

# Phone Interviews: Question & Answer Guides

## The Case of Ms. Ima Well

## Phone Interviews: Question Guide

### Ms. Well

Try to obtain at least the following information in addition to what you think is important to know. Be sure to take good notes! You'll need them later.

Hello Ms. Well, this is \_\_\_\_\_ from the Florida State Health Department. I am following up on the phone message you left last week.

1. What is the reason for your call to the State Health Department?

Ms. Well's Response: I called because me and a bunch of my old mates have our guts clogged with cancer. The TV guy said to call the health department if ya' thought there was a problem.

2. So, you are currently ill?

Yes, I'd say I'm pretty sick.

3. What type of illness do you have and when were you diagnosed?

I have colon cancer. Let's see, I think I found out about this time last year.

4. Where do you currently live?

I live in the Happy Haven Retirement condominiums – pretty nice places if I say so myself.

5. What is your address?

4500 Howdy Rd.

6. How long have you lived there?

I've been in this place for about 1 year – since I was 65.

7. So you are 66 years old?

Yes, 66. Though if ya' saw me you'd never guess – but I'm starting to look my age since I've been trying to fight this cancer.

8. Where did you live previously?

Well, let me see, before this condo I lived in an apartment complex about 3 miles from here, near the intersection of 1<sup>st</sup> and Tellville. Before that I lived in Sydney, Australia – can ya' tell mate?

9. You said you lived in a nearby apartment complex. How long were you there?

I've been in the states for 5 years now, and that was the first place I lived.

10. What zip code was that apartment complex in?

Same zip code, 12345.

11. What is your current marriage status?

Oh my, I'm divorced. That man did not know how to have fun. I guess he thought it was quite a novelty to marry an Aussie.

12. Do you know the health condition of your ex-husband?

Does grumpy count as an illness? Nah, his health is fine last I knew.

13. When did you see him last?

I saw him about a month or two ago. He lives up the street and we occasionally run into him at the Luby's cafeteria.

14. Speaking of Luby's, could you please describe your diet?

Oh mate, me and food get along great. So what do you mean? I eat almost anything.

15. How many times a week do you eat: red meat, fish, chicken, fresh fruit and vegetables?

Red meat...hmmm...I eat it 3 or 4 times a week. As for fish, I live near an ocean but about all the fish I eat is an occasional trip to Long John Silver's. Chicken, about once a week. And I have a veggie with each dinner – like mashed potatoes and gravy, fried okra, and the occasional egg salad.

16. Describe the food you snack on.

Cookies, potato chips, and the like. When I can get ahold of vegemite, I eat that with butter and bread. Good stuff.

17. How many times a week or month do you exercise?

Well, I don't do much exercising now that I'm sick. But I used to go out for a round of golf once a week.

18. Could you provide a list of people you know who live in the area and have been diagnosed with colon cancer within the last 3 years?

Oh yes. Ms. Robin Nest, Mr. Frank Leigh and one of his friends.

19. Where do Ms. Nest and Mr. Leigh live?

Robin lives just upstairs. Frank lives in the Blue Sky Retirement Mobile Home Park.

20. So all of you live in retirement complexes. Are there a lot of retirement complexes in this area?

Oh yes. The locals joke that our zip code, 12345, is the average age of this part of Somewhere Town.

Thank you for your time. We'll be sure and let you know the results of the investigation.

Phone Interviews: Question Guide

Mr. Leigh

Try to obtain at least the following information in addition to what you think is important to know. Be sure to take good notes! You'll need them later.

Hello Mr. Leigh. My name is \_\_\_\_\_ and I am calling from the Florida State Health Department. Your friend Ms. Ima Well contacted us and requested that we conduct an investigation into a possible cancer cluster. She listed you as a person to contact. I would like to conduct an interview. All of your answers will remain confidential.

1. Are you willing to conduct an interview about your current health?

Mr. Leigh's Answer: OK.

2. Are you currently ill?

I don't know what you mean by ill. If you mean "do I have cancer" then the answer is yes.

3. What type of cancer do you have and when were you diagnosed?

I have colon cancer that was diagnosed about 6 months ago.

4. How old are you Mr. Leigh?

I am 75 years old.

5. Where do you currently live?

I live in a mobile home retirement complex about 2 blocks away from Ima's place.

6. What is your address?

6010 Tellville Lane.

7. How long have you lived at this location?

10 years.

8. Where did you live previously?

In Ohio. Akron, if you must know.

9. What is your marriage status?

I am married. In fact, tomorrow is our 50<sup>th</sup> wedding anniversary.

10. What is your wife's health condition?

She doesn't have any cancer, just diabetes.

11. Could you please describe your diet?

Well, since Fancy, my wife, got diabetes 4 years ago, we eat pretty darn good.

12. How many times a week do you eat: red meat, fish, chicken, fresh fruit and vegetables?

We eat red meat 5 times a week, chicken once a week, and fish every Sunday. Fancy makes some good vegetables with every meal.

13. What was your diet like before Fancy got diabetes?

We used to eat a lot more butter and sweets, like cake and pies.

14. How many times a week or month do you exercise?

Exercise....I try to get out once a week. I had better exercise habits when I was in the military.

15. Could you provide a list of people you know who live in the area and have been diagnosed with colon cancer within the last 3 years?

Other than Ima, there's Ms. Robin Nest and Ms. Gail Wind.

