Appendix B9. HSA Reminder Telephone Script

Q1. Hello, my name is [CALLER NAME] and I am calling from 2M Research on behalf of the Agency for Healthcare Research and Quality. I wanted to follow up on an email that was recently sent to [NAME]. Is this [NAME]?

Q2. IF SPEAKING TO RESPONDENT: Great. I just wanted to remind you about your telephone interview tomorrow, [DATE], at [TIME]. We will be asking you questions related to the value of the LHS K12 program, scholar embeddedness in the health system, and patient and stakeholder engagement in scholar research. The interview will last approximately 1 hour and does not require any preparation on your part. Do you have any questions about the interview?

- **Q2a. IF YES:** *See FAQ sheet to answer questions. Then go to Q2b.*
- **Q2b. IF NO:** Okay. We're looking forward to speaking with you tomorrow. If you have any questions, feel free to reach out to [CONTACT INFORMATION].

Q3. IF NOT SPEAKING TO RESPONDENT: I see. Do you know where I could reach him/her? Is he/she available?

- **Q3a. IF YES (transferred or redirected to respondent):** *Go to Q1*
- **Q3b. IF NO (leave message):** If you could, please tell [NAME] that my name is [INTERVIEWER NAME] and I am calling from 2M Research on behalf of the Agency for Healthcare Research and Quality. We wanted to remind them of their telephone interview tomorrow, [DATE], at [TIME]. If they have any questions or need to reschedule, please have them contact us at [CONTACT INFORMATION]. Thanks so much!

Q4. VOICEMAIL MESSAGE:

Hi [NAME], my name is [INTERVIEWER NAME] and I am calling from 2M Research on behalf of the Agency for Healthcare Research and Quality. I just wanted to remind you about your telephone interview tomorrow, [DATE], at [TIME]. The interview will last approximately 1 hour and does not require any preparation on your part. If you have any questions or need to reschedule, please reach out to [CONTACT INFORMATION]. We look forward to speaking with you tomorrow. Have a great day!