



Radiofrequency denervation for low back pain

Frequently asked questions about remote consultation

❖ **How will I know when my hospital is calling me about the RADICAL study??**

Your hospital team will call you for the first time after you have had a few days to read the patient information leaflet. Sometimes hospital phone numbers can display as 'withheld' or 'private number'.

They will always introduce themselves, say where they are calling from and explain what they are calling about. They may ask you to confirm your name, date of birth and/or hospital number to make sure you are the correct person taking the call.

❖ **Can I arrange a time that suits me for my hospital team to contact me?**

During the first call, if you are interested, your hospital team will arrange a time that suits you to discuss the study in more detail and if you would like to join the study. If you would like to speak to a member of your hospital team at any other time, please feel free to contact them. Their contact details are in your patient information leaflet and invitation letter.

❖ **I would like to have someone with me for the call, is that ok?**

Yes, you are welcome to have someone with you when you speak to your hospital team about the study. You may need to arrange a time for your hospital team to call you when you and your partner/ family member / friend are also available.

If you decide to join the study, you are welcome to have someone with you when you give your consent, but it must be your decision and you must sign the form yourself.

❖ **How do I decide which consent process to use?**

If you decide to join the study once you have spoken to your hospital team you can either give your consent using a paper copy of the consent form, or using a special electronic database.

If you would like to use the electronic consent database, you will need to have access to a computer or tablet and your emails. Your hospital team will ask you for your email address and send you an email containing the link to access the electronic consent database. They will talk through the process over the phone.

It is completely up to you which consent process you would like to use.