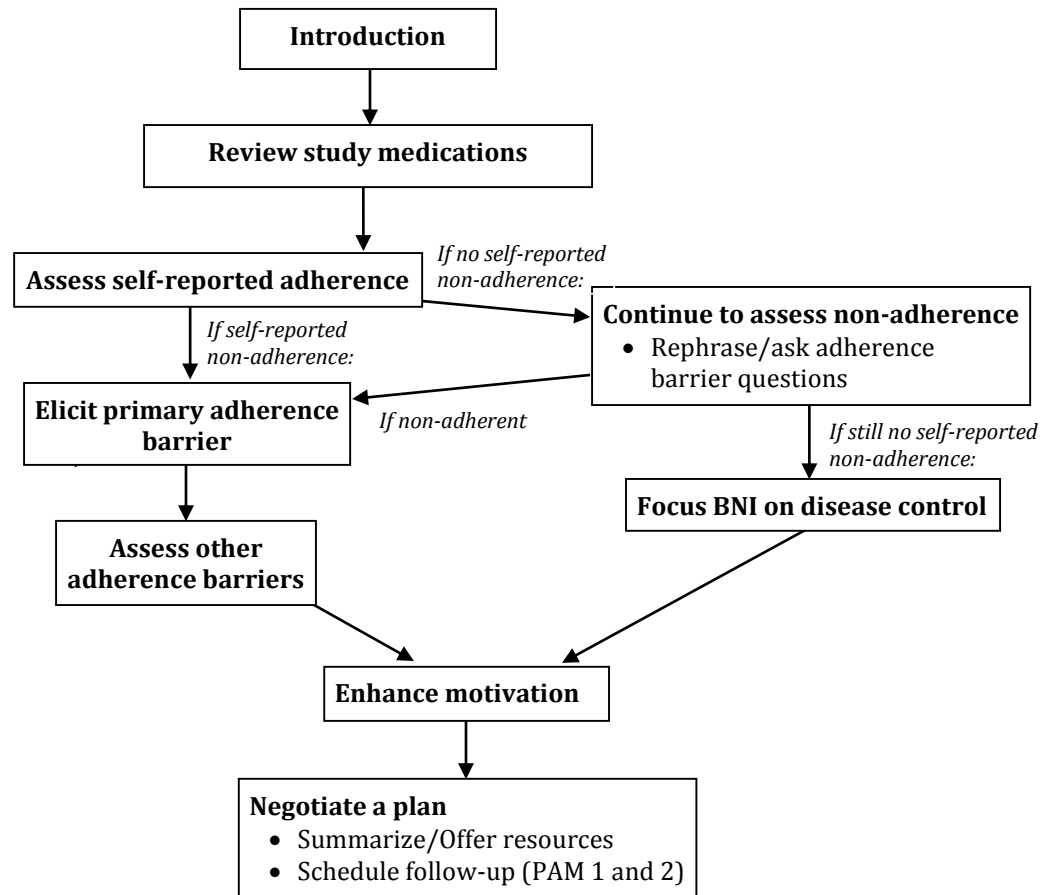
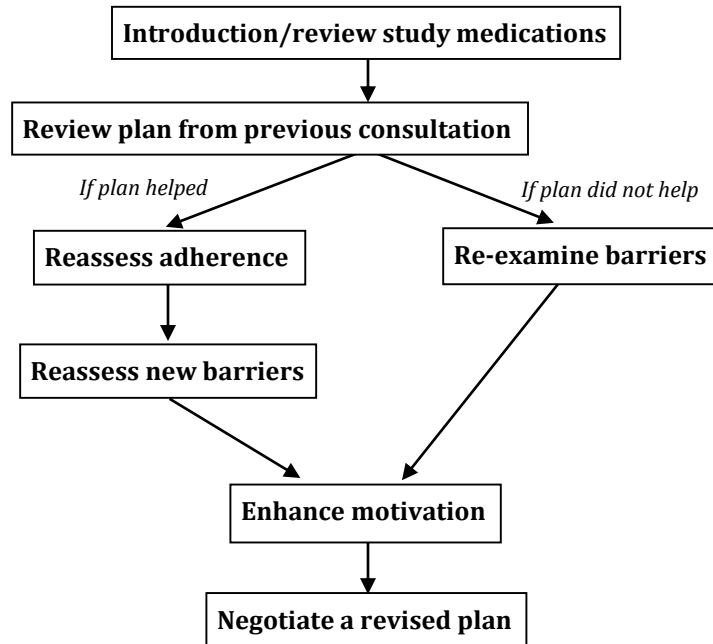


