**Script for Phone Protocol**

**Receipt of Mailed Device Text to Participant**

This is [*staff name*] from the ARIC study checking to see if you received your heart monitor. Please let us know as soon as possible so we can assist with self-application.

**Receipt of Mailed Device Call to Participant**

**If you are speaking to an answering machine 🡪** Hello, this is [*staff name*] and I am calling from the ARIC study to speak with [*participant* *first and last name*]. [*Participant name*], we are calling to see if you received your heart monitor. Please contact us at your earliest convenience so we can assist with self-application. We can be reached by phone or text at [*FC phone number*] or by email at [*FC email address*]. Thank you and we look forward to hearing from you soon.

**If a person is reached 🡪** Hello, may I speak with [*participant name*]?

**If participant is UNAVAILABLE 🡪** *Ask when you may call back to speak with [participant name].*

**If participant is AVAILABLE 🡪** Hello, this is [*staff name*] and I am calling from the ARIC study to talk with you about your heart monitor.

**1. Have you received your heart monitor?**

**YES 🡪** Great, thank you. *Go to Question 2.*

**NO 🡪** Would you please contact us when you receive your heart monitor?

**YES 🡪** Great, we look forward to hearing from you!

**NO 🡪**  That’s fine. We’ll contact you again in a few days.

**2. Is now a good time for me to assist you with applying the heart monitor?**

**YES 🡪** Great. *Go to Question 3.*

**NO 🡪** *Schedule a time with participant to call and assist with application. Skip to Question 8.*

**3. Do you have the following from the kit provided to you?**

* Patient Application Instructions
* Subject Instructions
* Safety Razor
* Abrader Scrub Pad
* Alcohol Wipes
* Heart Monitor

**YES 🡪** *Go to Question 4.*

**NO 🡪** *Help participant locate each item. Lost or misplaced items can be sent in the mail.*

**4. Please stand in front of a mirror and remove your shirt.** Using the information on pages 6 through 11 of the Patient Application Instructions, can you prepare the area where you will apply the Heart Monitor by doing the following?

* Shaving the area with the safety razor if necessary.
* Abrading the area with the abrader scrub pad. You should make 10 strokes diagonally from top left to bottom right, 10 strokes diagonally from top right to bottom left, 10 strokes horizontally, and 10 strokes vertically.
* Cleaning the area with alcohol wipes.
* Waiting 1 minute.

**YES 🡪** *Walk through each step with the participant.* *Once participant has prepared the application area and one minute has passed, go to Question 5.*

**NO 🡪** *Provide additional instructions to guide the participant as necessary.*

**5. Using the information on pages 12 and 13 of the Patient Application Instructions, can you apply the Heart Monitor by doing the following?**

* Removing the clear backing from the monitor.
* Applying the monitor on the upper left side of chest on the flattest spot just below the collarbone with the arrow pointing straight up. When doing this, be careful not to touch the adhesive.
* Pressing the patch firmly and rubbing the adhesive for 2 minutes. Do not move the patch after it is applied.

**YES 🡪** *Walk through each step with the participant. Use a timer to time 2 minutes for the last step. Once participant has applied the Heart Monitor, go to Question 6.*

**NO 🡪** *Provide additional instructions to guide the participant as necessary.*

**6. Using the information on page 14 of the Patient Application Instructions, can you activate the Heart Monitor by doing the following?**

* Peeling off the white label “1”.
* Peeling off the white label “2”.
* Rubbing the adhesive for 2 more minutes.

**YES 🡪** *Walk through each step with the proxy. Use a timer to time 2 minutes for the last step.**Once participant has activated the Heart Monitor, go to Question 7.*

**NO 🡪** *Provide additional instructions to guide the participant as necessary.*

**7. Now press and release the button in the center of the patch as shown on page 15. Is the patch flashing green?**

**YES 🡪** Great, the patch is recording your heartbeat. *Go to Question 8.*

**NO 🡪** *The device is faulty. Ask the participant to remove the device by following the steps in the Subject Instructions. The faulty device can be placed in the labeled return box and mailed. If the participant is willing, a replacement device can be sent to them in the mail and the process can be repeated.*

**8. Do you have any questions about the heart monitor?**

**YES 🡪** *Troubleshoot with participant. Refer to list of frequently asked questions with responses. Continue to Closing.*

**NO 🡪**  *Continue to Closing.*

**Closing**

Please remember to wear the heart monitor for 2 weeks. We will contact you again in 3 days. If you have any questions while wearing the Heart Monitor, please reach out to us. Thank you for agreeing to have [*participant name*] participate in this study.

