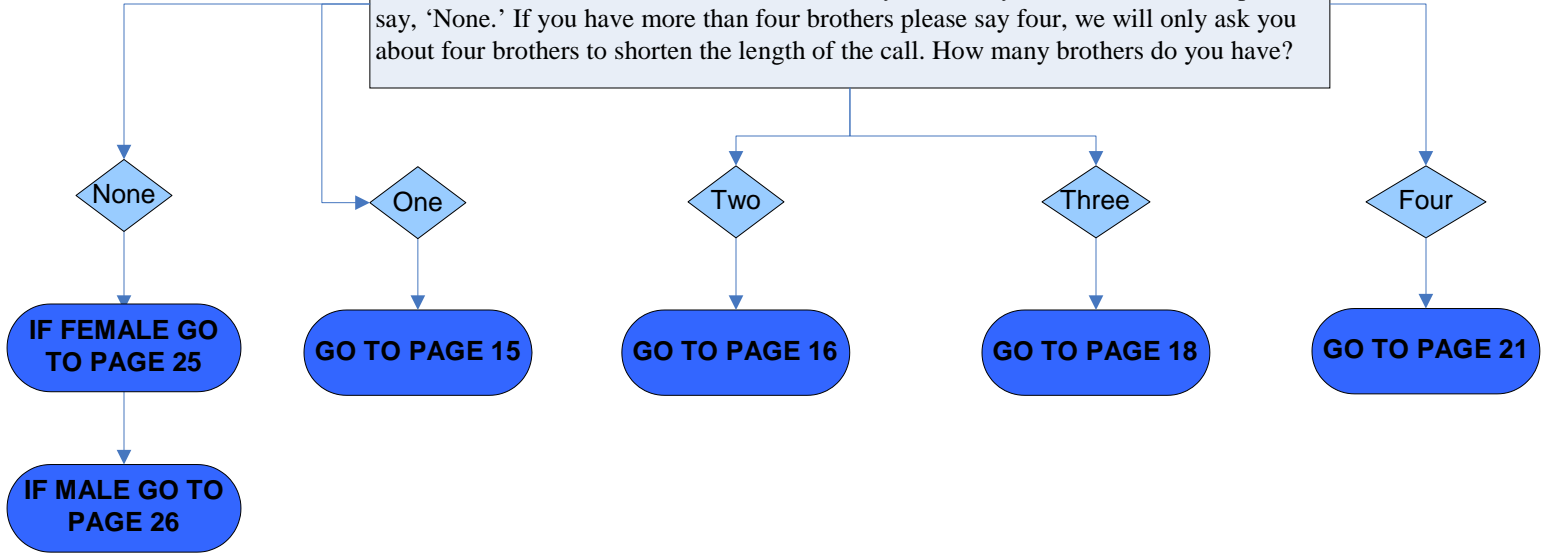
Yes

No

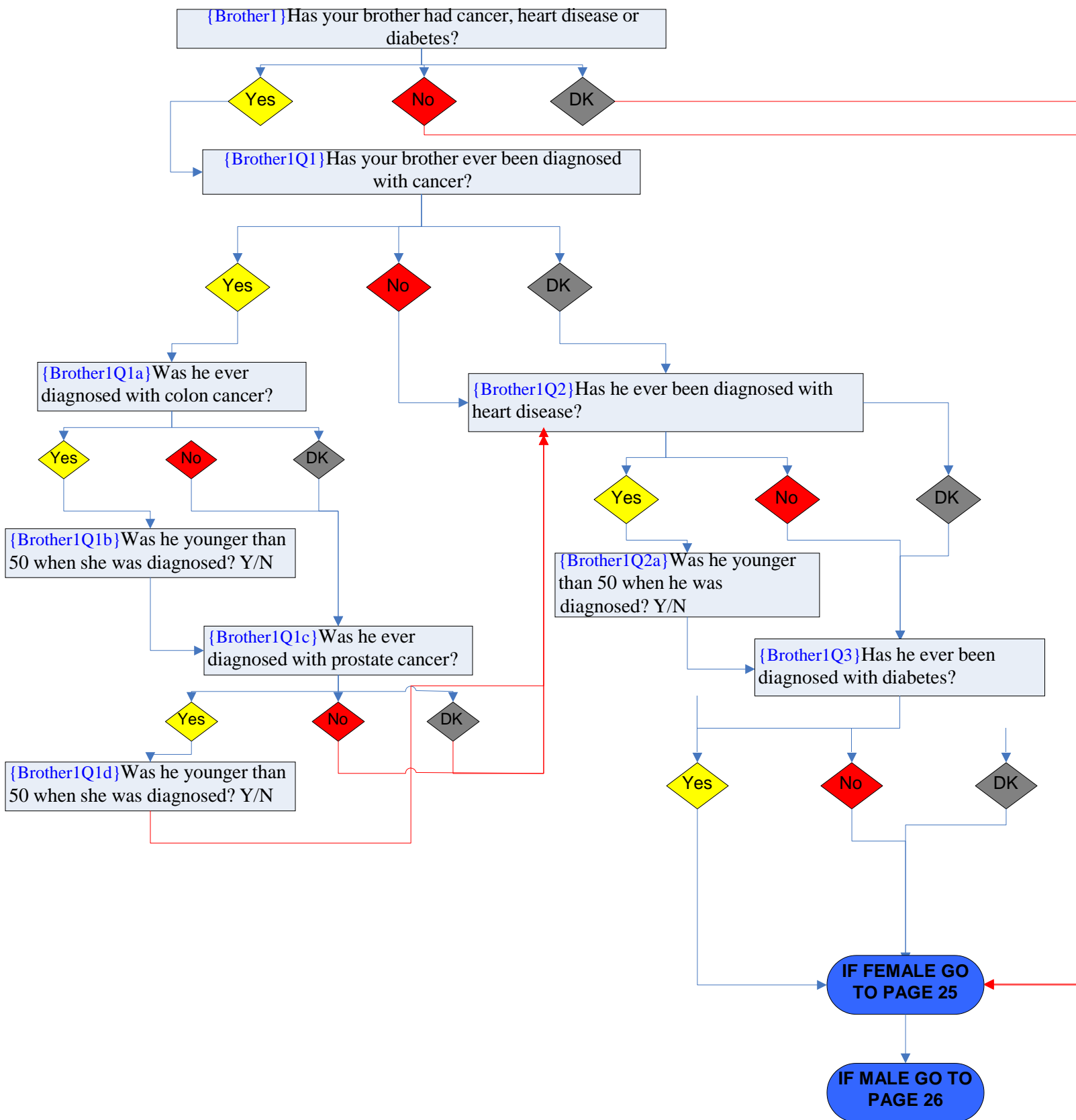
DK

GO TO PAGE 14

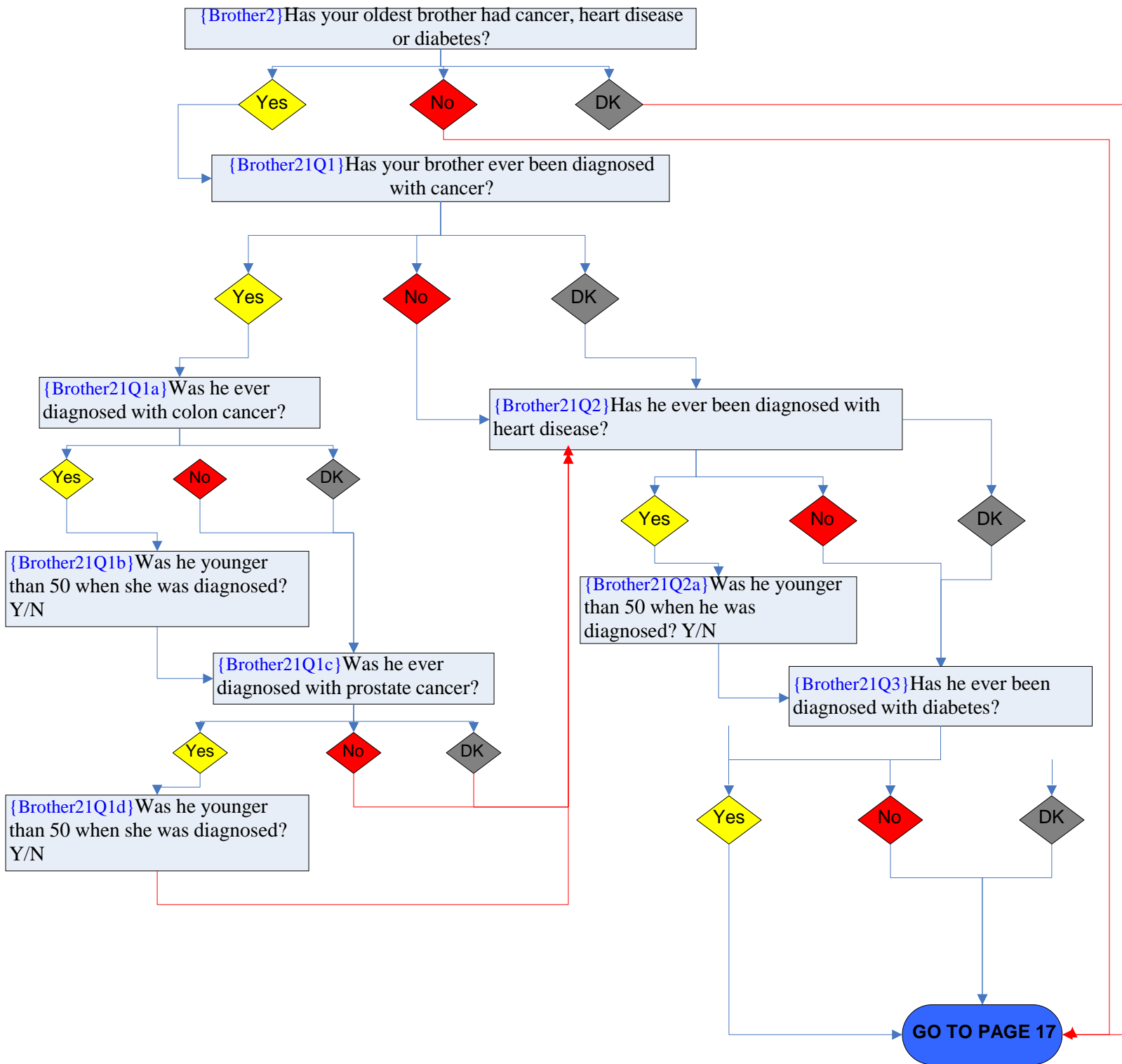
{Brothers}Next, we want to ask you about brothers. Please **only** tell us about brothers who have both the same mother and father that you do. If you have no brothers, please say, 'None.' If you have more than four brothers please say four, we will only ask you about four brothers to shorten the length of the call. How many brothers do you have?



# 1 Brother



## 2 Brothers - Oldest



## 2 Brothers - Youngest

{Brother22} Has your youngest brother had cancer, heart disease or diabetes?

Yes

No

DK

{Brother22Q1} Has your brother ever been diagnosed with cancer?

Yes

No

DK

{Brother22Q1a} Was he ever diagnosed with colon cancer?

Yes

No

DK

{Brother22Q1b} Was he younger than 50 when he was diagnosed? Y/N

{Brother22Q1c} Was he ever diagnosed with prostate cancer?

Yes

No

DK

{Brother22Q1d} Was he younger than 50 when he was diagnosed? Y/N

{Brother22Q2} Has your youngest brother ever been diagnosed with heart disease?

Yes

No

DK

{Brother22Q2a} Was he younger than 50 when he was diagnosed? Y/N

{Brother22Q3} Has he ever been diagnosed with diabetes?

