**Scripts for 3‐Day, 14‐Day, & Retrieval Calls and Texts**

**Reminder Scripts for Participant**

**3-Day Text**

This is [*staff name*] from the ARIC study making sure you’re still wearing your heart monitor. If you have any issues or questions, please let us know.

**3-Day Call**

**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 are wearing your heart monitor. If you have questions, please contact us at your earliest convenience. We can be reached by phone or text at [*FC phone number*] or by email at [*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. Are you still wearing the heart monitor?**

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

**NO 🡪** Are you willing to try again?

**YES 🡪** Would you prefer to come in to have the heart monitor applied by our staff, or to have the heart monitor mailed to you? If we mail the heart monitor to you, we can contact you a few days afterward to guide you with the application of the monitor.

*Schedule an in-person appointment or mail another device (following registration of serial number), according to the participant’s preference. Start a new occurrence of EDR to record information for the new device.*

**NO 🡪** Please put the heart monitor in the labeled return box and mail it. Thank you for participating in this study.

**2. 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 continue to wear the heart monitor for 2 weeks. We will contact you again in 11 days. If you have any questions while wearing the heart monitor, please reach out to us. Thank you for participating in this study. ***End call.***

**14-Day Text**

This is [*staff name*] from the ARIC study reminding you to remove your heart monitor and return it in the pre-paid mailer. If you have any issues or questions, please let us know.

**14-Day Call**

**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*]. We are calling to remind you to remove your heart monitor and return it in the pre-paid mailer. If you have questions about your heart monitor, please contact us at your earliest convenience. We can be reached by phone or text at [*FC phone number*] or by email at [*email address*]. Thank you for participating in this study.

**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. Are you still wearing the heart monitor?**

**YES 🡪** Great. Please remove the heart monitor now and put it in the labeled return box and mail it. *Go to Question 2*.

**NO 🡪** Have you returned the heart monitor using the labeled return box?

**YES 🡪** Great. *Continue to Closing*.

**NO 🡪** Please put the heart monitor in the labeled return box and mail it. *Go to Question 2*.

**2. Do you have any questions?**

**NO 🡪** *Continue to Closing.*

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

**Closing**

Thank you for participating in this study. ***End call.***

**Retrieval Reminders**

* 5 business days after Day 14: first retrieval contact
* 5 business days after first retrieval contact: second retrieval contact
* Repeat above until participant returns heart monitor by mail

**Retrieval Text**

This is [*staff name*] from the ARIC study with a friendly reminder to return your heart monitor in the pre-paid mailer. If you have any issues or questions, please let us know.

**Retrieval Call**

**If you are speaking to an answering machine 🡪** [*Participant name*], we are calling to see if you have returned your heart monitor. It can be placed directly in the box provided and dropped in the mail. If you have any questions or concerns, please contact us at your earliest convenience. We can be reached by phone or text at [*FC phone number*], or by email at [*email address*]. Thank you for participating in this study.

**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.

**Have you returned the heart monitor using the labeled return box?**

**YES 🡪** Great, thank you for participating in this study. ***End call.***

**NO 🡪** Please put the heart monitor in the labeled return box and mail it. ***End call.***

**Reminder Scripts for Proxy**

**3-Day Text**

This is [*staff name*] from the ARIC study making sure that [*participant name*] is still wearing their heart monitor. If you have any issues or questions, please let us know.

**3-Day Call**

**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 [*participant name*] is wearing their heart monitor. If you or [*participant name*] have questions, please contact us at your earliest convenience. We can be reached by phone or text at [*FC phone number*] or by email at [*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*]?

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

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

1. **Is [*participant name*] still wearing the heart monitor?**

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

**NO 🡪** Are you willing to have [*participant name*] try again?

**YES 🡪** Would you prefer for [*participant name*] to come in to have the heart monitor applied by our staff, or to have the heart monitor mailed to you to apply on [*participant name*]? If we mail the heart monitor to you, we can contact you a few days afterward to guide you with the application of the monitor.

*Schedule an in-person appointment or mail another device (following registration of serial number), according to the proxy’s preference. Start a new occurrence of EDR to record information for the new device.*

**NO 🡪** Please put the heart monitor in the labeled return box and mail it. Thank you for agreeing to have [*participant name*] participate in this study.

**2. Do you or [*participant name*] 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 continue to have [*participant name*] wear the heart monitor for 2 weeks. We will contact you again in 11 days. If you or [*participant name*] have any questions while they are wearing the heart monitor, please reach out to us. Thank you for agreeing to have [*participant name*] participate in this study. ***End call.***

**14-Day Text**

This is [*staff name*] from the ARIC study reminding you to have [*participant name*] remove their heart monitor and return it in the pre-paid mailer. If you have any issues or questions, please let us know.

**14-Day Call**

**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*]. We are calling to remind you to have [*participant name*] remove their heart monitor and return it in the pre-paid mailer. If you or [*participant name*] have questions about the heart monitor, please contact us at your earliest convenience. We can be reached by phone or text at [*FC phone number*] or by email at [*email address*]. Thank you for participating in this study.

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

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

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

**1. Is [*participant name*] still wearing the heart monitor?**

**YES 🡪** Great. Please remove the heart monitor now and put it in the labeled return box and mail it. *Go to Question 2.*

**NO 🡪** Have you returned the heart monitor using the labeled return box?

**YES 🡪** Great. *Continue to Closing.*

**NO 🡪** Please put the heart monitor in the labeled return box and mail it. *Go to Question 2.*

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

**NO 🡪** *Continue to Closing.*

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

**Closing**

Thank you for agreeing to have [*participant name*] participate in this study. ***End call.***

**Retrieval Reminders**

* 5 business days after Day 14: first retrieval contact
* 5 business days after first retrieval contact: second retrieval contact
* Repeat above until participant returns heart monitor by mail

**Retrieval Text**

This is [*staff name*] from the ARIC study with a friendly reminder to return [*participant name*]’s heart monitor in the pre-paid mailer. If you have any issues or questions, please let us know.

**Retrieval Call**

**If you are speaking to an answering machine 🡪** [*Proxy name*], we are calling to see if you have returned [*participant name*]’s heart monitor. It can be placed directly in the box provided and dropped in the mail. If you have any questions or concerns, please contact us at your earliest convenience. We can be reached by phone or text at [*FC phone number*], or by email at [*email address*]. Thank you for participating in this study.

**If you are speaking to an answering machine 🡪** Hello, may I speak with [*proxy name*]?

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

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

**Have you returned the heart monitor using the labeled return box?**

**YES 🡪** Great, thank you for agreeing to have [*participant name*] participate in this study. ***End call.***

**NO 🡪** Please put the heart monitor in the labeled return box and mail it. ***End call.***