

Appendix D4. Survey 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. The email was regarding an evaluation of the Learning Health Systems K12 Training Program. We are reaching out because we would like to invite you to complete a survey. The survey aims to learn about your views on the role of research carried out in health systems and stakeholder engagement in research. The survey takes approximately 10 minutes to complete. Did you receive this email?

- **Q2a. IF YES:** Great! Were you able to access the survey from the link in the email?
 - **Q2a.1. IF YES:** Our records show that you have not yet submitted the survey. We would like all surveys to be completed by [DATE]. If this timeframe won't work for you, please let us know. Otherwise, please complete your survey at your earliest convenience. Thank you, and have a great day.
 - **Q2a.2. IF NO:** Can you describe the technical issue you are facing? *Transfer to Help Desk, if needed. Go to Q2a.1 to provide reminder of due date.*
- **Q2b. IF NO:** I'm sorry to hear that. It looks like we sent it to [RESPONDENT'S EMAIL]. Is this the correct email address we should be using for you?
 - **Q2b.1. IF YES:** I can resend the email right now. It sometimes shows up in the junk folder, so you could try to check there as well.
 - **Q2b.2. IF NO:** *Update email address.* Okay! I will send another email to the correct address.

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 [CALLER NAME] and I am calling from 2M Research on behalf of the Agency for Healthcare Research and Quality. We recently sent them an email regarding a survey for the Learning Health Systems K12 Training Program. We would like to remind [NAME] that the survey is due on [DATE]. Thanks so much!

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Q4. VOICEMAIL MESSAGE:

Hi **[NAME]**, 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 you regarding a survey for the Learning Health Systems K12 Training Program. The survey aims to learn more about your views on the role of research carried out in health systems and stakeholder engagement in research. The survey takes approximately 10 minutes to complete and is due by **[DATE]**. You can reach us at **[STUDY TEAM CONTACT INFORMATION]** if you have any questions. Thanks so much, and have a great day.