

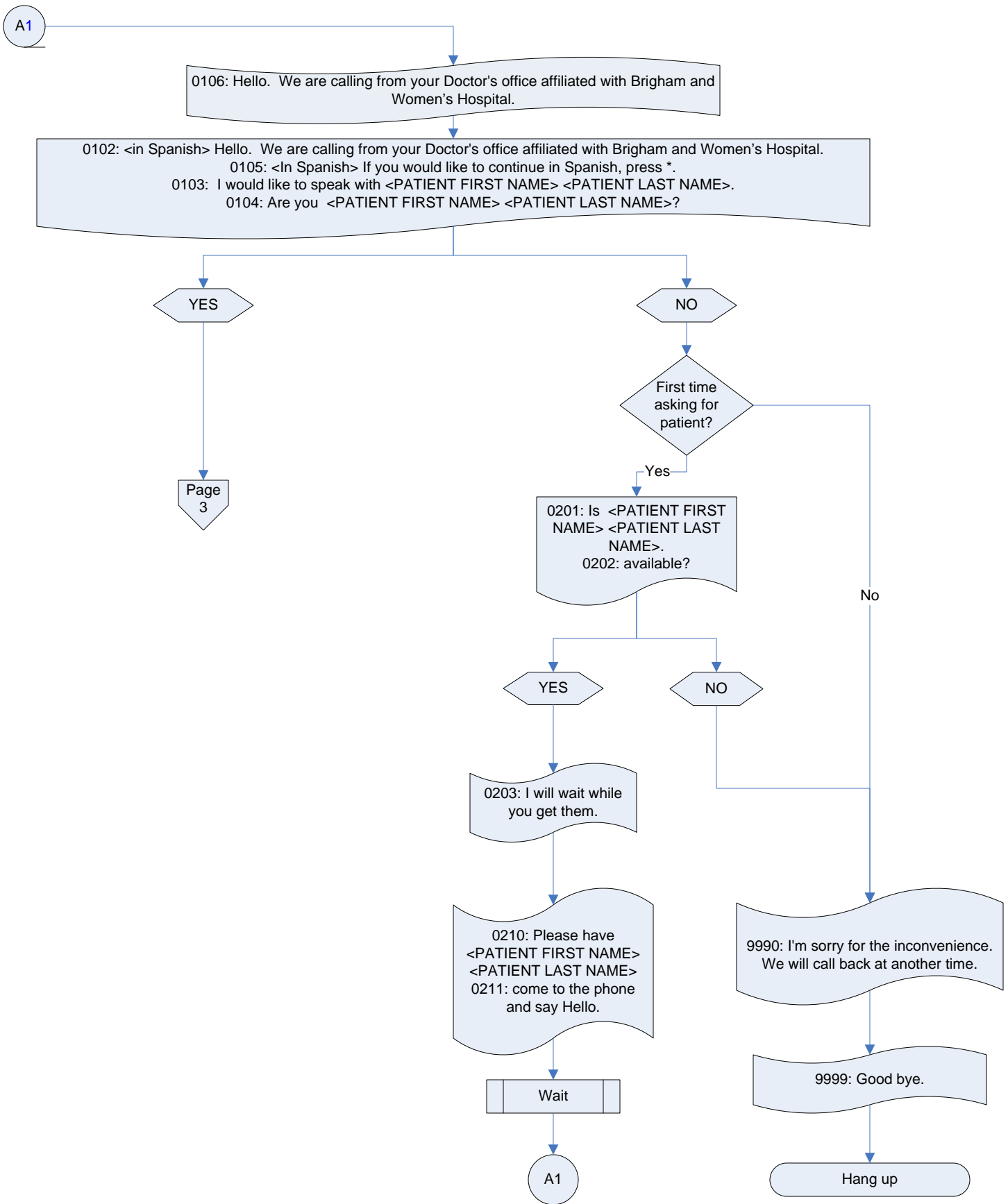
Supplemental Figure: Interactive Voice Response Script

Vocantas

Title Page

6/11/2018

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Vocantas

0523: We are calling you because you receive your care at a practice affiliated with Brigham and Women's Hospital and you have been recently prescribed a new drug.
0501: You should have received a letter in the mail describing a patient safety research study called CEDAR or Calling for Earlier Detection of Adverse Reactions.
0527: We would like to ask you whether you have had any problems taking this drug
0509: We will also offer you the opportunity to speak to a pharmacist if you are having problems or questions.

