

## Focus Group Confirmation and Reminder Email Prescription Drug Device Perspectives

### Focus Group Confirmation Email [ADULT]

Hello [Insert Participant's Name]

Thank you for agreeing to participate in the online focus group on [DATE] where we will discuss your perceptions of autoinjector medicines. Attached to this email are some general instructions and an informed consent form for the study. Please read the form carefully and reply indicating whether you agree or decline to participate. You won't be able to participate unless we get your response.

The focus group is scheduled to take place on [DATE] at [TIME] and will last about **90 minutes**. You will receive \$125 at the end of the focus group as a token of appreciation.

The focus groups will be conducted online using Zoom, a video and audio platform. Please see the attached document for more information about how to use the Zoom platform, including a link to the Zoom room we will use for the discussion.

We look forward to your feedback. Please call or email [Insert Contact's Name, telephone number, and email] if you have any questions.

### Focus Group Confirmation Email [YOUTH - Send to Parents/Guardians]

Hello [Insert Parent/Guardian's Name]

Your child [Insert Youth Participant's Name] has been scheduled to participate in an online focus group on [DATE] that will discuss perceptions of autoinjectors. Attached to this email are some general instructions, as well as a parental permission form and an assent for your child to review and sign. A parent or guardian needs to review the parental permission form and indicate whether they agree to allow their child to participate in the focus group. Individuals who do not have a signed parental permission form will not be able to participate in the focus group. Then, please have your child read the assent form carefully and indicate whether they agree or decline to participate. Your child won't be able to participate unless we receive their response.

The focus group starts at [TIME] and will last about 90 minutes. Please instruct your child to sign-in to the Zoom meeting 10 minutes before the focus group is scheduled to begin. Your child will receive \$125 at the end of the focus group as a token of appreciation.

We will conduct the focus group online using Zoom, a video and audio platform. Please see the attached document for more information about how to use the Zoom platform, including a link to the Zoom room we will use for this discussion.

We look forward to our discussion. Please call or email **[Insert Contact's Name, telephone number, and email]** if you have any questions.

### **Focus Group Reminder Telephone Script [ADULT]**

Hello, this is \_\_\_\_\_ from **[RECRUITMENT FIRM NAME]**, a market research firm. May I please speak to \_\_\_\_\_?

Hello. I'm calling to remind you about your upcoming participation in an online focus group on **[DATE]** that discuss perceptions of autoinjectors. The focus group starts at **[TIME]** and will last about 90 minutes. Please sign into the Zoom app 10 minutes before the focus group is scheduled to begin. As a reminder, you will receive \$125 at the end of the focus group as a token of appreciation.

Are you still able to attend the focus group?

Yes - **Continue**

No - **[IF SPACE IN REMAINING FOCUS GROUP(S), FOLLOW PROMPT BELOW ABOUT RESCHEDULING. IF NO SPACE IN REMAINING FOCUS GROUP(S), THANK THEM AND END THE CALL]**



**[IF NO AND SPACE AVAILABLE] Are you able to attend a different group at [FILL IN DATE, TIME]?**

Yes - **Continue**

No - **[THANK THEM AND END THE CALL]**

Great!

**[Review records for confirmation of informed consent. If they are present, skip the next question.]**

**[If they are not present, ask:]** Did you receive a confirmation email with the date and time of the focus group and the informed consent forms to review and electronically sign?

Yes - **Remind them that they must complete the informed consent to participate. Continue**

No - **Re-verify contact information and offer to resend the confirmation email [if confirmation email is re-sent by email, stay on the line to ensure the email is received]**

Did you receive a package in the mail with materials for the focus group? As a reminder, please do not open the sealed envelope that was inside the package.

- Yes – *Ask participants to verify [insert code on package] Continue*
- No – *Re-verify contact information and track package. Remind participants that they cannot participate if they have not received the package*

Do you have any additional questions I can answer about the focus group at this time?

- Yes – *Answer questions and end call.*
- No – *Thank the adult and end call.*

Thank you again for your participation and we will plan to see you on [DATE] and [TIME].

**Focus Group Reminder Telephone Script [YOUTH – Call Parent/Guardian]**

Hello, this is \_\_\_\_\_ from [RECRUITMENT FIRM NAME], a market research firm. May I please speak to \_\_\_\_\_?

Hello. I'm calling to remind you about your child [Insert Youth Participant's Name]'s upcoming participation in an online focus group on [DATE] that will discuss perceptions of autoinjectors.. The focus group starts at [TIME] and will last about 90 minutes. Please instruct your child to sign-in online 10 minutes before the focus group is scheduled to begin. As a reminder, your child will receive \$125 at the end of the focus group as a token of appreciation.

Is your child still able to attend the focus group?

- Yes – *Continue*
- No – *[IF SPACE IN REMAINING FOCUS GROUP(S), FOLLOW PROMPT BELOW ABOUT RESCHEDULING. IF NO SPACE IN REMAINING FOCUS GROUP(S), THANK THEM AND END THE CALL]*

[IF NO AND SPACE AVAILABLE] Is your child able to attend a different group at [FILL IN DATE, TIME]?

- Yes – *Continue*
- No – *[THANK THEM AND END THE CALL]*

Great!

*[Review records for confirmation of parental permission and youth assent. If they are present, skip the next question.*

*If they are not present, ask:]*

Did you receive a confirmation email with the date and time of the focus group and the parental permission and youth assent forms to review and electronically sign?

- Yes – *Remind them that they must complete both the parental permission and youth assent to participate. Continue*  No – *Re-verify contact information and offer to resend the confirmation email [if confirmation email is re-sent by email, stay on the line to ensure the email is received]*

Did you receive a package in the mail with materials for the focus group? As a reminder, please do not open the sealed envelope that was inside the package and remind [name of child] not to open it until told to do so during the focus group.

Yes - *Ask participants to verify [insert code on package] Continue*

No - *Re-verify contact information and track package. Remind participants that they cannot participate if they have not received the package*

Do you have any additional questions I can answer about the focus group at this time?

Yes - *Answer questions and end call.*

No - *Thank participant and end call.*

We look forward to seeing them on [DATE] and [TIME].