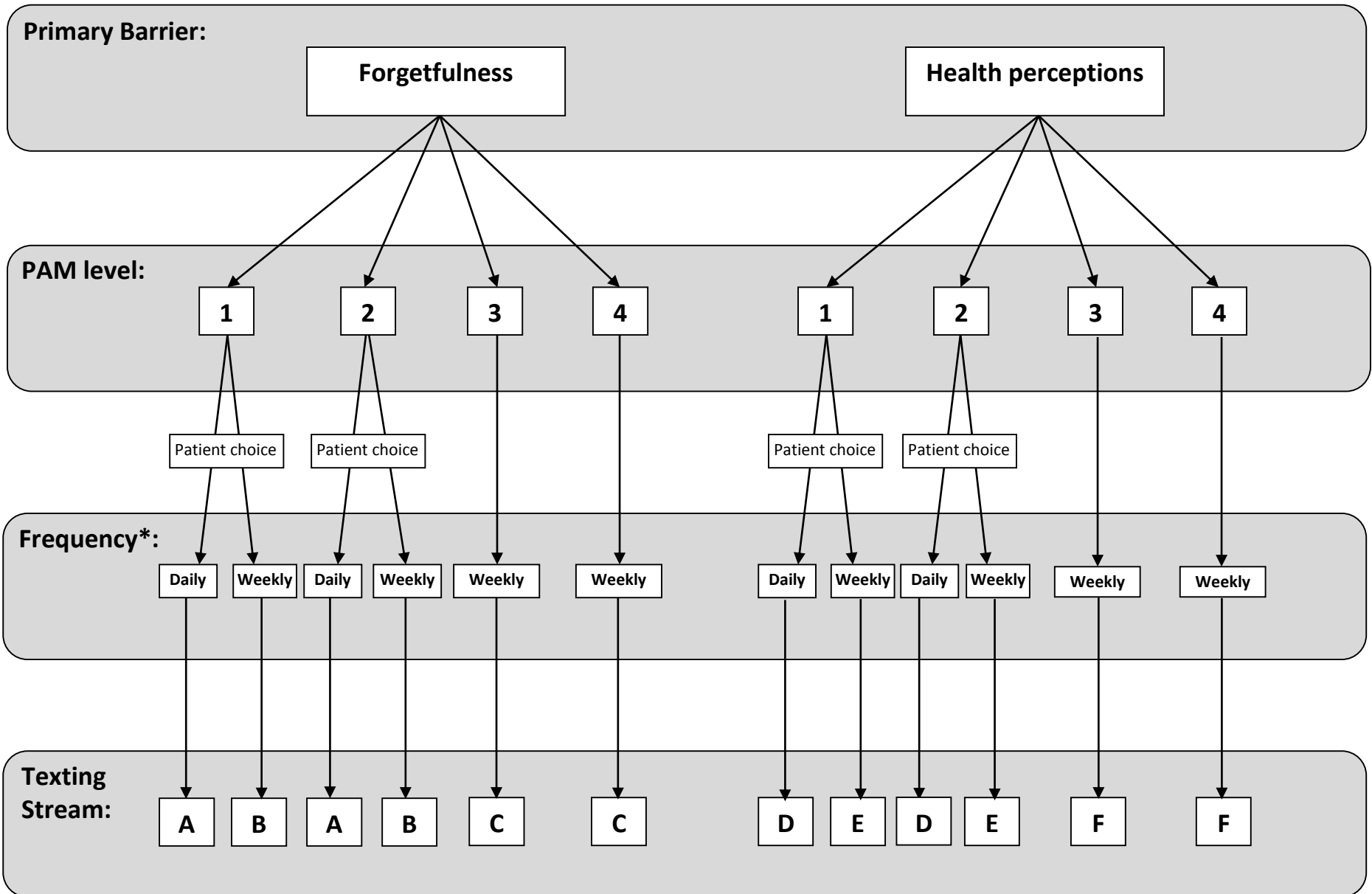
APPENDIX A. Initial clinical pharmacist call guide



APPENDIX B. Follow-up clinical pharmacist call guide



APPENDIX C. Text messaging flowchart and sample texts



Examples of trial text messages for patients' primary barriers and PAM levels

Primary barrier	PAM levels	Text
Forgetfulness	1, 2	Hello from your Harvard Vanguard team! Here's your daily reminder to take your medication.
Forgetfulness	1, 2	Think about the last time you didn't take your medication. What can you do to keep it from happening again?
Forgetfulness	1, 2	Do you drink coffee in the morning? Try to put your medication by your coffee pot to help you remember to take your medication.
Health perceptions	1, 2	When you are feeling well, do you sometimes stop taking your medications? Skipping medications may affect your long-term health.
Health perceptions	1, 2	Managing your health can be difficult. But taking your medications regularly can help prevent complications down the road. Stick to it!
Health perceptions	1, 2	Set short term goals. Try to take your medications every day for the next 7 days. Remember, missing doses is missing out on better health.
Forgetfulness	3, 4	When you fill each prescription, check the bottle for the number of refills. Call your doctor for a new prescription when you have only one refill left.
Forgetfulness	3, 4	Some people find using automated reminder, such as their phone's alarm or a medication tracker app on a smart phone to be useful.
Forgetfulness	3, 4	Try to make your medication schedule a part of your daily routine. This will help you remember to take your medication on time.
Health perceptions	3, 4	You can't always feel your medications working. It's important to take them for long-term benefit.
Health perceptions	3, 4	As a former US Surgeon General has said: "Drugs don't work in patients who don't take them". Keep it up!
Health perceptions	3, 4	If you skip doses of your scheduled medications, it can be hard for your Harvard Vanguard team to safely adjust your medicine doses at your next visit.