2008: Some of the questions may be of a personal nature. If you chose not to answer any question just say "SKIP"
0511: The interview today will take approximately 5 to 10 minutes.
[PREP Prompt] – The information that you provide will be kept confidential, but will be available to your primary care team and may become part of your medical record. Participation in this study is voluntary.

Vocantas

Intro

6/11/2018

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2007: Would you like to participate in this interview?

YES

1113: Thank you for agreeing to participate. I now need to confirm your identity.

CASys2010_0: What month were you born?

CASys2011_0: What day were you born?

CASys2012_0: What year were you born?

Verify <Date of Birth>

Verified?

NO

Verify DTMF 15

No

1112: Sorry, I'm having trouble verifying your date of birth. I can't continue without it.

YES

No

9910: That's fine.

9991: Thank you for taking the time to talk with us.

9999: Good bye.

Hang up

Vocantas

2000: Thank you. Your date of birth has been verified.

2003: First, we would like to ask about your current use of <GENERIC NAME>
2004: sometimes referred to as <BRAND NAME>.

2002_0: Did you fill this prescription?

YES

No

2010: We would like to ask you the reason why you didn't fill this prescription.
2011: Please answer yes or no for each of these questions.

2012_0: The medication cost too much or my insurance won't cover it.
SKIP (goes to next question)

2013_0: I was concerned the medication wouldn't work.
SKIP (goes to next question)

2014_0: I didn't think that I really needed it.
SKIP (goes to next question)

2015_0: I was concerned that I would have side effects from this medication.
SKIP (goes to next question)

2017_0: Did you talk to your doctor or someone from your doctor's office about not taking your medication?
SKIP (goes to next question)

Vocantas

2020_0: Are you currently taking <DRUG NAME>?

YES

No

2030_0: Did you take it in the past week?

2009: We would like to ask you the reason why you are not taking this medication.
2011: Please answer yes or no for each of these questions.

No

YES

2040_0: Did you take it in the past month?

2031_0: Over the past week, how many days have you taken <DRUG NAME>?
2032: Please say a number between 1 and 7.

2012_0: The medication cost too much or my insurance won't cover it.
SKIP (goes to next question)

No

YES

Number

2023_0: The medication didn't work.
SKIP (goes to next question)

2041_0: Over the past month, how many days have you taken <DRUG NAME>?
2042: Please say a number between 1 and 30.

