



Staff Check-in Phone Calls to Participant Call Script

SCRIPT FOR AMBULATORY AND HOME BLOOD PRESSURE MONITORING CHECK-IN CALLS

CHECK-IN CALL 1

Use this script to call participant 1 day after they finish their 26-hour ABPM (i.e., Day 2 of home monitoring – with Day 1 being the ARIC visit, and Day 2 being the end of the 26-hour ABPM period)

Hello (participant name):

I'm calling from (insert your field center here) to check on how the 26-hour ambulatory blood pressure monitoring went. By now, you should have finished or be close to finishing the monitoring period. As discussed during your visit, when the monitoring completes, please be sure the batteries have been removed and place the cuff, device, and ABPM Participant Log into the return envelope we gave you and drop it into the mail so everything will be returned in a timely manner. Please read me the times you went to sleep and woke up. *(Adapt this for method of return, i.e., if a courier service has been scheduled or if participant is returning the ABPM device in person).*

Tomorrow, you will begin the 8-day home blood pressure monitoring using the Omron series 10 blood pressure device.

As a reminder, you will check your blood pressure before taking any blood pressure medications, once in the morning between 7-9 am and once in the evening between 7-9 pm. It's okay if this is a little before or after these times based on your sleep schedule. Please refer back to the Participant Checklist for In-Home Blood Pressure Monitoring should you have any questions on the protocol.

I will call you once more in a few days to check in with how the home monitoring is going.

Thank you again for your participation!

After the check-in call is complete, record the date on the Home Blood Pressure Data Collection Form (HDCF)

CHECK-IN CALL 2

Use this script to call participant 1 day after they begin HBPM (Day 4; see Home monitoring check-in call schedule)

Hello (participant name):

This is _____ calling from _____ to check in on how home monitoring with the Omron device is going.

Were you able begin measuring your blood pressure on XX-XX-XXXX? Were you able to get all 6 readings (3 in the morning and 3 in the evening)? ***(If participant did not start HBPM yet, please refer to the “delayed start plan” section below for an example scenario). This is OK – simply advise them to begin home monitoring with the Omron tomorrow, and you will call them the day after.) Document response on data collection form.***

If no, why not? ☐ Forgot ☐ Device did not work ☐ No time ☐ Discomfort ☐ Error Message
☐ Other (Document response on data collection form)

If the participant did not start monitoring full-time, take a moment to troubleshoot. If the device didn’t work, ask about batteries or power issues. Discuss error messages and strategies to improve adherence during the coming days.

This is a reminder to continue monitoring over upcoming days until XX-XXX-XXX which is XXX day of the week. We will be checking in on XX-XXX-XXX (XXXX day of the week) to discuss plans for how to transmit the device data to the ARIC field center.

After the second check-in call is complete, record the date on the HDCF. Record the date the participant started HBPM.

Note - if participant did not start, this will be a delayed start and will require one extra check-in call. Record this on the HDCF.

CHECK-IN CALL 3

Use this script to call participant 6 days after they begin HBPM (Day 8; see Home monitoring check-in call schedule)

Hello **(participant name)**:

This is _____ calling from _____ to check in on how home monitoring with the Omron device is going.

This should be your 6th day of monitoring your blood pressure at home, twice a day. In 2 days, you will complete the assessment. I’m calling to check in on how we will obtain your blood pressure readings. Did you measure your blood pressure every day, two sessions a day (3 times each session) over the past 6 days?

If no, why not? ☐ Forgot ☐ Device did not work ☐ No time ☐ Discomfort ☐ Error Message
☐ Other (Document response on data collection form)

If the participant did not start monitoring full-time, take a moment to troubleshoot. If the device didn’t work, ask about batteries or power issues. Discuss error messages and strategies to improve adherence during the coming days.

For the device return, we have a few options for you:

We can schedule a courier to come pick up the device. You can bring the device to the field center and we can download your measurements in person. Or, an ARIC staff member can come to your home and download the measurements. (This can be contact free)

Thank you again very much for your participation! Once we have your results, you will receive a summary of all your blood pressure results, as well as a graph from your 26-hour blood pressure report if you participated in this assessment. These results will be included in a packet for you and your health care provider.

Record the date of check-in call 3 and the Data Transmission plan on the HDCF. Be sure to record the date of the return (if applicable, i.e. date of courier scheduled or date ARIC staff will go to participant home.

DELAYED START PLAN

- As you begin to call participants to check in on their home monitoring with (HBPM with the Omron monitor), if you come across a participant who has not started HBPM by the time you call them on Day 4, you can advise them to start the protocol (1 TruRead measurement in the morning and 1 TruRead measurement in the evening; note each TruRead measurement include 3 cuff inflations) the next day, and you will call them back 2 days from now.
- Call them 2 days later to check back that they started, and then call 4 days after that (2 days before they are to complete the assessment) to check-in and devise a device return plan.
- During make-up call ask: Did you measure your blood pressure every day, two sessions a day (3 times a session) over the past 6 days?

If no, why not? ☐ Forgot ☐ Device did not work ☐ No time ☐ Discomfort ☐ Error Message
☐ Other (Document response on data collection form)

- If there is any sort of life circumstance or specific reason that stops a participant from starting HBPM with the Omron Series 10 directly after they finish their 26-hour monitoring with the OnTrak device, this can be noted and a new start date (up to 1 month after their in-clinic visit) can be determined.
 - For example, the participant is going out of town and will not be able to start, or there is a family emergency.
- We will need a minimum of **12 measurements (over 3 consecutive days)** to include the participant's results in the ancillary study.

For example:

- It is Day 4 and you are on the phone for check-in call #2, to check in with the participant about HBPM, but they say they haven't started it yet. They finished their ABPM on Day 2, and were advised to begin HBPM on Day 3, but there was a delay.

This is ok!

- Our goal is to gather as many blood pressure measurements as possible over the 8-days. The international recommendation is 7 days of home blood pressure monitoring (twice in the morning and twice in the evening), and we planned on 8 days in case of a delayed start. It is only critical that the participant is taking their blood pressure correctly... while all measurements are strongly encouraged, we will include participants with partial measurements as well
- Instruct the participant to begin home monitoring with their Omron the next day. Start with 1 TruRead measurement in the morning and 1 TruRead measurement in the evening (note each TruRead measurement includes 3 BP measurements).
- Tell the participant you (or another staff member) will call back in 2 days to check that they started and there were no issues.
- You can still follow the home-monitoring check-in call schedule, i.e. check in call #2 one day after they start HBPM and check-in call #3 four days after that, two days before they are to complete their 10-day monitoring.