

Barriers that Still Exist or have Changed After the Counseling Session	Personalized Messages Associated with Barrier to be Inserted in the Tailored Letter
0. No barriers [will show as blank on the drop down list]	During our telephone session, we discussed some important barriers that might prevent you from getting a colonoscopy. We are glad that you found ways to overcome those barriers and made a plan to move ahead. Nothing stands in your way now! You are ready to begin the steps to get a colonoscopy. Remember, colonoscopy saves lives!
1. I don't have a doctor	You said that you don't have a doctor and that has kept you from getting a colonoscopy. We can help. Call 877-751-2220 to talk with our cancer information specialist.
2. Colonoscopies are embarrassing	You said that you feel undergoing a colonoscopy would be embarrassing. However, this is a routine procedure for your doctor, who will make sure you are comfortable. Rather than feeling embarrassed or ashamed, having a colonoscopy means you are taking charge of your health so you should be proud of making that decision.
3. My doctor has not recommended a colonoscopy	You said that your doctor didn't recommend a colonoscopy. We encourage you to start talking with your doctor about your risk for colorectal cancer and about scheduling a colonoscopy. Being proactive is important for you to prevent this serious disease.
4. I have a busy schedule and don't have time	You said that you don't have time to get a colonoscopy. However, when you take the first step and call your doctor it only takes a few minutes, and having a colonoscopy will only take a few hours. It is well worth working this into your busy schedule to prevent colorectal cancer.

<p>5. I'm scared of the procedure</p>	<p>You said that you are scared of the colonoscopy procedure. However, colonoscopies are very safe and discomfort is very rare. Talk to your doctor about what happens during the colonoscopy and you'll be more confident about having one.</p>
<p>6. I think the colonoscopy is painful or can cause harm and injuries</p>	<p>You said that you think that colonoscopies could be painful and might be unsafe. However, colonoscopies are very safe and discomfort is very rare. Talk to your doctor about colonoscopy and you'll be more confident about having one.</p>
<p>7. The cost of colonoscopy is too high</p>	<p>[Text if GC marks Resource Letter should be sent] You said that you cannot afford a colonoscopy. However, prevention is much less expensive than treating a cancer. Enclosed is a list of resources that might provide some financial assistance for you.</p> <p>[Text if GC marks Resource Letter should not be sent] You said that you cannot afford a colonoscopy. The cost of healthcare is a concern for many people; however, the benefits for paying for preventive care are worthwhile since screening is much less expensive than cancer treatment.</p> <p><u>For offering FOBT</u></p> <p>You said that you cannot afford a colonoscopy. We suggest a stool blood test which costs less than a colonoscopy. It's not as good as colonoscopy, but it is better than having no test.</p>
<p>8. My health insurance doesn't cover colonoscopies</p>	<p>[Text if GC marks Resource Letter should be sent] You said that your insurance won't pay for colonoscopy. We encourage you to check and make sure that this is true since most insurance plans cover colonoscopy. When speaking with your insurance company, it is important to specify that the colonoscopy has been recommended due to your family history. If you are still concerned about the cost of colonoscopy, enclosed is a list of resources that might provide some financial assistance for you.</p> <p>[Text if GC marks Resource Letter should not be sent] You said that your insurance won't pay for colonoscopy. We encourage you to check</p>

	and make sure that this is true since most insurance plans cover colonoscopy. When speaking with your insurance company, it is important to specify that the colonoscopy has been recommended due to your family history.
9. I am not sure if my insurance will pay for a colonoscopy	<p>[Text if GC marks Resource Letter should be sent] You said that you aren't sure if your insurance pays for a colonoscopy. The best way to make sure is to call your insurance company. When speaking with your insurance company, it is important to specify that the colonoscopy has been recommended due to your family history. Once you know the level of coverage and if you are still concerned about the cost of colonoscopy, enclosed is a list of resources that might provide some financial assistance for you.</p> <p>[Text if GC marks Resource Letter should not be sent] You said that you aren't sure if your insurance pays for a colonoscopy. The best way to make sure is to call your insurance company. When speaking with your insurance company, it is important to specify that the colonoscopy has been recommended due to your family history.</p>
10. I believe I am healthy so colonoscopies are unnecessary	You said that you are healthy so you don't need a colonoscopy. We suggest that when you are healthy it is the perfect time to have a colonoscopy, because if polyps are found, they will be at an early stage and can easily be removed.
11. I'm worried about the preparation or "prep"	You said that you are worried about the prep for getting a colonoscopy. The prep <i>is</i> unpleasant, but most people are able to successfully complete the process and it's worth it to prevent colorectal cancer. There are several different prep options, and your doctor can determine which might be best for you.
12. I'm worried about what will be done to me in having a colonoscopy	You said that you are worried about the colonoscopy procedure and that keeps you from having one. However, colonoscopies are very safe and medications will make you feel relaxed during the procedure. Talk to your doctor about colonoscopy and you'll be more confident about having one.

13. I would have to drive too far to get a colonoscopy	You said that it would be difficult for you to get to a colonoscopy. We encouraged you to find a friend or family member to drive or travel with you to get the colonoscopy.
14. I don't have transportation to get to a colonoscopy	You said that it would be difficult for you to get to a colonoscopy. We encouraged you to find a friend or family member to drive or travel with you to get the colonoscopy.
15. I'm too young to get a colonoscopy	You said that you are too young to get a colonoscopy. However, people with a family history like yours should begin regular colonoscopies at age 40 or 10 years before the earliest diagnosis in the family.
16. I'm too old to get a colonoscopy	You said that you are too old to get a colonoscopy. However, the risk for colorectal cancer increases with age. We encourage you to talk to your doctor about getting a colonoscopy as soon as possible.
17. I don't think that colonoscopy works in preventing colorectal cancer	You said that you don't think colonoscopy works in preventing colorectal cancer. However, scientific studies indicate that colonoscopies can prevent as many as 92% of the cases of colorectal cancer in the US.
18. Colonoscopies are disgusting	You said that you think the colonoscopy procedure is disgusting. The thought of a colonoscopy is unpleasant to most people. However, this is a routine procedure for your doctor. Rather than feeling embarrassed or ashamed, having a colonoscopy means you are taking charge of your health so you should be proud of making that decision.
19. I don't know where I can get a colonoscopy	You said that you do not know where to go to get a colonoscopy. We found [closest colonoscopy facility] is the nearest center that provides colonoscopies in your area. Please talk to your doctor about helping you schedule a colonoscopy there.

<p>20. I'm scared about the possible results</p>	<p>You said that you are worried about the possible results of a colonoscopy. However, most people who get regular colonoscopies are not found to have cancer. By taking charge of your health and scheduling a colonoscopy you may learn there is nothing to be afraid of. Won't that be a relief!</p>
<p>21. I'm not at risk for colorectal cancer</p>	<p>You said that you are not at risk for colorectal cancer so you do not need a colonoscopy. However, your family history puts you at higher risk for colorectal cancer. That's why you need a colonoscopy as soon as possible.</p>
<p>22. I don't have any symptoms of colorectal cancer</p>	<p>You said that you do not have any symptoms of colorectal cancer so you don't need a colonoscopy. However, the early stage of cancer often has no symptoms and if you wait until symptoms appear it may be too late to treat. That's why you need a colonoscopy as soon as possible.</p>
<p>23. Other barriers</p>	<p>[Will show text exactly as written in baseline questionnaire if participant selected #23 Other for 1 or both of their barriers.]</p>