

Overdose Fatality Review

Voicemail Script for Next-of-Kin Interviewers



Next-of-kin (NOK) interviewers may reach out to family members, loved ones, and friends to complete an interview to learn more about the contributing circumstances and conditions that lead to a death. Those individuals completing an NOK interview may wish to use a script to consistently leave a voicemail message to coordinate an NOK interview. Sometimes a call is placed when there has been no initial contact with the identified NOK, while other times a phone call is placed after a letter has been sent out to request an interview. Below are sample scripts for each circumstance that can be utilized when leaving a voicemail message with an NOK.

Placing a Cold Call to an NOK With No Prior Engagement

“Hello, my name is (enter name) from (enter organization) in (enter state or county/state). I am attempting to get in touch with (enter name of NOK) regarding a death that occurred in (enter month and year of death). This is not an emergency but if you could please call me back at your earliest convenience, I can explain further why I am reaching out. My telephone number is (enter phone number), and you can leave a secure message there if you call and for some reason I do not pick up. Thank you for your time.”

Placing a Phone Call After a Contact Letter Has Been Sent

“Hello, my name is (enter name) from (enter organization) in (enter state or county/state). I am attempting to get in touch with (enter name of NOK) in order to follow up on a letter that has been sent out regarding a death that occurred in (enter month and year of death). I wanted to make sure that you had received the letter and see if you had any questions about it. This is not an emergency, but if you could please call me back at your earliest convenience, I can explain further why I am reaching out. My telephone number is (enter phone number), and you can leave a secure message there if you call and for some reason I do not pick up. Thank you for your time.”

Learn more about OFRs and next of kin at <https://www.ofrtools.org>.

Visit the Comprehensive Opioid, Stimulant, and Substance Use Program (COSSUP) Resource Center at www.cossup.org.

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