

Annual Follow-Up Record of Calls Instructions
ARC Version B: 10/14/2008
QxQ Prepared: 8/11/2005

I. GENERAL INSTRUCTIONS

The Annual Follow-Up Record of Calls (ARC) form serves to document the initiation and final status of the annual follow-up procedure by keeping track of attempts to contact a participant and appointment scheduling, if due. It is completed as one of the four annual follow-up forms administered each year on or near the anniversary of the participant's baseline JHS clinic examination. The interviewer must be certified and should have a working knowledge of the annual follow-up procedures. S/he should also be familiar with the data entry procedures for electronic version forms and the document titled "General Instructions for Completing Paper Forms" prior to completing this form. ID number, Contact Year, and Name should be completed as described in that document.

Form sections for completing for completing the AFU are generally completed in the following order:

- 1) Annual Follow-Up Record of Calls (ARC)
- 2) Annual Follow-Up Form (AFU)
- 3) Annual Follow-Up Other Form (AFO)
- 4) Annual Follow-Up 1, 2, or 3 (AF1, AF2, or AF3)
- 5) Appointment scheduling (if due, see instructions for ARC version B)
- 6) Contact Form (CON): Verification of participant contact information

II. SPECIFIC INSTRUCTIONS

The first line is used to document the date the letter notifying the participant of the upcoming annual follow-up contact was sent. Each subsequent line is used for each attempted participant contact, and a result code is assigned. Assigning the code at each contact is very important, as the code may be necessary for determining the final vital status in the event that the participant is not successfully contacted.

SECTION A: RECORD OF CALLS

1a. Circle the day of the week during which each call took place. Use:

- S=Sunday
- M=Monday
- T=Tuesday
- W=Wednesday
- H=Thursday
- F=Friday
- A=Saturday

- 1b. Record the date on which each contact took place, using leading zeros where necessary. Use the two-digit month and day and the four-digit year; for example, record January 3, 2001 as 01/03/2001
- 1c. Record the time at which each contact attempt took place.
- 1d. Circle AM or PM for the time indicated in item 1c. Record AM if the contact attempt took place before noon (12:00 PM). Record PM otherwise.
- 1e. Record 3-digit JHS identification number assigned to the interviewer for each call attempt conducted.
- 1f. Record the appropriate RESULT CODE for each contact attempt. Possible final results codes are indicated by *.
- A Annual Follow-Up Notification Letter Sent – Letter notifying participant that s/he will be contacted by the JHS in the near future for the annual follow-up call.
 - B No Action taken – No attempt has yet been made to contact the participant.
 - C No Answer – No answer after 10 rings, fax or voice mail
 - D Busy – Busy signal
 - E Answering Machine – Message left on answering machine for participant.
 - F Privacy Block - Phone with privacy block on all calls
 - G Disconnected/Non-Working Number – Recording from phone company or fast busy signal.

TABLE 1 (New information is received)

	Day of week	Date	Time	ID	Result	Notes
					W or A	
	Initial phone call				G or H	Proceed with contact persons. Document new info and retry. Proceed to the next ARC line entry.
	New information follow up...as if initial contact				Code appropriate results	

TABLE 2 (No new information available)

	Day of week	Date	Time	ID	Result	Notes
					W or A	
	Initial phone call				G or H	Proceed with contact persons. If no new information, proceed to the next ARC line entry.
	Proceed with tracing efforts				K	Give to AFU Assistant for tracing. Field visit may be required.

H Recording/ # Change – Recording from phone company of number change. Record new number in notes section and retry.

I Participant Does Not Live Here/Never Heard Of – Field visit or Phone answered, name does not reside here or denies knowledge of name.

TABLE 4 (New information is received)

	Day of week	Date	Time	ID	Result	Notes
					W or A	
	Initial phone call or visit				I or J	Proceed with contact persons or neighbors. Document new info and retry. Proceed to the next ARC line entry.
	New information follow up...as if initial contact				Code appropriate results	Source of info (i.e. contact person, neighbor)

J Participant Lived Here, But Moved Permanently – Field visit or Phone answered, person has moved. New contact information, if available, recorded in notes section and retry with new information and record results on next line.

K* Tracing – Attempts are being made to locate the participant, but so far neither the participant or a reliable source have been contacted.

Initiated by C, G, H, I and J or returned mail without new contact information.

