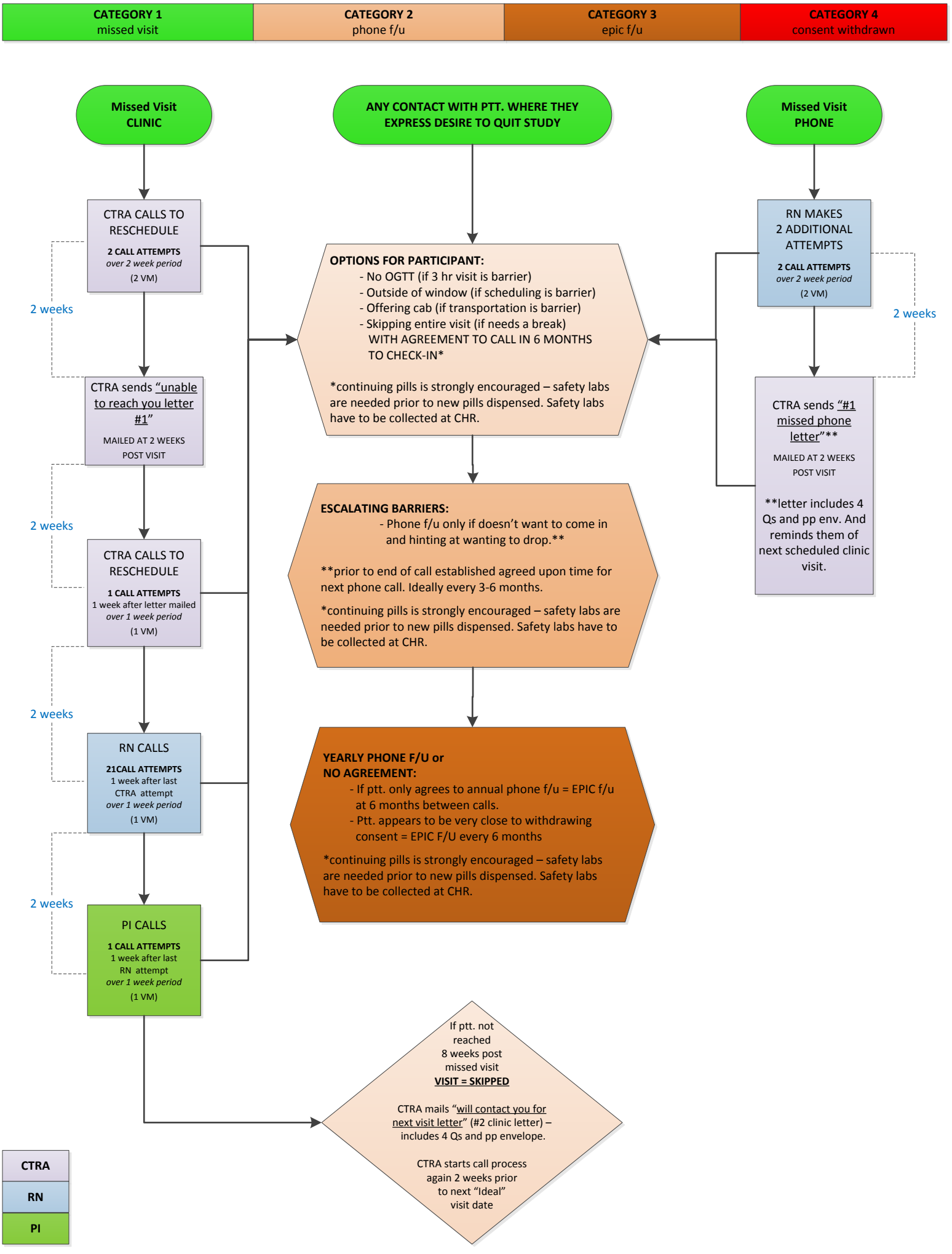

CATEGORY 1
missed visit
CATEGORY 2
phone f/u
CATEGORY 3
epic f/u
CATEGORY 4
consent withdrawn
Missed Visit CLINIC
ANY CONTACT WITH PTT. WHERE THEY EXPRESS DESIRE TO QUIT STUDY
Missed Visit PHONE
CTRA CALLS TO RESCHEDULE
2 CALL ATTEMPTS
over 2 week period
(2 VM)
2 weeks
CTRA sends "unable to reach you letter #1"
MAILED AT 2 WEEKS POST VISIT
2 weeks
CTRA CALLS TO RESCHEDULE
1 CALL ATTEMPTS
1 week after letter mailed
over 1 week period
(1 VM)
2 weeks
RN CALLS
21CALL ATTEMPTS
1 week after last CTRA attempt
over 1 week period
(1 VM)
2 weeks
PI CALLS
1 CALL ATTEMPTS
1 week after last RN attempt
over 1 week period
(1 VM)
OPTIONS FOR PARTICIPANT:
- No OGTT (if 3 hr visit is barrier)
- Outside of window (if scheduling is barrier)
- Offering cab (if transportation is barrier)
- Skipping entire visit (if needs a break)
WITH AGREEMENT TO CALL IN 6 MONTHS TO CHECK-IN*
*continuing pills is strongly encouraged – safety labs are needed prior to new pills dispensed. Safety labs have to be collected at CHR.
ESCALATING BARRIERS:
- Phone f/u only if doesn't want to come in and hinting at wanting to drop.**
**prior to end of call established agreed upon time for next phone call. Ideally every 3-6 months.
*continuing pills is strongly encouraged – safety labs are needed prior to new pills dispensed. Safety labs have to be collected at CHR.
YEARLY PHONE F/U or NO AGREEMENT:
- If ptt. only agrees to annual phone f/u = EPIC f/u at 6 months between calls.
- Ptt. appears to be very close to withdrawing consent = EPIC F/U every 6 months
*continuing pills is strongly encouraged – safety labs are needed prior to new pills dispensed. Safety labs have to be collected at CHR.
RN MAKES 2 ADDITIONAL ATTEMPTS
2 CALL ATTEMPTS
over 2 week period
(2 VM)
2 weeks
CTRA sends "#1 missed phone letter"**
MAILED AT 2 WEEKS POST VISIT
**letter includes 4 Qs and pp env. And reminds them of next scheduled clinic visit.
If ptt. not reached 8 weeks post missed visit
VISIT = SKIPPED
CTRA mails "will contact you for next visit letter" (#2 clinic letter) – includes 4 Qs and pp envelope.
CTRA starts call process again 2 weeks prior to next "Ideal" visit date
CTRA
RN
PI

CATEGORY 2
phone f/u

