

Study Title: Scaling Community-Clinical Linage Models to Address Diabetes and Hypertension Disparities in the Southeast United States

Principal Investigator: Megha Shah, MD (Emory Site)

Version:

Study #:

SCRIPT for phone calls to individuals identified via EHR-based Registry Lists and who were sent a Recruitment Letter:

CHW: “Hello! My name is [CHW Name], and I am a community health worker calling on behalf of Dr. [PCP Name] regarding a letter that you should have received in the mail about a health education program that can help eligible patients improve their health and manage their hypertension and diabetes. I am calling to see if you have any questions or might be interested in participating in this program. Participating in this program is completely voluntary, and your decision whether or not to participate will not affect your relationship with Dr. [PCP Name].”

[See Program Description/Suggested Talking Points]

- If patient has questions, CHW should answer them and if the patient seems interested, then complete the *Screening Form*:

CHW: “Thank you for taking the time to learn about our health education program for healthy living and hypertension and diabetes management. If you don’t mind, I would like to ask you a few questions about yourself and your health to make sure that this type of program would be a good fit for you. Answering the questions is completely voluntary. The only potential risk to participating in this study is a potential loss of privacy, however every effort will be made to keep your answers confidential. There are no risks to completing this questionnaire. The benefit of completing the questionnaire is that you may be deemed eligible to participate in a free program for patients with hypertension and diabetes based on your diagnoses of hypertension and diabetes and uncontrolled blood pressure reading. This phone call will take approximately 15 minutes to complete. You will not be compensated for your time. If you have any questions in the future about this questionnaire or about the program, you can reach me at [CHW telephone #]. Would you like to answer the questionnaire?”

➔ Complete *Telephone Screening Form*.

Note: Since these participants were already identified as eligible through the practice EHR, it is unlikely that they will not meet the eligibility criteria on the *Screening Form*. However, CHWs should note any reasons why an individual may not be able to participate meaningfully in the program beyond the specific eligibility criteria (e.g. the individual will be away from Atlanta for longer than 1 month during the intervention period). This should be discussed with the Program Supervisor.

Once *Screening Form* is completed:

CHW: “Thank you for taking the time to discuss participation in this health education program. You are eligible for our diabetes and hypertension program. ~~There is some paperwork we will need to fill out before the first education session begins.~~ We will be asking you to complete an informed consent document which will provide you more information about the study, this will need to be completed before the first education session begins. Would you have time to meet me in-person at Dr. [PCP Name]’s office in the next 2 weeks to complete this paperwork and officially enroll into the program?”

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➔ Schedule a date and time that works best for the participant to meet in-person to be consented. This can be completed anytime within 30 days of attending Session 1, or on the same day prior to attending Session 1.

- If patient is interested but cannot stay on the phone line to complete *Screening Form*:
CHW: “If it is okay with you, I’d like to call you later this week to go over a few questions with you over the phone. When would be the best time to call you back?”
- If patient is NOT interested:
CHW: “Thank you for your time. If you change your mind about participating in this program, you can always call the front desk at Dr. [PCP Name]’s office and let them know, or call me at the number listed in the letter.”

Program Description/Suggested Talking Points

- This research program helps eligible participants who have hypertension and diabetes to improve your health and improve their blood pressure in partnership with your doctors and community health workers (CHWs).
- CHWs work with participants one-on-one and in group settings to provide information on wellness, nutrition, stress relief, and hypertension and diabetes management in a culturally-appropriate and language-appropriate manner. Sessions and materials are available in-language and are culturally tailored for the South Asian community.
- Program Structure:
 - Group Education: You will be invited to attend 5 90-minute group education sessions once per month: topics are related to healthy eating, exercise, and management of hypertension and diabetes.
 - Individual Follow-up Support: CHWs will check in 1-2 times per month in-person to help you set and reach health goals to eat healthier, be more active, and manage your hypertension and diabetes.
- There are no costs to participate in the program.