TABLE 3

	Day of week	Date	Time	ID	Result	Notes
					W or A	
	Rec'd return AFU letter				K	Clarify mailing address. Returned mail to assistant
	Proceed with contact persons				Code appropriate results	Source of info (i.e. contact person)

TABLE 5 (No new information available)

	Day of week	Date	Time	ID	Result	Notes
					W or A	
	Initial phone call or visit				I or J	Proceed with contact persons or neighbors. If no new information, proceed to the next ARC line entry.
	Proceed with other tracing efforts				K	Give to AFU Assistant for tracing. Field visit may be required.

- L Physically/Mentally Incompetent – Participant was successfully contacted by phone, letter or in person, but has a physical or mental impediment to communication (e.g. slurred speech, hearing impaired).
- M Language Barrier – Participant was successfully contacted by phone, letter or in person, but interviewer was unable to understand the respondent, or the participant was unable to understand the interviewer. (e. g. deaf, mute, foreign language)
- N* Contacted, Interview Complete – Participant was successfully contacted y phone or in person and the entire interview, including the questionnaires (AFU, AFO, AF1, AF2, AF3, or AFE, if relevant) and hospitalization was completed.

- O* Contacted, Interview Partially Complete or Rescheduled – The participant was successfully contacted by phone, letter or in person, but the interview is incomplete or was not done at all. This may be a temporary code if it is possible that the interview may be completed at a later date within the same contact year.

- P* Contacted, Interview Refused – Participant was successfully contacted by phone, letter or in person, but the interview was not done and will not be completed at a later date within the same contact year.

- Q* Reported Alive, Will Continue to Attempt Contact This Year – Reliable information (e.g. from employer, relative, etc.) indicates that the participant is living, but direct contact has not yet been made. It is possible that contact will be made during this same contact year through further efforts. For example, “temporarily away,” would fit in this category. Record date of return in notes section and retry.

- R* Reported Alive, Contact Not Possible This Year – Reliable information indicates that the participant is living, but direct contact has not yet been made. This code should be used only if repeated contact attempts have been made, or when it has been determined that it is not possible that contact will be made during this same contact year.

- S* Reported Deceased – Reliable information indicates that the participant has died.

- T* Lost to Annual Follow-up or Unknown – Neither the participant nor another source of information has been contacted in a manner sufficient to provide reliable vital status data during the specified date range.

- U* Does Not Want Any Further Contact – Participant has requested that s/he does not wish to be contacted any more by the JHS. This code alerts staff that no additional contacts should be attempted during the same contact year. Notes should be kept on the ARC to describe the nature of the refusal. The Director of Recruitment determine the type of action to be taken at the following contact anniversary date, e.g., a polite letter, post card or an alternative that is sensitive to any known reasons for this participant’s desire not to be contacted again by the study.

- V Other – Any other results not covered by specified RESULTS CODES.

- W. ARIC AFU – Indicates that the AFU was completed by ARIC

- X* Exam Scheduled – Participant was successfully scheduled for the next

clinic examination. Enter the date and time of the exam in the NOTES boxes and complete the CLA to detail the appointment

- Y. Clinic Exam Not Scheduled, Pending – Participant is willing to schedule a clinic examination, but is unable to do so at the time of the call. This information is communicated to the Clinic so they can continue to attempt to schedule the examination.
- Z* Clinic Exam Not Scheduled, Refused – Participant is unwilling to schedule a clinic examination and the interviewer is convinced that it is unlikely the participant will participate in this exam. Enter details of refusal in the NOTES column. This information is communicated to the retention supervisor and participant is to receive a “Refusal” letter in follow up.
- AA* Interview completed by proxy/informant – The interview is completed by reliable source – someone other than the participant (e. g. spouse or caregiver).

When the entire AFU interview has been successfully administered, or the supervisor determines that all contact efforts have been exhausted (see below), the final result code is circled in the RESULTS CODE BOX in column F on the ARC form. The FINAL RESULT CODE is entered as item 15f.

Supervisor Review: The follow-up supervisor is responsible for reviewing cases of ambiguity or difficulty. Among these are:

- a. Refusals – attempt conversion.
- b. Difficult contacts or incompletes – In particular, the supervisor decides when it is no longer practical to continue to investigate a person. All possible alternatives must be exhausted for this decision to be made.
- c. Undocumented deaths – If a death is reported for which no death certificate can be located, the supervisor reviews the case and attempts to resolve it. If no death certificate is ultimately located, including a National Death Index (NDI) search, the vital status may be changed to “Unknown.”

Record whether the participant lives within official JHS boundaries.

SECTION B: SOURCE OF INFORMATION FOR RESULTS CODES J, L, Q, R, S.

Enter the source of information for RESULT CODES J, L, Q, R, and S.

In the boxes provided, specify the:

1. Source's name
2. Number/Street/RFD
3. Telephone number
4. City
5. State
6. Zip Code