Yes

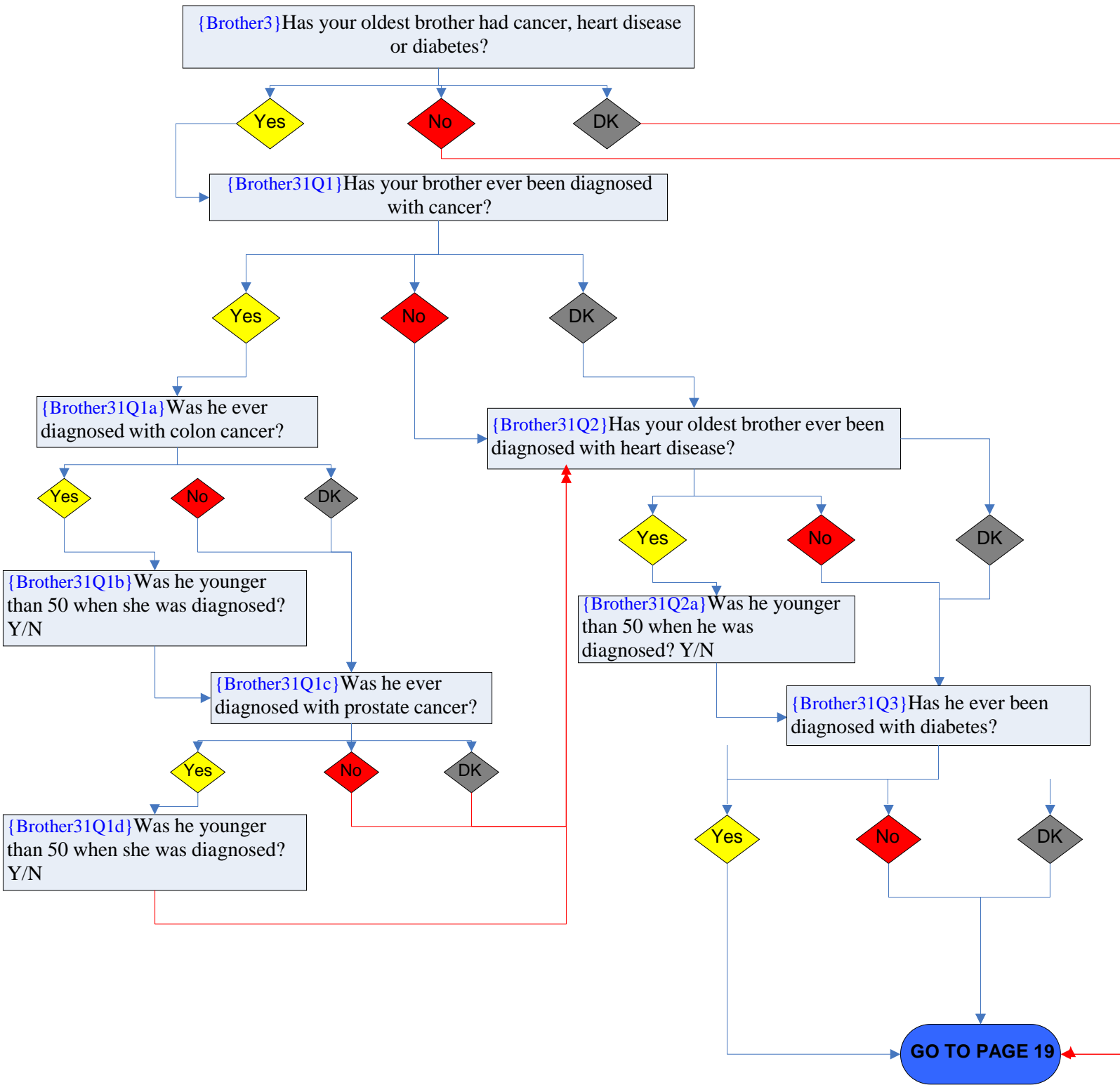
No

DK

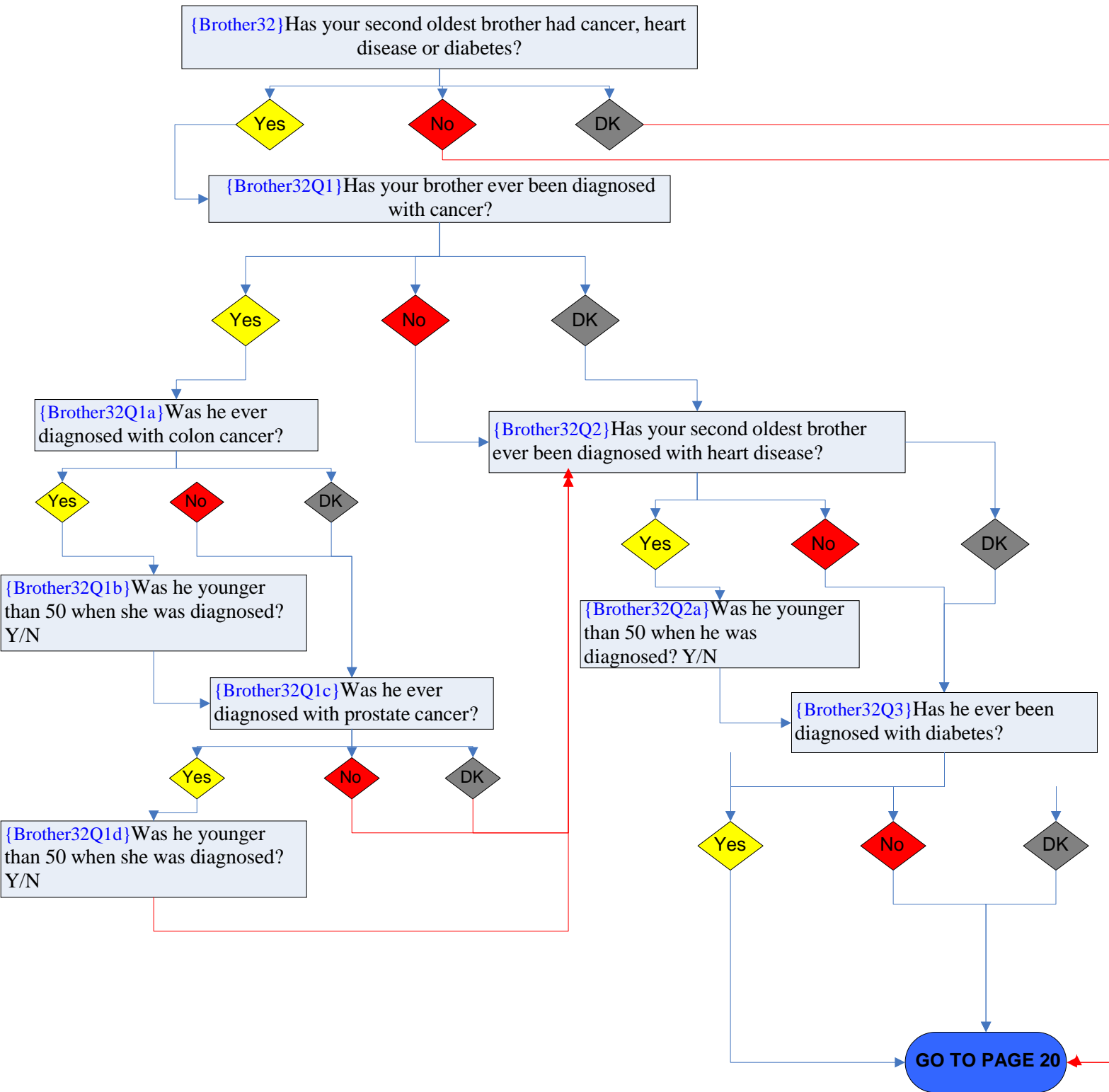
IF FEMALE GO TO PAGE 25

IF MALE GO TO PAGE 26

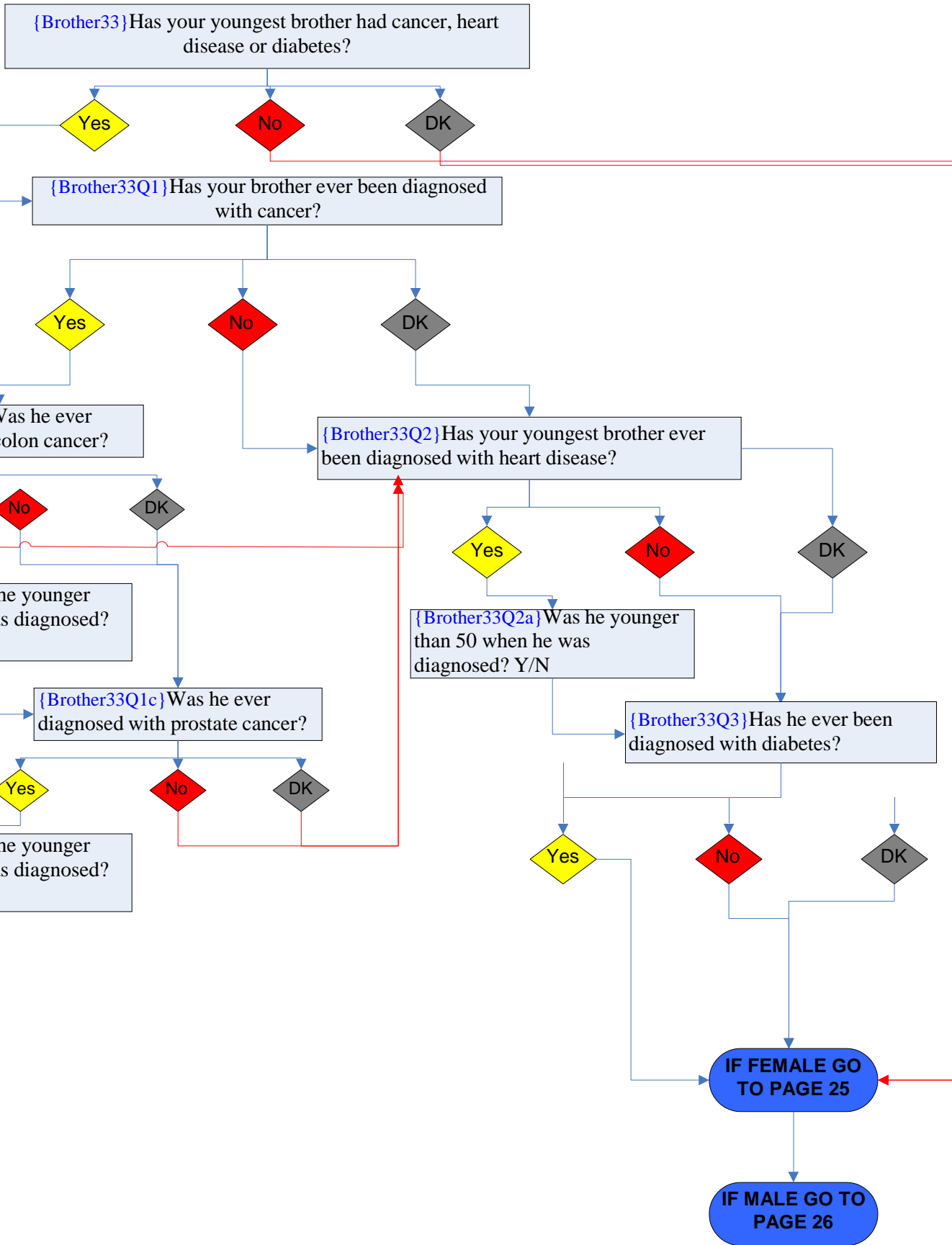
### 3 Brothers - Oldest



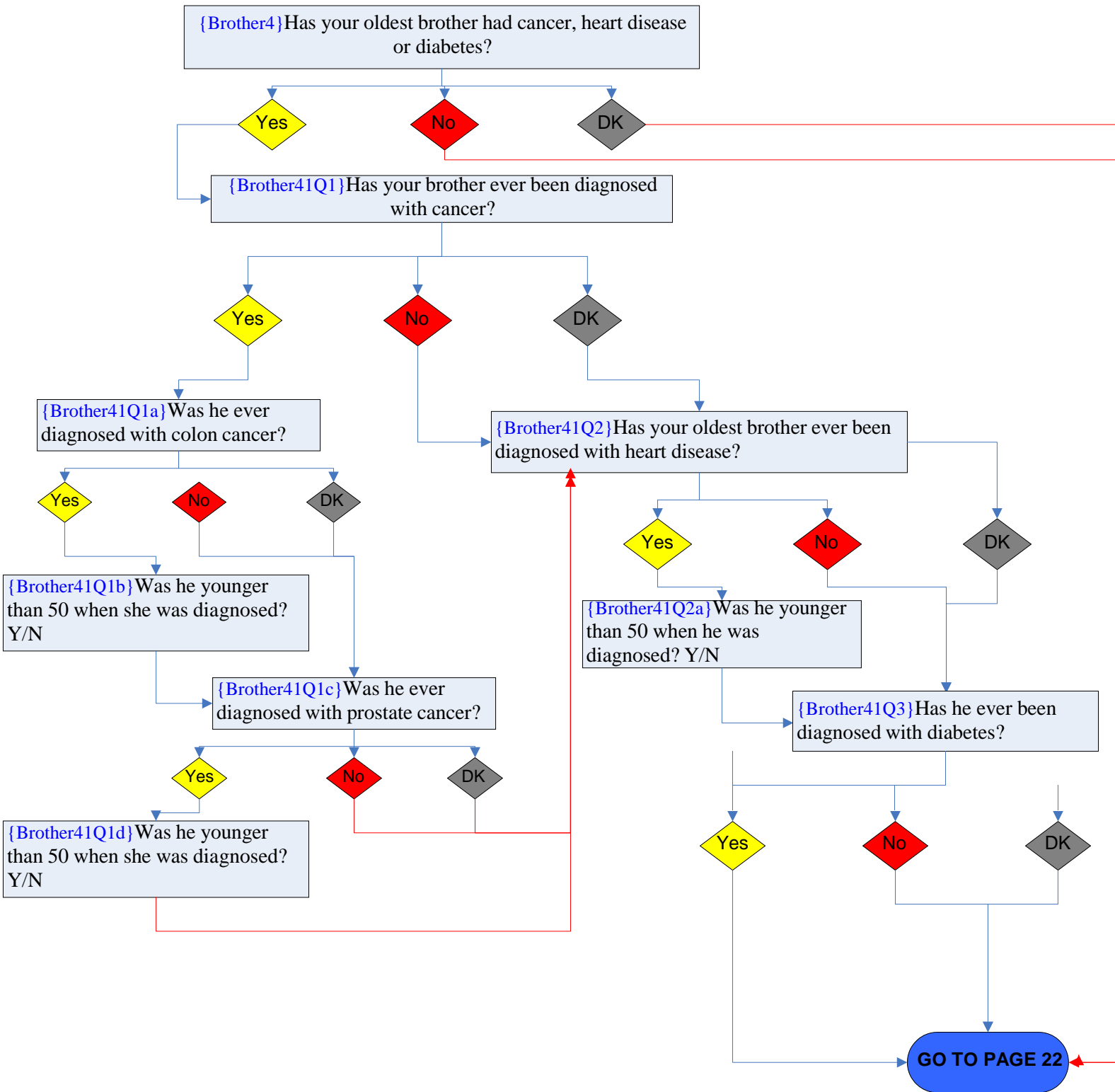


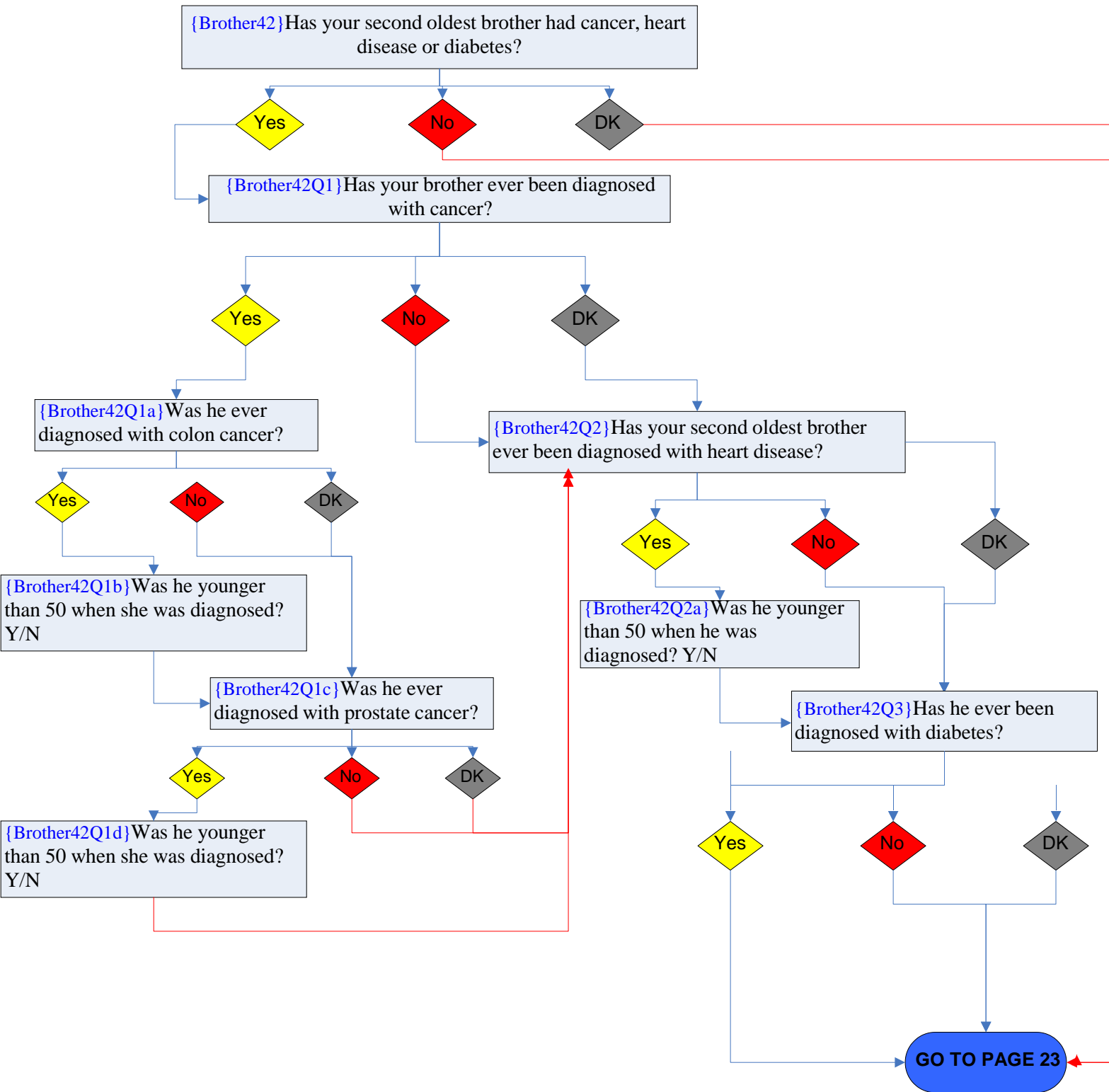


### 3 Brothers - Youngest

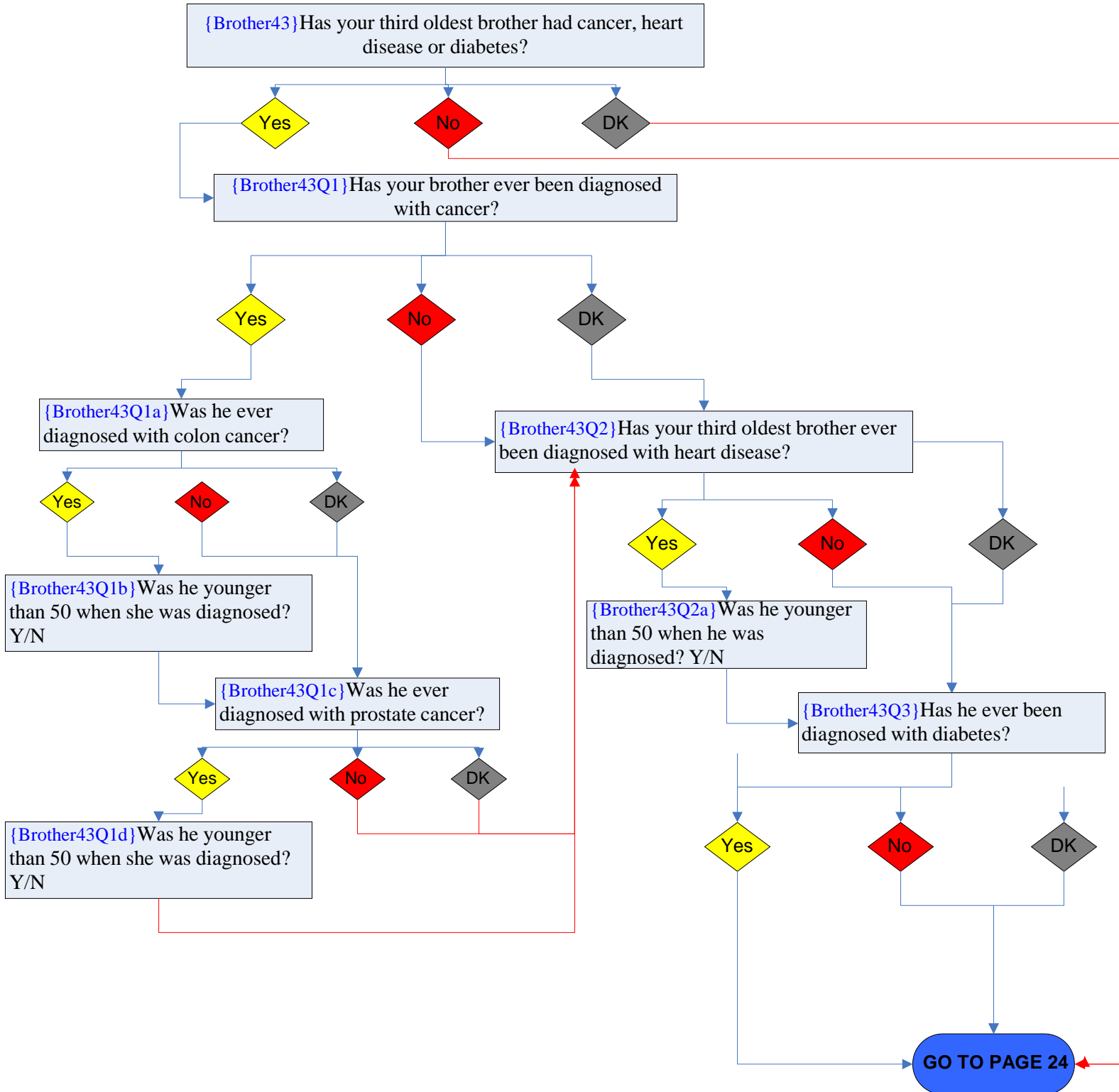


## 4 Brothers - Oldest





## 4 Brothers – Third Oldest



{Brother44} Has your youngest brother had cancer, heart disease or diabetes?

Yes

No

DK

{Brother44Q1} Has your brother ever been diagnosed with cancer?

Yes

No

DK

{Brother44Q1a} Was he ever diagnosed with colon cancer?

Yes

No

DK

{Brother44Q1b} Was he younger than 50 when she was diagnosed? Y/N

{Brother44Q1c} Was he ever diagnosed with prostate cancer?

Yes

No

DK

{Brother44Q1d} Was he younger than 50 when she was diagnosed? Y/N

{Brother44Q2} Has your youngest brother ever been diagnosed with heart disease?

Yes

No

DK

{Brother44Q2a} Was he younger than 50 when he was diagnosed? Y/N

{Brother44Q3} Has he ever been diagnosed with diabetes?

