Hello [participant name],

“My name is Elizabeth Landeen from NEHA. You expressed an interest in participating in a focus group as part of the UNCOVER EH initiative, and I am calling to follow-up about a confirmation email I sent to you earlier this week. I have not gotten your response to the email. Are you still able to participate in the focus group?”

**If yes,** acknowledge their verification, remind them of the scheduled day and time, and offer to resend the confirmation email for their records.

**If no,** thank the participant for their consideration. Record that this individual will not be available for the focus group.

-END-