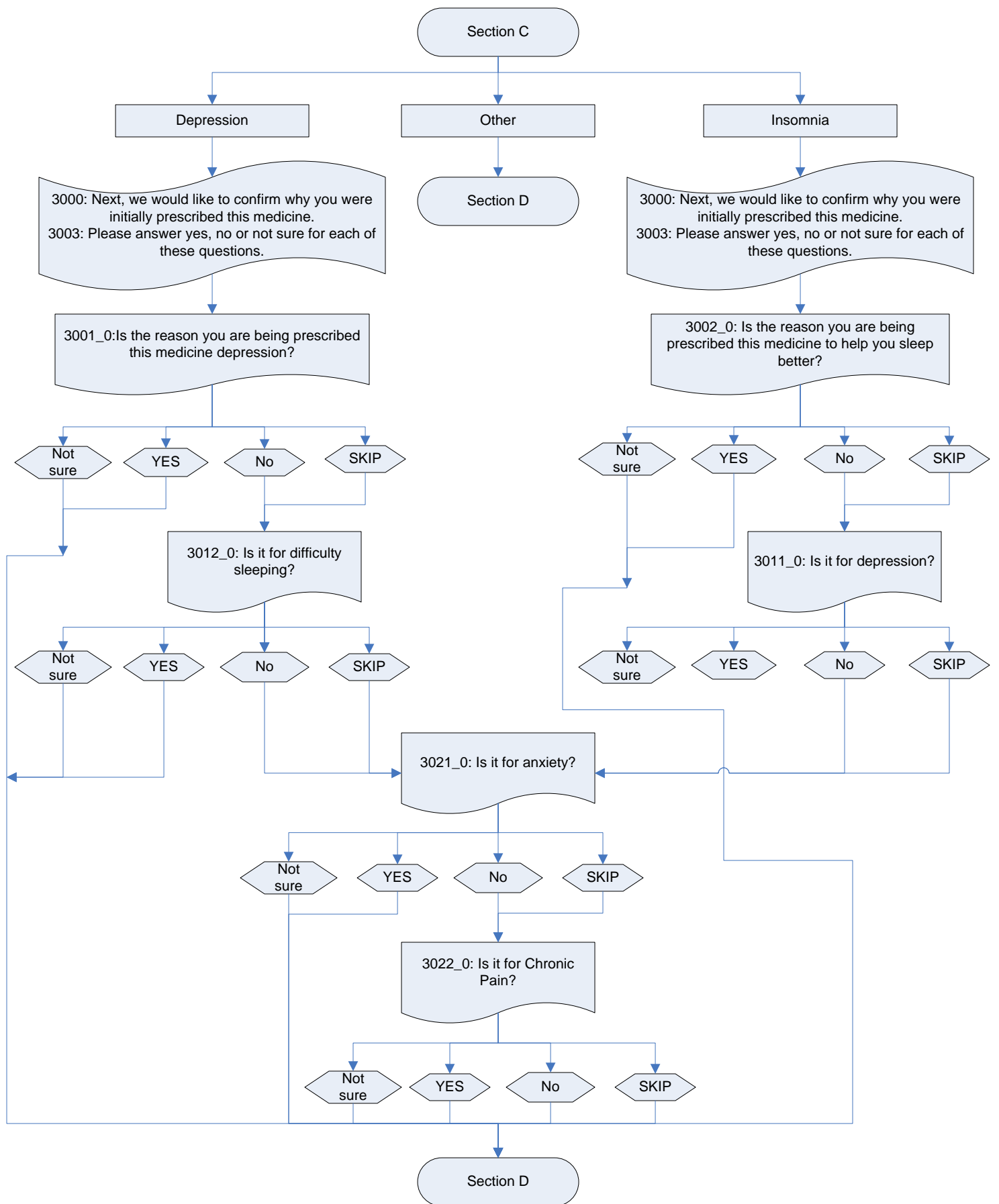
2014_0: I didn't think that I really needed it.
SKIP (goes to next question)

Number

2025_0: I had side effects.
SKIP (goes to next question)

Goto section C

Vocantas



Vocantas

Section D

4000: Patients sometimes have side effects or other problems from their medications. The next few questions ask whether you are experiencing any symptoms that could possibly be side effects from your medication.
4001: We are going to briefly go through a list of symptoms.

4002: Please tell us if you have experienced any of the following symptoms, or if any of the following symptoms has gotten worse since you started taking <DRUGNAME>.
4003: please answer yes, otherwise say no.

4100_0: Stomach or intestinal problems?

YES

No

SKIP

4101: Do your stomach or intestinal problems include any of the following.

4102_0: Nausea or vomiting?
SKIP (goes to next question)

4103_0: Diarrhea?
SKIP (goes to next question)

4104_0: Constipation?
SKIP (goes to next question)

4105_0: Stomach pain?
SKIP (goes to next question)

4106_0: Heartburn?
SKIP (goes to next question)

Page
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Vocantas

4150_0: Since starting <DRUG NAME>
4151_0: have you had problems with memory or confusion?
SKIP (follow NO logic)

YES

No

4155_0: Have you had memory problems?
SKIP (goes to next question)

4156_0: Have you had problems with confusion?
SKIP (goes to next question)