Yes

No

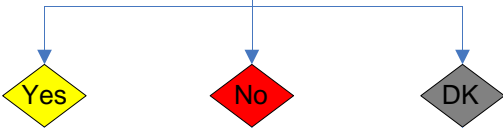
DK

IF FEMALE GO TO PAGE 25

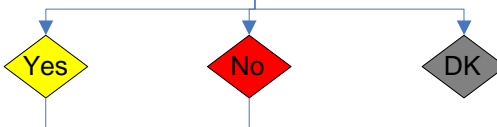
IF MALE GO TO PAGE 26

**If Female**

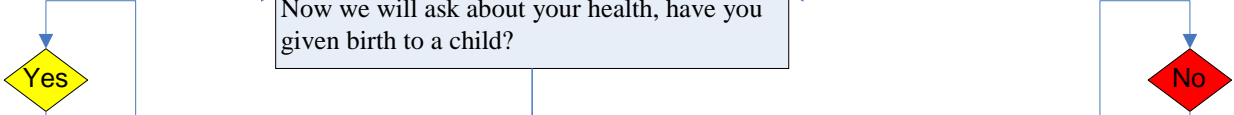
{MaleBreastCancer} Have any of your male relatives, including your father, grandfathers, or brothers, been diagnosed with breast cancer?



{AshkenaziJewish} We'd like to know if you are of Ashkenazi Jewish descent because it may increase your risk of certain kinds of breast cancer. Are you Ashkenazi Jewish?



{Q2} Thank you for telling me about the health of your family. Now we will ask about your health, have you given birth to a child?



{Q2a} How many children have you given birth to? Please say a number between 1 and 10.

{Q2b} [If age >35] Did you have your first child at 35 or older? Y/N

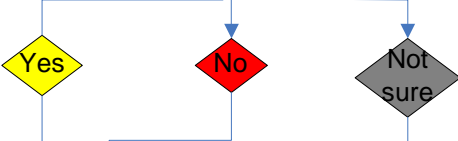
{Q2c} [Have you stopped having your menstrual periods or gone through menopause?



{Q2d} Have you had a hysterectomy where your uterus or ovaries were removed? Y/N

{Q2e} About how old were you when your periods stopped? Please say the age in years, for example, fortytwo

{Q2f} Have you ever used hormone therapy medication, like premarin, for 5 or more years either now or in the past?



{Q2g} Have you had a breast biopsy? Y/N

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{Q3Afeet} We would like to know how tall you are. First, we will ask you about feet and then inches. For example, if you are 5 feet and 6 inches tall, please say 5 when we ask about feet and 6 when we ask about inches. Please tell us whether you are 4, 5 or 6 feet tall?

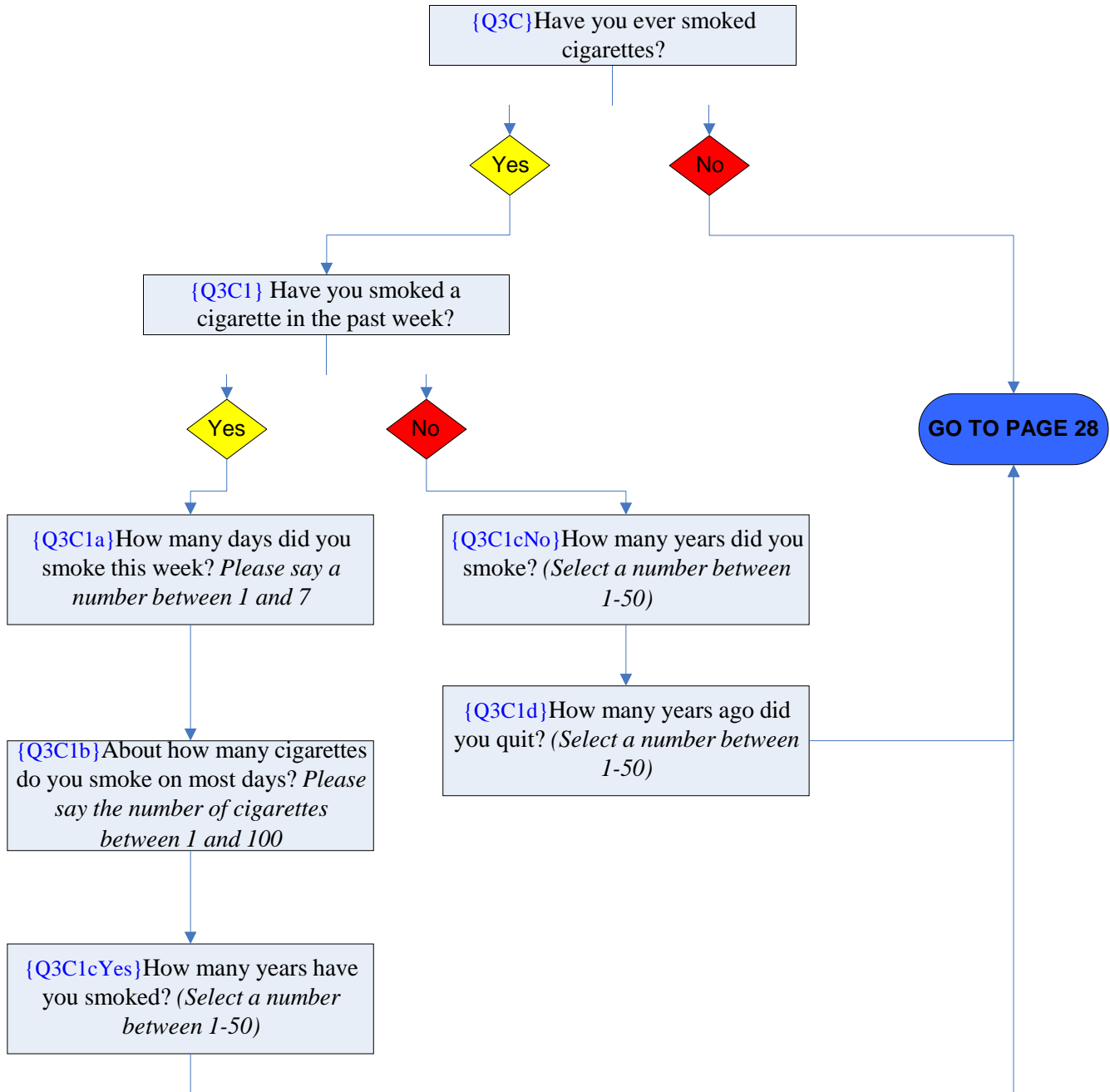
{Q3Ainches} And how many inches? Please say a number between 0 and 11.

{Q3BWeight} Please tell us how much you weigh in pounds.

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Now we have just a few more questions about you.



{Q3D} How much vigorous exercise (like running or another activity that makes you sweat or breath hard) do you do a week?

Less than one hour

One to two hours

Three or more hours

Don't know or does not apply

{Q3D1} How much moderate exercise (like fast walking) do you do a week?

