Best Practices for Collecting Patient Reported Outcomes (PROs) via Telephone or Mail

Unless the protocol specifies otherwise, PROs may be collected via telephone, mail or email. Best Practices to collect PRO Questionnaires via Telephone, Mail or Email are included below.

Make sure to *identify the participant, the protocol, and the date it was completed* on all questionnaires that you send. Many of the forms do not have a place for participant ID, name, nor the date completed. If not included, write the ID or some other code at the top of the questionnaire and add a blank for the participant to write in the date the assessment was completed. A sticker may also be used for this purpose.

Telephone--Collecting Patient Reported Outcomes *by telephone is preferred* over mail and email:
Unless the protocol states otherwise, call and ask the participant the questions over the telephone (if the participant is comfortable answering that way).

1. It is helpful if you can send the participant the questionnaire in advance of the phone call.
2. Call the participant and read them the questions over the telephone. They can provide their answers verbally and you can record their answers **on paper** and then enter in Rave. *Make sure the participant is comfortable responding this way*, particularly if the questions are of a sensitive nature. The participant may skip any questions they are uncomfortable answering; when this occurs, **be sure to also skip the question as you record your answers**. ***Participant responses collected over the phone must be recorded on paper for audit purposes.***
3. Enter the participant's responses in Rave.
4. Document that the assessment was collected via phone and file the paper on which you record their responses into the participant's chart. Remember, the participant should answer the questions *without* any interpretation of the questions or responses from you.

Mail--Collecting PROs via mail is less desirable than collecting them in person or over the telephone:

1. Call the participant to tell them you will be mailing them the questionnaire. This also allows you to confirm the best address prior to mailing the questionnaire and assess the participant's willingness to complete it.
2. Mail the questionnaire and ***include a self-addressed envelope with appropriate postage*** that the participant can use to return the questionnaire.
3. If you have not received the questionnaire within 2 weeks of sending it, mail one reminder letter with another questionnaire.
4. NOTE: Make sure you have included some way to **identify the participant, the date the participant completes it,** and the **protocol** on *all* questionnaires that you mail. Many of the forms do not have a place for participant ID, name, nor the date completed. Write the ID or some other code at the top of the questionnaire and add a blank for the participant to write in the date the assessment was completed. A sticker may be used for this purpose.

Email-If the participant has access to a printer/scanner or is able to edit PDFs to provide their responses, the PRO questionnaires can also be emailed to the participant. Some participants might prefer this method, and can return completed surveys by email as well. The *disadvantage* of this method is that you would need to rely on the participant to obtain an appropriate envelope and postage if they wished to return the completed questionnaire by paper mail instead of email.