4153: Please say yes or no if, since starting <DRUGNAME>
4154: you have had:

4160_0: Muscle aches?
SKIP (goes to next question)

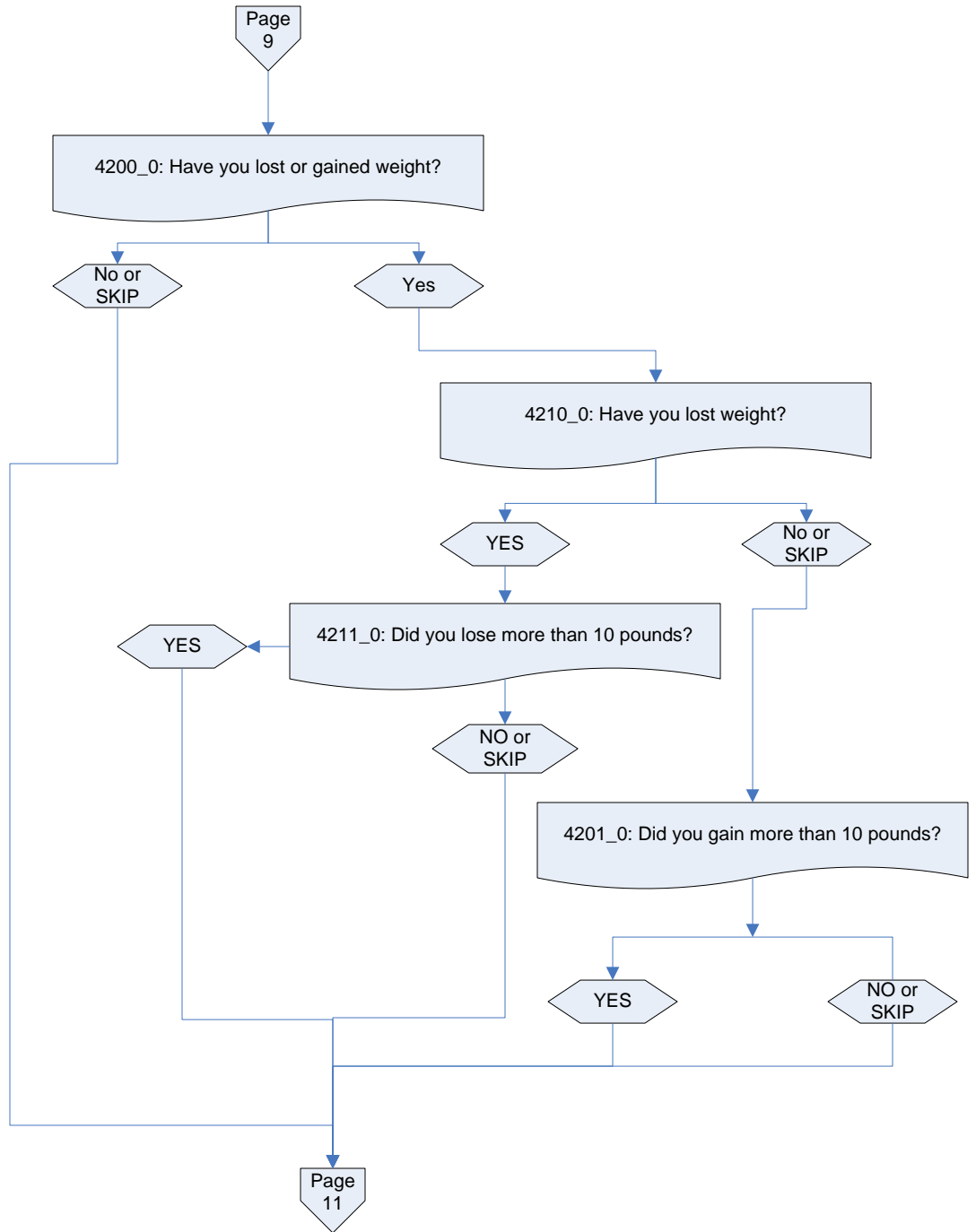
4161_0: Skin rash?
SKIP (goes to next question)

4162_0: Dizziness or problems with balance?
SKIP (goes to next question)

4163_0: Frequent headaches?
SKIP (goes to next question)

4164_0: Problems with sexual function?
SKIP (goes to next question)

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Side Effects (Weight)

6/11/2018

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Diabetes

5000_0: Do you check your blood sugar?