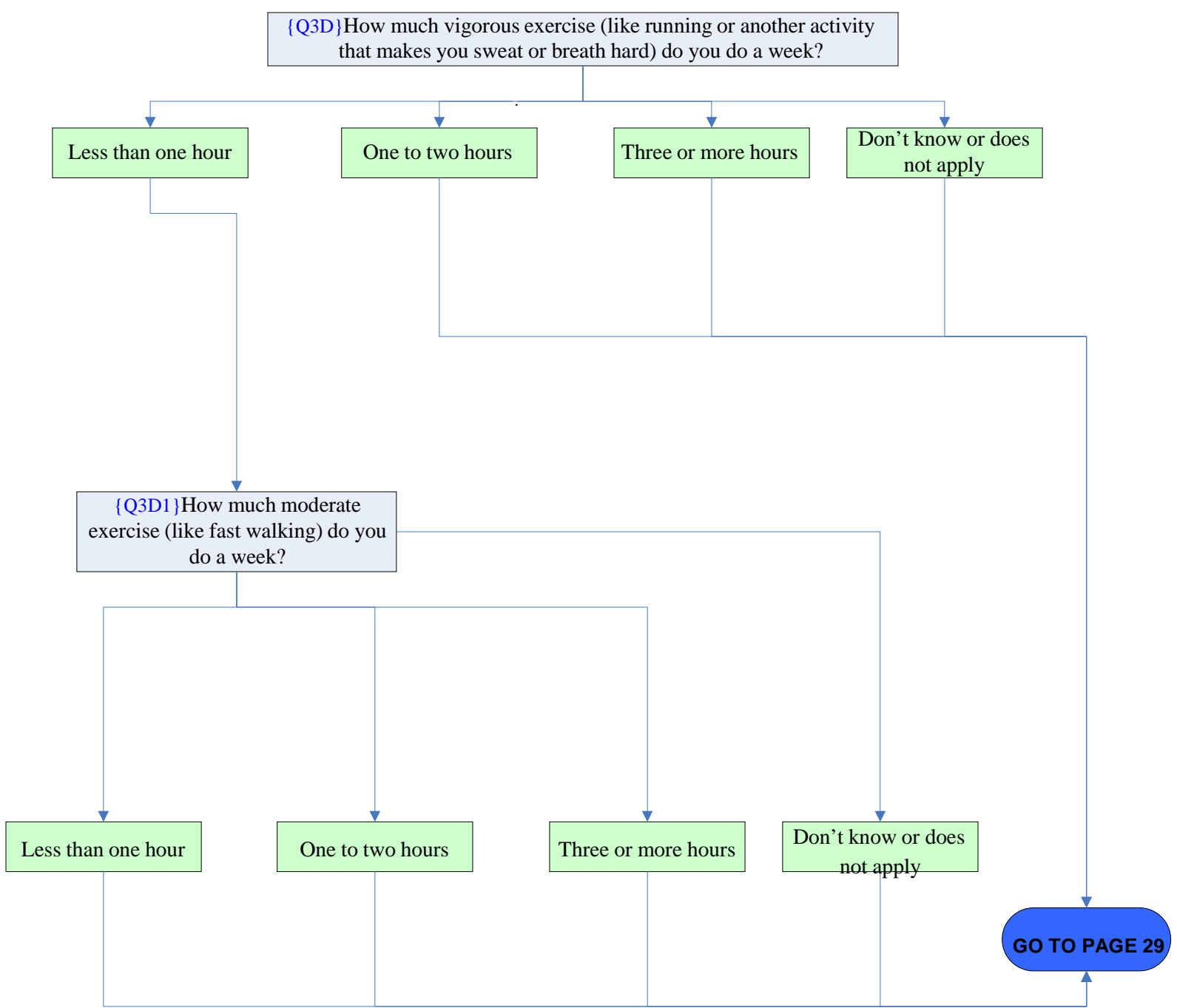
Less than one hour

One to two hours

Three or more hours

Don't know or does not apply

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{Q3E} About how many alcoholic beverages do you drink each week? *(Please say a number between 0 and 20)*

Next I will ask about foods that you may eat. Do you have any of the following on most days?  
Please say yes or no.

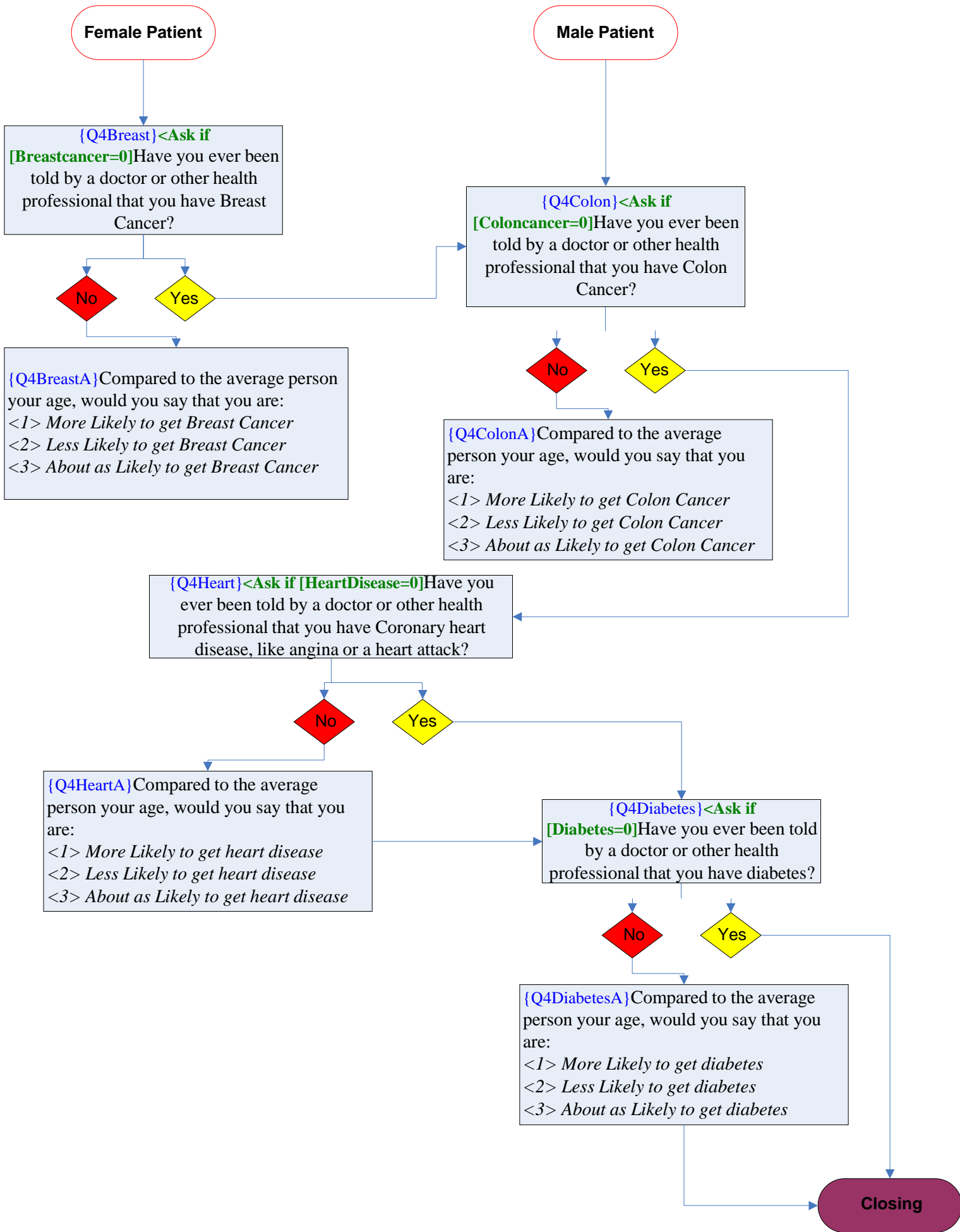
{Q3F1} Whole grains (like whole wheat bread, brown rice, oatmeal or popcorn)? Y/N

{Q3F2} Nuts? Y/N

{Q3F3} Red meat? Y/N

{Q3F4} At least 3 servings of fruit and vegetables? Y/N

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Thank you very much for completing this call. We will send you your personal risk report. We encourage you to discuss this information with your doctor at your visit and remind them that you have participated. Have a nice day. Goodbye.