**Receipt of Mailed Device Text to Proxy**

This is [*staff name*] from the ARIC study checking to see if you received [*participant name*]’s heart monitor. Please let us know as soon as possible so we can assist with application.

**Receipt of Mailed Device Call to Proxy**

**If you are speaking to an answering machine 🡪** Hello, this is [*staff name*] and I am calling from the ARIC study to speak with [*proxy first and last name*]. [*Proxy name*], we are calling to see if you received [*participant* *name*]’s heart monitor. Please contact us at your earliest convenience so we can assist with application. We can be reached by phone or text at [*FC phone number*] or by email at [*FC email address*]. Thank you and we look forward to hearing from you soon.

**If a person is reached 🡪** Hello, may I speak with [*proxy name*]?

**Proxy is UNAVAILABLE 🡪** *Ask when you may call back to speak with* [*proxy name*]*.*

**Proxy is AVAILABLE 🡪** Hello, this is [*staff name*] and I am calling from the ARIC study to talk with you about [*participant first and last name*]’s heart monitor.

**1. Have you received the heart monitor?**

**YES 🡪** Great, thank you*. Go to Question 2.*

**NO 🡪** Would you please contact us when you receive the heart monitor?

**YES 🡪** Great, we look forward to hearing from you!

**NO 🡪** That’s fine. We’ll contact you again in a few days.

**2. Is now a good time for me to assist you with applying the heart monitor on [*participant name*]?**

**YES 🡪** Great. *Go to Question 3.*

**NO 🡪** *Schedule a time with participant to call and assist with application.*

**3. Do you have the following from the kit provided to you and [*participant name*]?**

* Patient Application Instructions
* Subject Instructions
* Safety Razor
* Abrader Scrub Pad
* Alcohol Wipes
* Heart Monitor

**YES 🡪** *Go to Question 4.*

**NO 🡪** *Help proxy locate each item. Lost or misplaced items can be sent in the mail.*

**4. Using the information on pages 6 through 11 of the Patient Application Instructions, can you prepare the area on [*participant name*] where you will apply the Heart Monitor by doing the following?**

* Shaving the area with the safety razor if necessary.
* Abrading the area with the abrader scrub pad. You should make 10 strokes diagonally from top left to bottom right, 10 strokes diagonally from top right to bottom left, 10 strokes horizontally, and 10 strokes vertically.
* Cleaning the area with alcohol wipes.
* Waiting 1 minute.

**YES 🡪** *Walk through each step with the proxy. Once proxy has prepared the application area and one minute has passed, go to Question 5.*

**NO 🡪** *Provide additional instructions to guide the proxy as necessary.*

**5. Using the information on pages 12 and 13 of the Patient Application Instructions, can you place the Heart Monitor on [*participant name*] by doing the following?**

* Removing the clear backing from the monitor.
* Applying the monitor on the upper left side of chest on the flattest spot just below the collarbone with the arrow pointing straight up. When doing this, be careful not to touch the adhesive.
* Pressing the patch firmly and rubbing the adhesive for 2 minutes. Do not move the patch after it is applied.

**YES 🡪** *Walk through each step with the proxy. Use a timer to time 2 minutes for the last step. Once proxy has applied the Heart Monitor, go to Question 6.*

**NO 🡪** *Provide additional instructions to guide the proxy as necessary.*

**6. Using the information on page 14 of the Patient Application Instructions, can you activate the Heart Monitor by doing the following?**

* Peeling off the white label “1”.
* Peeling off the white label “2”.
* Rubbing the adhesive for 2 more minutes.

**YES 🡪** *Walk through each step with the proxy. Use a timer to time 2 minutes for the last step.**Once participant has activated the Heart Monitor, go to Question 7.*

**NO 🡪** *Provide additional instructions to guide the proxy as necessary.*

**7. Now press and release the button in the center of the patch as shown on page 15. Is the patch flashing green?**

**YES 🡪** Great, the patch is recording [*participant name*]’s heartbeat. *Go to Question 8.*

**NO 🡪** *The device is faulty. Ask the proxy to remove the device by following the steps in the Subject Instructions. The faulty device can be placed in the labeled return box and mailed. If the proxy and the participant are willing, a replacement device can be sent to them in the mail and the process can be repeated.*

**8. Do you have any questions about the heart monitor?**

**YES 🡪** *Troubleshoot with proxy. Refer to list of frequently asked questions with responses. Continue to Closing.*

**NO 🡪**  *Continue to Closing.*

**Closing**

Please remember to have [*participant name*] wear the heart monitor for 2 weeks. We will contact you again in 3 days. If you or [*participant name*] have any questions while [*participant name*] is wearing the Heart Monitor, please reach out to us. Thank you for agreeing to have [*participant name*] participate in this study.