YES

No

5001_0: Have you had a value less than 60 since starting the medication?

Ace Inhibitors

5100_0: Since starting your medicine, do you have a new cough?
SKIP (goes to next question)

5101_0: Do you have swelling of your face, lips or tongue?
SKIP (goes to next question)

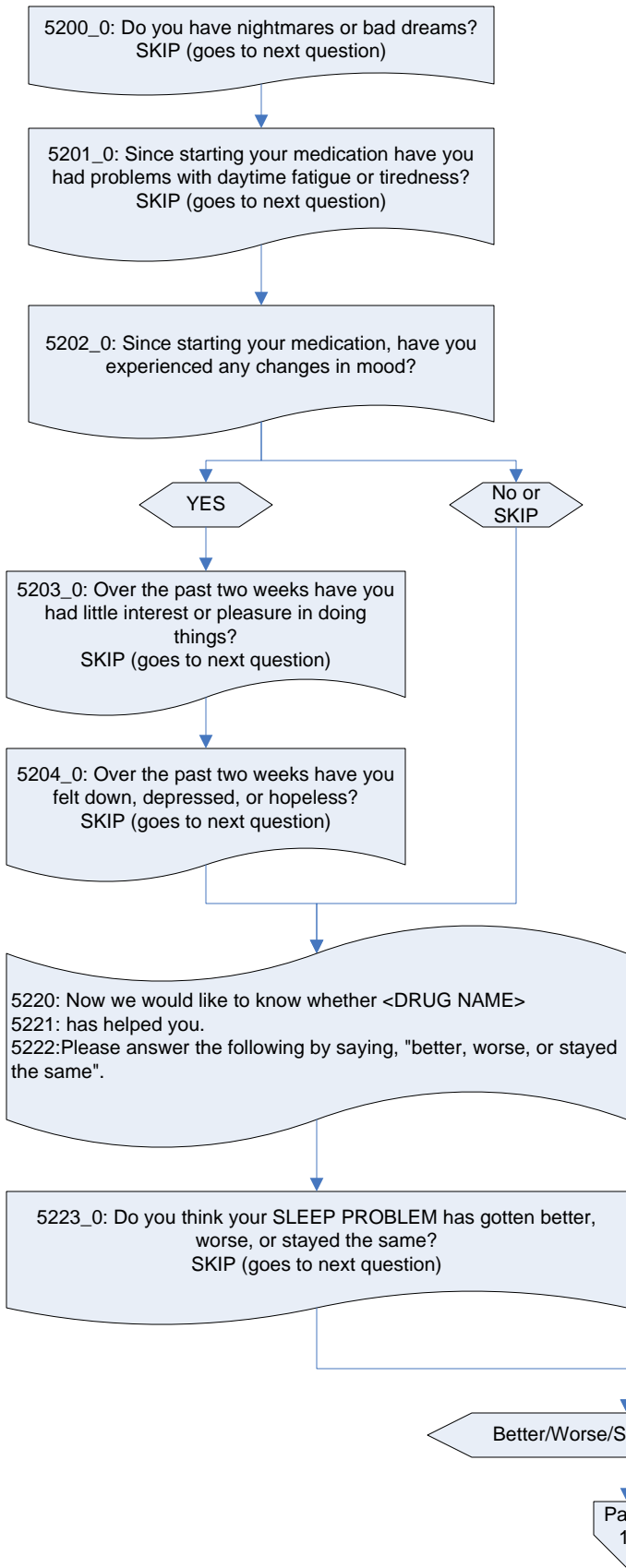
Calcium/Beta Blockers

5110_0: Do you have a shortness of breath or wheezing?
SKIP (goes to next question)

