

FIT FOLLOW-UP PHONE SCRIPT: AVERAGE RISK

INTRO

Hello,

May I speak to _____? This is _____ calling from _____ clinic. You recently received a stool blood test for colon cancer screening.

Did you have any questions about the test?

We are calling everyone who received one of these to see if there is any way we can help you complete the test. Have you had a chance to complete and mail your kit?

NO- THEY HAVE NOT COMPLETED IT

Colorectal Cancer is highly preventable, treatable and often curable. There are several screening tests for colorectal cancer, some can even be done in the privacy of your own home. These tests not only detect colorectal cancer early but can prevent colorectal cancer. May I ask what is preventing you from completing and returning your kit? (Ask them to elaborate on possible barriers. Use barrier list below to respond)

YES- THEY HAVE COMPLETED IT AND MAILED IT IN

That's great! Approximately what date did you send in your kit? (Let them know what mode you will use to send them their results- phone, text, email, etc.) Thank you so much for speaking with me today. Do you have any questions for me? Have a nice day/evening.

WRAP UP (IF THEY HAVE NOT COMPLETED IT)

Thank you for talking with me today. Do you have any questions? If you need further assistance with completing your kit or you have any questions, please give us a call at _____.

Barriers

1	Diet and drug restrictions
2	Test is difficult and disgusting
3	Haven't had the time.
4	Changed my mind
5	Received other colorectal cancer testing
6	Believe it is not effective way of screening
7	Cost
8	Other

Responses to Barriers

1	Diet and drug restrictions	That's a very common concern. Luckily, unlike other tests, there are no drug or dietary restrictions before the FIT test because vitamins and foods do not affect it. Collecting the sample is also much easier with this test. The kit you received contains everything necessary to collect a water-based sample from one bowel movement. You will use the brush to brush the top of the stool. You will NOT need to directly touch or collect the feces in a separate container. The kit also comes with an enclosed self-mailing envelope for you to send it back. Right now, you could have a polyp, a small growth in your colon or rectum. Right now, your polyp may be harmless, but over time it could develop into colorectal cancer. Right now, through regular screening, you have the power to find and remove precancerous polyps and prevent colorectal cancer.
2	Test is difficult and disgusting	I understand your concern. We have tried to make this test as easy and comfortable for you as possible. The test you received comes in a kit and contains everything necessary to collect a water-based sample from one bowel movement. You will use the brush to brush the top of the stool. You will not need to directly touch or collect the feces in a separate container. The kit also comes with an enclosed self-mailing envelope for you to send it back. Right now, you could have a polyp, a small growth in your colon or rectum. Right now, your polyp may be harmless, but over time it could develop into colorectal cancer. Right now, through regular screening, you have the power to find and remove precancerous polyps and prevent colorectal cancer.

3	Haven't had the time.	I understand you're busy. It may help to know that the FIT test is simple and can be done quickly in the privacy of your own home. Right now, you could have a polyp, a small growth in your colon or rectum. Right now, your polyp may be harmless, but over time it could develop into colorectal cancer. Right now, through regular screening, you have the power to find and remove precancerous polyps and prevent colorectal cancer. That is why it is important to complete the test today.
4	Changed my mind	I understand that you may have changed your mind, but I would encourage you to get regular checkups because it helps us detect health problems before they become serious. Right now, you could have a polyp, a small growth in your colon or rectum. Right now, your polyp may be harmless, but over time it could develop into colorectal cancer. Right now, through regular screening, you have the power to find and remove precancerous polyps and prevent colorectal cancer. That's why it's important to complete this test today.
5	Received other colorectal cancer testing	That's great to hear. May I ask what kind of test you had and when you completed it? If the screening was completed recently: I'm glad to hear that you completed the test recently. The American Cancer Society recommends that people at average risk of colorectal cancer start annual screenings at age 45. By being screened regularly, colorectal cancer can be found and treated early when the chances for cure are best. We will send you another FIT test within a year of your last test. If the screening was not completed recently: It sounds like it's been over a year since you've completed this screening. The American Cancer Society recommends that people at average risk of colorectal cancer start annual screenings at age 45. By being screened regularly, colorectal cancer can be found and treated early when the chances for cure are best. That is why it is important to complete this test today.
6	Believe it is not effective way of screening	Quality and accuracy are very important to us, too. That is why we have selected some of the best at home tests for you to use. Studies show that at-home testing helps more people get the screening they need. FIT testing is supported by medical guidelines, including the American Cancer Society.
7	Cost	(Insert information about cost and/or financial resources here)

		Right now, you could have a polyp, a small growth in your colon or rectum. Right now, your polyp may be harmless, but over time it could develop into colorectal cancer. Right now, through regular screening, you have the power to find and remove precancerous polyps and prevent colorectal cancer. That's why it's important to complete this test today.
8	Other	That is an interesting question/concern. I do not have an answer for you at this moment, but I will make sure to ask our doctor and get back to you.

DRAFT