16. Where does Ms. Wind live?

She lives at 6015 Tellville Lane.

Thank you for your time. We'll be sure and let you know the results of the investigation.

## Phone Interviews: Answer Guide

### Ms. Well

Last week you called the Florida State Health Department to report a concern about a lot of cancer cases in your area. You will receive a return phone call from the state department of health and are going to be the interviewee, so be sure to provide the information below. The interview questions are written in small font for your reference. Have fun with it!

(You are a chipper older lady with an Australian accent – you answer these questions with a sense of humor).

Interviewer Question: What is the reason for your call to the State Health Department?

1. I called because me and a bunch of my old mates have our guts clogged with cancer. The TV guy said to call the health department if ya' thought there was a problem.

So, you are currently ill?

2. Yes, I'd say I'm pretty sick.

What type of illness do you have and when were you diagnosed?

3. I have colon cancer. Let's see, I think I found out about this time last year.

Where do you currently live?

4. I live in the Happy Haven Retirement condominiums – pretty nice places if I say so myself.

What is your address?

5. 4500 Howdy Rd.

How long have you lived there?

6. I've been in this place for about 1 year – since I was 65.

So you are 66 years old?

7. Yes, 66. Though if ya' saw me you'd never guess – but I'm starting to look my age since I've been trying to fight this cancer.

Where did you live previously?

8. Well, let me see, before this condo I lived in an apartment complex about 3 miles from here, near the intersection of 1<sup>st</sup> and Tellville. Before that I lived in Sydney, Australia – can ya' tell mate?

You said you lived in a nearby apartment complex. How long were you there?

9. I've been in the states for 5 years now, and that was the first place I lived.

What zip code was that apartment complex in?

10. Same zip code, 12345.

What is your current marriage status?

11. Oh my, I'm divorced. That man did not know how to have fun. I guess he thought it was quite a novelty to marry an Aussie.

Do you know the health condition of your ex-husband?

12. Does grumpy count as an illness? Nah, his health is fine last I knew.

When did you see him last?

13. I saw him about a month or two ago. He lives up the street and we occasionally run into him at the Luby's cafeteria.

Speaking of Luby's, could you please describe your diet?

14. Oh mate, me and food get along great. So what do you mean? I eat almost anything.

How many times a week do you eat: red meat, fish, chicken, fresh fruit and vegetables?

15. Red meat...hmmm...I eat it 3 or 4 times a week. As for fish, I live near an ocean but about all the fish I eat is an occasional trip to Long John Silver's. Chicken, about once a week. And I have a veggie with each dinner – like mashed potatoes and gravy, fried okra, and the occasional egg salad.

Describe the food you snack on.

16. Cookies, potato chips, and the like. When I can get ahold of vegemite, I eat that with butter and bread. Good stuff.

How many times a week or month do you exercise?

17. Well, I don't do much exercising now that I'm sick. But I used to go out for a round of golf once a week.

Could you provide a list of people you know who live in the area and have been diagnosed with colon cancer within the last 3 years?

18. Oh yes. Ms. Robin Nest, Mr. Frank Leigh and one of his friends.

Where do Ms. Nest and Mr. Leigh live?

19. Robin lives just upstairs. Frank lives in the Blue Sky Retirement Mobile Home Park.

So all of you live in retirement complexes. Are there a lot of retirement complexes in this area?

20. Oh yes. The locals joke that our zip code, 12345, is the average age of this part of Somewhere Town.

Phone Interviews: Answer Guide

## Mr. Frank Leigh

You are going to receive a phone call from the Florida State Department of Health. Since you are the interviewee, be sure to provide the information below. The small font is the question you will be asked. This is for your reference. Have fun with it!

(Mr. Leigh is a World War II veteran and tends to be very matter-of-fact in his demeanor.)

Interview Question: Are you willing to conduct an interview about your current health?

1. OK

Are you currently ill?

2. I don't know what you mean by ill. If you mean "do I have cancer" then the answer is yes.

What type of cancer do you have and when were you diagnosed?

3. I have colon cancer that was diagnosed about 6 months ago.

How old are you Mr. Leigh?

4. I am 75 years old.

Where do you currently live?

5. I live in a mobile home retirement complex about 2 blocks away from Ima's place.

What is your address?

6. 6010 Tellville Lane.

How long have you lived at this location?

7. 10 years.

Where did you live previously?

8. In Ohio. Akron, if you must know.

What is your marriage status?

9. I am married. In fact, tomorrow is our 50<sup>th</sup> wedding anniversary.

What is your wife's health condition?

10. She doesn't have any cancer, just diabetes.

Could you please describe your diet?

11. Well, since Fancy, my wife, got diabetes 4 years ago, we eat pretty darn good.

How many times a week do you eat: red meat, fish, chicken, fresh fruit and vegetables?

12. We eat red meat 5 times a week, chicken once a week, and fish every Sunday. Fancy makes some good vegetables with every meal.

What was your diet like before Fancy got diabetes?

13. We used to eat a lot more butter and sweets, like cake and pies.

How many times a week or month do you exercise?

14. Exercise (pausing briefly to think)...I try to get out once a week. I had better exercise habits when I was in the military.

Could you provide a list of people you know who live in the area and have been diagnosed with colon cancer within the last 3 years?

15. Other than Ima, there's Ms. Robin Nest and Ms. Gail Wind.

Where does Ms. Wind live?

15. She lives at 6015 Tellville Lane.