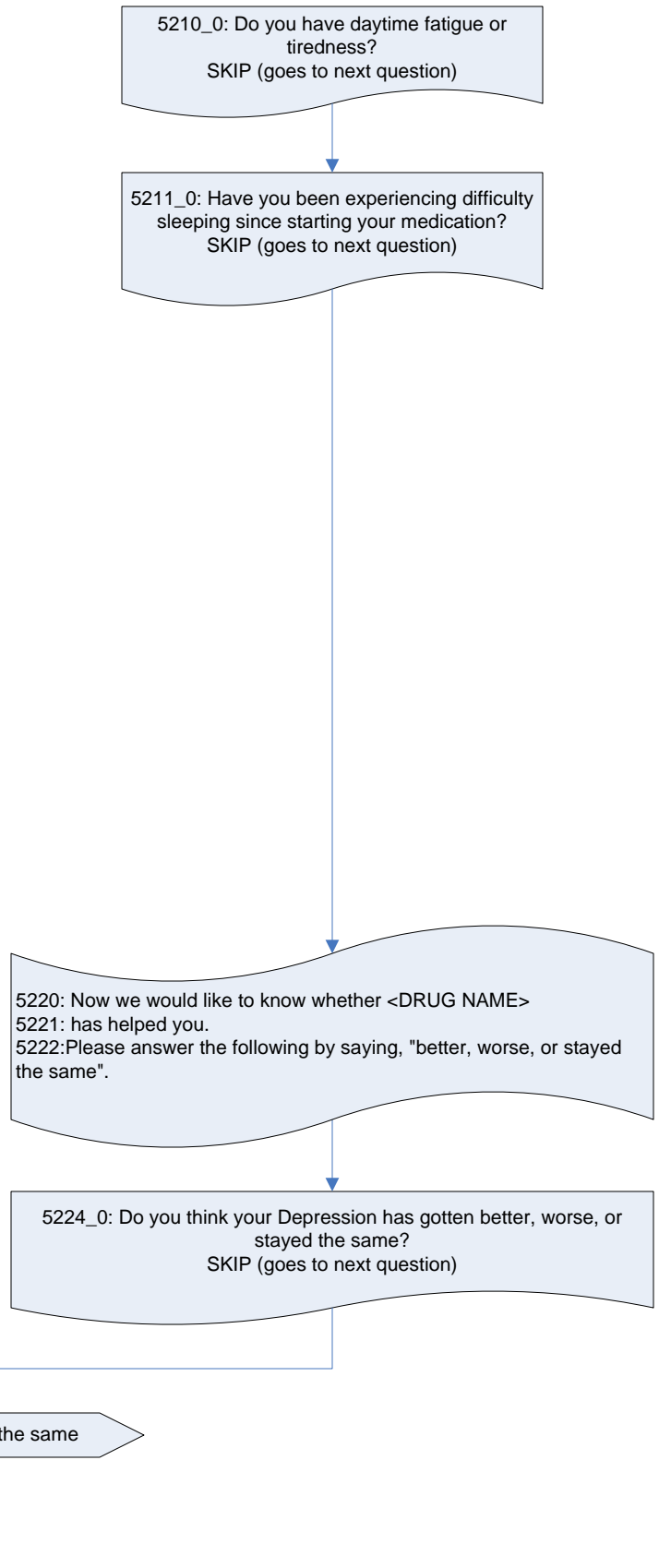
5111_0: Are you bothered by swelling of your legs?
SKIP (goes to next question)

