

Overview of

SCHEDULING TELEPHONE INTERVIEWS **(ORAUT-PROC-0004, Rev. 0)**

As part of the process of treating claims by workers at Department of Energy and Atomic Weapons Employee facilities, the National Institute for Occupational Safety and Health (NIOSH) and technical support contractor staff conduct telephone interviews with claimants. The purpose of this procedure, *Scheduling of Telephone Interviews* (ORAUT-PROC-0004), is to outline the process for scheduling a Computer Assisted Telephone Interview (CATI).

SUMMARY OF FINDINGS RESULTING FROM THE TECHNICAL REVIEW

Review of the procedure by the technical contractor for the Advisory Board on Radiation and Worker Health (the Board) produced the four findings summarized below:

Finding #1: Interview letter(s) are sent out without adequate dose reconstruction information.

Finding #2: Letter(s) are lacking in essential content, especially for family member claimants.

Finding #3: The procedure is objective, in that the same letter is sent to all claimants. However, family member claimants could be expected to need more preparation prior to receiving their interview letters.

Finding #4: Claimants are often inadequately prepared before their telephone interviews.

RESOLUTION OF FINDINGS

In response to the findings, NIOSH developed a draft acknowledgement packet and a revised attachment to the CATI letter. New language was devised to improve the information provided to the claimants, and delete passages from that made it seem as if the claimant did not have a choice about participating in the interview.

Note that this procedure, as well as related procedures *Performing Telephone Interviews* (ORAUT-PROC-0005) and *Reviewing Telephone Interviews* (ORAUT-PROC-0017), have been replaced by the procedure *Computer Assisted Telephone Interview Process* (ORAUT-PROC-0090). All of the findings listed above were closed under this procedure, but were determined to be unresolved under the new procedure and will be re-opened under ORAUT-PROC-0090.