Context: Propose enrollment pitch for potential ACC study candidates that succinctly summarizes the study and outreach context, emphasizes potential study benefits, and addresses possible patient concerns and barriers to participation.

Introduction

Hello, am I am calling from Dr. (cardiologist name) office. May I speak with [***patient name***]? Your doctor has referred you as a potential candidate for a study to assess different ways to improve the quality of care for patients with heart conditions such as heart failure, diabetes, or atrial fibrillation. This study is sponsored by the American College of Cardiology. My name is (name) and I am a [***study coordinator/patient health navigator***] from [***include site name]***. I'm calling today to talk a little more about this study and see if you might be interested in participating. Is now a good time?

[**If patient permits, proceed to Study Context section of enrollment script**].

[**If patient declines but is open to rescheduling, plan follow-up call**].

[**If patient declines enrollment and follow-up, thank them for their time and end call**].

Study Context

Great, thank you for your time. I'm reaching out because you are invited to participate in a quality improvement study designed to help patients with chronic medical conditions, such as high blood pressure, diabetes, or heart disease. As it turns out, patients with chronic heart conditions, don't always get prescribed all the evidence-based medical therapies that are recommended by professional society guidelines in a timely manner. In this study, we are trying to evaluate one of three approaches towards improving that: a) educating patients and doctors (TEACH); b) using a technology platform to guide medication changes (TECHNOLOGY); and c) using a virtual clinical care team to drive medication changes (TEAM).

Does this sound like a study that might benefit you?

[**If patient says "No", assess reasons behind their hesitancy**].

- If patient says, "*I don't think this study is relevant to me*" / "*My condition is under control*" / "*Why was I identified for this study?*":

[**You respond**]: Your cardiologist's office identified you as a patient who might benefit from this study because according to your medical records, you may not

currently be on the best treatment plan to get you to your guideline-directed goal. This study is designed to assist patients and their providers in revisiting treatment options in order to get to those goals.

Would you like to hear more about the support offered through this study?

[**If still "No", thank patient for their time and end call**].

[If patient says "Yes", proceed to Participation Details section of enrollment script].

Participation Details

Great. I can give you some more information about what participating in this study might look like for you. If you do decide to participate after, we'll review this info again in more detail during the consent process, but for now I can summarize what you'd expect from participating.

Once again, this study is called "Transform-3". As a participant, you'll be categorized into one of three groups within the study and that'll determine the level of support provided to you through the study's technology app. This level of support could range from having a variety of self-lead online education materials available to you, or to having a full virtual care team at your disposal.

The app used in the study is the Biofourmis Care patient app. The app can record information relevant to your health care, such as blood pressure measurements and your medication list, and information recorded in the app can transmit to your care team in real time. There's also a chat feature so that you can reach out to your doctor or care team with any questions or concerns regarding your care.

Patients enrolled in the Biofourmis Care app have the benefit of a more focused and personalized approach, without the additional commitment of frequent office visits and clinic fees.

In fact, participating is at no additional cost to patients. Both usage of the app, any monitoring devices like a blood pressure cuff or blood sugar monitor, and potential treatment management services offered by our team are completely free of charge. The only out-of-pocket expenses to patients would be your usual co-pay for routine labs and medications, which would not be any more or less than expected under management by your standard provider.

During your time in the study, your doctor or care team will communicate with you regularly to discuss any adjustments to your medications or treatment plan, all of which will be in accordance with those treatment guidelines we mentioned before.

Does this study sound like something you would be interested in?

[**If no, assess reason, address any concerns as appropriate, and thank patient for their time**].

[**If yes, proceed to Enrollment Confirmation section of enrollment script**].

Enrollment Confirmation

Great, thank you for your time and attention so far! If you are still available, we can begin the consent process, where we'll outline the study expectations in detail, and you can ask any in-depth questions. Otherwise, we can schedule a better time to review the consent process if you're busy now. If at any point during the consent process you change your mind or no longer wish to participate, please feel free to stop me and let me know. Participation is entirely optional and can be withdrawn at any time.

Is now a good time to go over the consent form together?

[**If no, schedule follow-up time for consent review**].

[**If yes, review consent with patient according to study consent protocol**].