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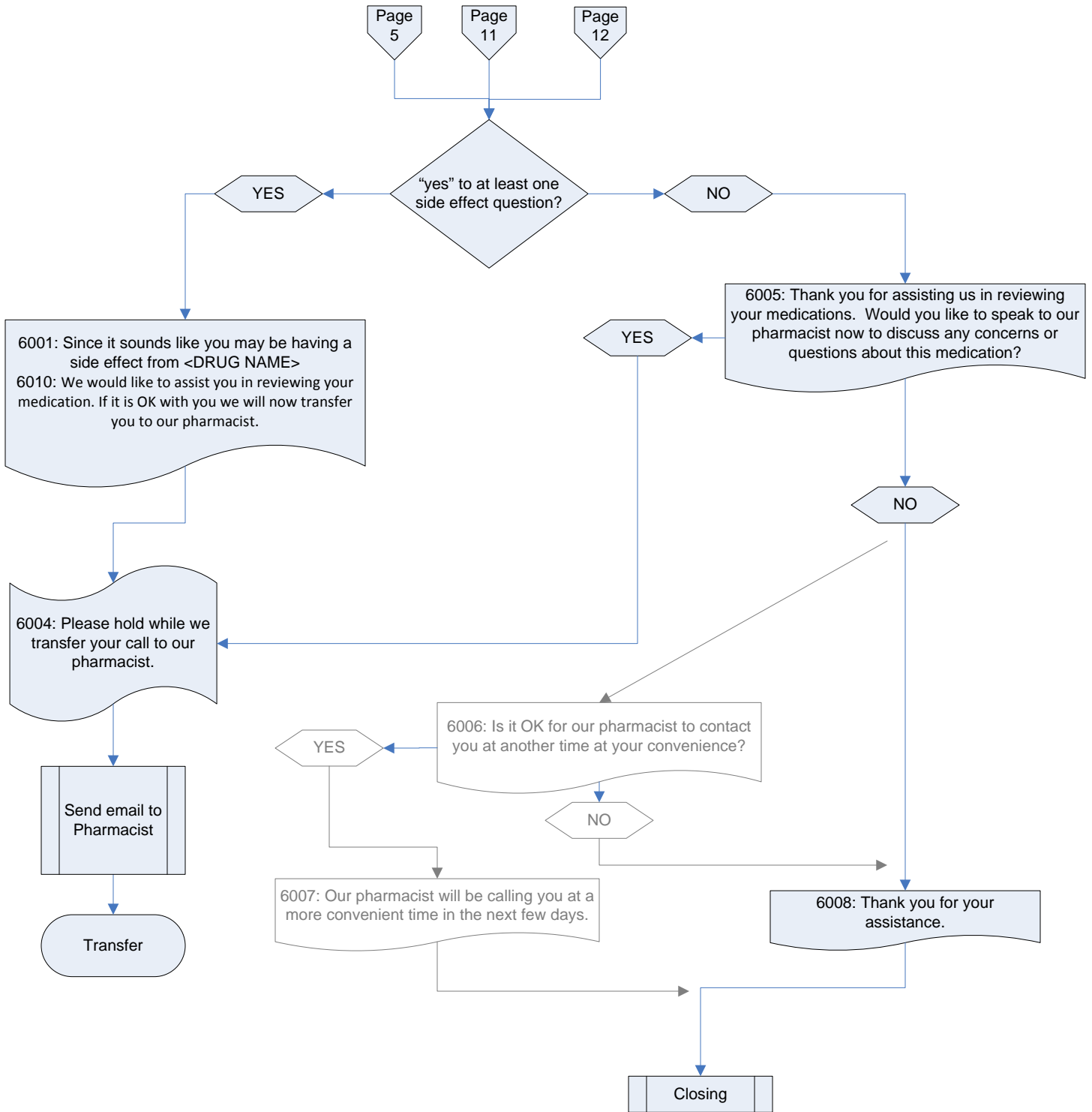
Insomnia



Depression



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Pharmacist

6/11/2018

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Closing

For Continuing Surveys

For Final Survey

9100: Thank you very much for completing this interview.
9101: We will contact you again in approximately 4 months to see how you are doing.
9102: At that time we will enter you into the drawing for a \$200 gift card.

9200: This is your final call.
9201: Thank you very much for completing this survey and participating in this research project.
9202: You will be entered into the drawing for the \$200 Target gift card.
9203: We encourage you to continue communication about medications and side effects with your primary care physician.

9999: Good-bye.