**Prep-Intervention Clinics Post – Visit Survey**  
**Overview of Survey**  
6/19/2013

On the first attempt, if an answering machine is encountered, message will be left as:

Hello, my name is [InterviewerFirstName] [InterviewerLastName], and I'm calling on behalf of the [ClinicName]. I'm trying to reach [FIRSTNAME] [LASTNAME] about the PREP study. We will try to reach you at another time. Thank you.

**RequestPerson (live person is reached)**

Hello, may I please speak with [FIRSTNAME] [LASTNAME]?

- <1> PERSON ANSWERS THE PHONE AND IS AVAILABLE {goto Introduction1}
- <2> SOMEONE ELSE ASKS WHAT ABOUT {goto ProvideInfo}
- <3> OTHER {goto ProvideInfo}

**ProvideInfo**

This is [InterviewerFirstName], calling on behalf of [ClinicName]. I'm trying to reach [FIRSTNAME] [LASTNAME] about the PREP study.

- <1> PERSON GETS RESPONDENT {goto Introduction1}
- <2> NO, NOT AVAILABLE, NOT NOW {goto CallBack}
- <3> NO, NEVER {done}

Interviewer: **IF YOU ARE PROVIDING THIS INFORMATION TO THE PERSON WHO ASKED WHY, WHEN ANOTHER PERSON COMES TO THE PHONE, BE SURE TO VERIFY YOU HAVE THE CORRECT PERSON BY SAYING, “AM I SPEAKING WITH \_\_\_\_\_?” OR “IS THIS \_\_\_\_\_?”**

**Introduction1**

My name is [InterviewerFirstName] [InterviewerLastName], and I'm calling on behalf of [ClinicName]. We are contacting you because you have been participating in PREP. This final phone call will take about 5 minutes and will ask about your health and how you think about your risk of developing certain health conditions in the future.

Patients who complete this phone call will be entered into a drawing to receive one of two \$100 Target gift cards given away this month.

### **BeginNow**

Before we begin, I want to let you know that this survey may be monitored for quality assurance purposes.

### **BirthDateVerify**

Please help me to make sure that I have reached the correct person by telling me your birth date by stating the Month, Day and Year. For example, if your birthday is August 1, 1960, you would say, 'August 1, 1960.'

- <1> PERSON GIVES CORRECT DATE {goto IVRInvite}
- <2> BIRTHDATE DOES NOT MATCH {goto VerifyAgain1CATI}

### **VerifyAgain1**

The birth date you stated does not match our records, could you please say it again? Remember to state the month, day and year.

- <1> PERSON GIVES CORRECT DATE {goto IVRInvite}
- <2> BIRTHDATE DOES NOT MATCH {goto VerifyAgain2}

### **VerifyAgain2**

I'm sorry, but the birth date is still incorrect, could you please say it again?

- <1> PERSON GIVES CORRECT DATE {goto IVRInvite}
- <2> BIRTHDATE DOES NOT MATCH {goto VerifyAgain3}

#### **Q4**

I would like to know about your health and how you think about your risk of getting a disease in the future.

#### **GenderDecision2**

```
{if [Gender]=1 then goto ColonDecision}
{if [Gender]=2 then goto BreastDecision}
```

#### **BreastDecision**

```
{if [Redacted]=1 then goto ColonDecision}
{if [BreastCancer]=0 then goto Q4Breast}
```

#### **Q4Breast**

Have you ever been told by a doctor or other health professional that you have Breast Cancer?

```
Yes {goto ColonDecision}
No {goto Q4BreastA}
```



### **Q4BreastA**

Compared to the average person your age, would you say that you are More Likely, Less Likely or About as Likely to get Breast Cancer?

- <1> More likely
- <2> Less likely
- <3> About as likely

### **ColonDecision**

```
{if [Redacted] then goto HeartDecision}  
{if [ColonCancer]=0 then goto Q4Colon}
```

### **Q4Colon**

Have you ever been told by a doctor or other health professional that you have Colon Cancer?

- Yes {goto HeartDecision}
- No {goto Q4ColonA}

### **Q4ColonA**

Compared to the average person your age, would you say that you are More Likely, Less Likely or About as Likely to get Colon Cancer?

- <1> More likely
- <2> Less likely
- <3> About as likely

### **HeartDecision**

```
{if [Redacted]=1 then goto DiabetesDecision}  
{if [HeartDisease]=0 then goto Q4Heart}
```

### **Q4Heart**

Have you ever been told by a doctor or other health professional that you have Coronary heart disease, like angina or a heart attack?

- Yes {goto DiabetesDecision}
- No {goto Q4HeartA}

### **Q4HeartA**

Compared to the average person your age, would you say that you are More Likely, Less Likely or About as Likely to get Coronary heart disease, like angina or a heart attack?

- <1> More likely
- <2> Less likely
- <3> About as likely

## **DiabetesDecision**

{if [Diabetes]=1 then goto Q5}  
{if [Diabetes]=0 then goto Q4Diabetes}

### **Q4Diabetes**

Have you ever been told by a doctor or other health professional that you have Diabetes?

Yes {goto Q5}  
No {goto Q4DiabetesA}

### **Q4DiabetesA**

Compared to the average person your age, would you say that you are More Likely, Less Likely or About as Likely to get Diabetes?

<1> More likely  
<2> Less likely  
<3> About as likely

## **Q5**

Finally, at your last doctor's visit did you talk with your primary care doctor about the following issues? Please say 'yes' or 'no' after each question.

### **Q5A**

Your family health history?

Yes  
No

### **Q5B**

Your risk for developing diseases in the future, such as cancer, heart disease, or diabetes?

Yes  
No

### **Q5C**

Changes you can make to improve your health, such as eating healthier or exercising?

Yes  
No

**Q5D**

Speaking to a genetic counselor about whether you should consider getting genetic test for cancer, heart disease, or diabetes?

- Yes
- No

**Q5E**

Whether you should get a mammogram this year?

- Yes
- No

**Q5F**

How often current guidelines recommend that women your age should receive a mammogram?

- Yes
- No

**Q6**

Do you plan to get your next mammogram within the next 2 years?

- Yes
- No

**Q6Yes**

Do you plan to get your next mammogram within the next 1 year?

- Yes
- No

**Q7**

Did your risk report help you to understand your risk of developing cancer, heart disease or diabetes?

- Yes
- No

**Q7Yes**

If Yes, Did it help you understand your risk a lot?

- Yes, a little
- Yes, a lot

**Q7a**

Did the tips in the report help you to improve your health?

- No
- Yes.

**Q7aYes**

Did it help you a little or a lot:

- Yes, a little
- Yes, a lot

**Closing**

Thank you very much for participating. We will enter you into the monthly drawing for the Target gift card. Have a nice day. Goodbye.