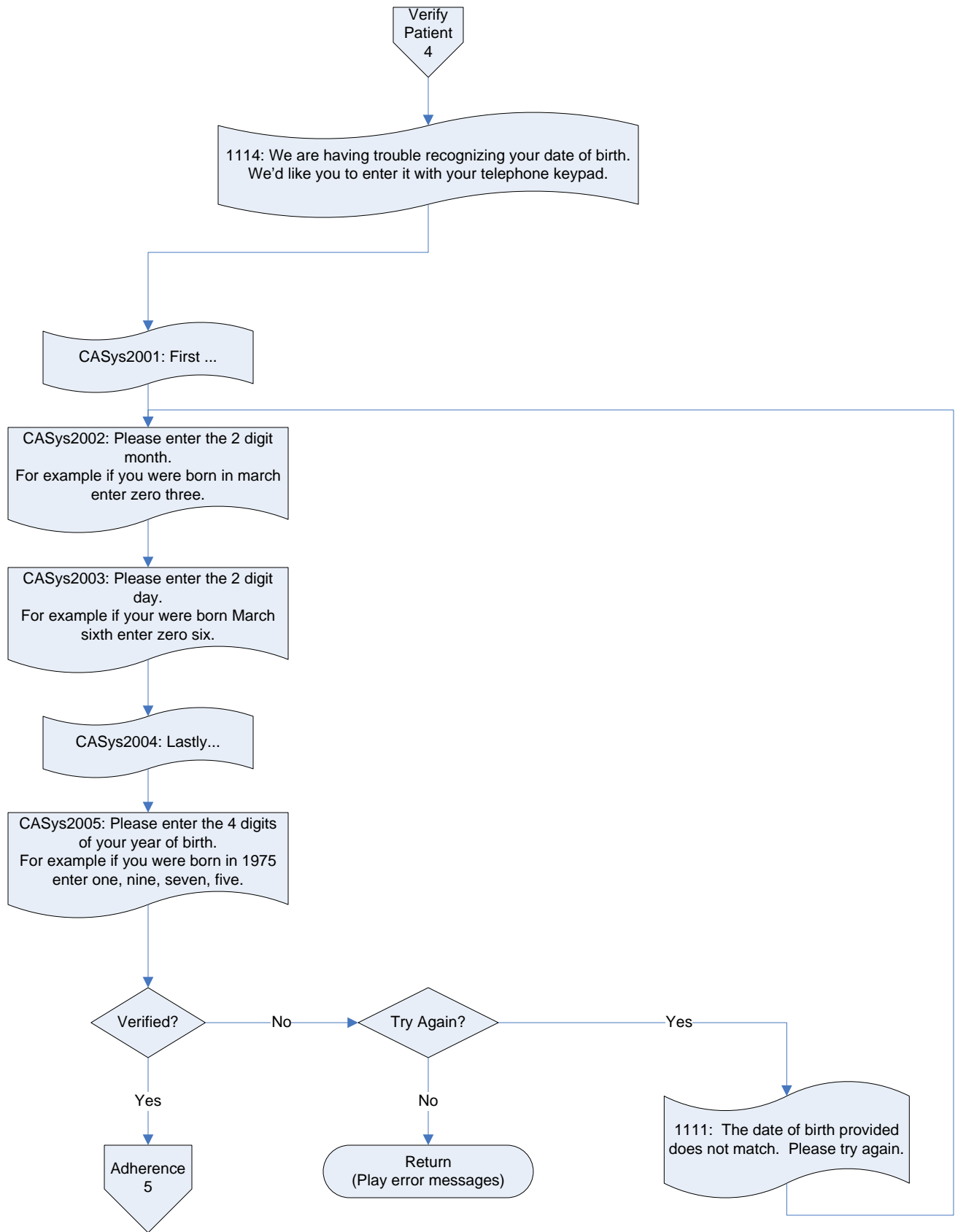
Hangup

Vocantas

Closing

6/11/2018

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Vocantas

DOB Retry

6/11/2018

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