After mailing the letter, we recommend giving patients a call 1-2 weeks later if they haven’t yet called about signing up for SonarMD. We put together this script in case it is helpful for your follow-up conversations with patients.

**Follow-Up Phone Call Guide**

[Introduce self, confirm speaking with the right person, ensure they have a moment to talk]

I’m calling to follow up about a letter we recently mailed you. Did you get a letter about our new program for patients with IBD?

**Got the letter:**

Great! Did you get a chance to look it over, or would you like me to recap it for you?

**Looked it over:**

Okay, perfect. Are you ready to enroll, or do you have any questions for me?

**Ready to enroll:**

Great! It’ll just take a couple minutes. [proceed to enrollment]

**Have questions:**

[Respond to any inquiries/doubts they have. If they do not want to enroll today, but do seem like a good candidate for the program, let them know they can always call the office to enroll later on. Remind them that this program is totally optional and the choice is theirs, but participation has been shown to improve patient care.]

**Could use a recap:**

Of course. The letter was about SonarMD, a new program available to our IBS patients. It’s free to you and been shown to decrease flare-ups, ER visits, and hospitalizations. To enroll, you come in for one initial visit so we can get a baseline of how you’re doing, and from there you can do everything electronically. We send you a 5-question survey every month that you can respond to by text message or email, and your responses are run through a formula that can predict when things might be getting worse. If it looks like there may be a problem, we both get notified so we can make a plan to get you back on track. It’s a nice way for us to stay better aware your symptoms and catch little problems before they become big ones. [Ask them if they have any questions. Once on the same page, ask if ready to enroll.]

**Did not get letter:**

Not a problem, I can recap it for you. The letter was about SonarMD, a new program available to our IBS patients. It’s free to you and been shown to decrease flare-ups, ER visits, and hospitalizations. To enroll, you come in for one initial visit so we can get a baseline of how you’re doing, and from there you can do everything electronically. We send you a 5-question survey every month that you can respond to by text message or email, and your responses are run through a formula that can predict when things might be getting worse. If it looks like there may be a problem, we both get notified so we can make a plan to get you back on track. It’s a nice way for us to stay better aware your symptoms and catch little problems before they become big ones. [Ask them if they have any questions. Once on the same page, ask if ready to enroll.]

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**Responding to Frequently Asked Questions**

**When I enter my symptoms, where does that data go? Will my information be kept secure?**

The site where you enter your data is password-protected and secure. Your information will only go to us so we can respond in the case of a health problem.

**How is the program free?**

Catching small flares before they turn into an ER and/or hospital visit saves everyone time and money in addition to making sure you’re getting the best care possible. Because SonarMD is proven to do this, it comes at no cost to you.

**What happens at the initial visit?**

We’ll go through your disease course, officially enroll you in the SonarMD program, and make sure you have no problem getting and filling out your monthly survey. It takes 30-40 minutes.

**What happens if I don’t enroll?**

While we believe this program is important, it is totally optional. If you don’t sign up, we won’t change your current care in any way, and will continue trying to give you the best care possible.

**If I’ve been feeling well for a while, should I still sign up?**

Absolutely! The monthly survey has been shown to catch little problems that you may think are insignificant or normal for you, but actually might be the beginnings of a dangerous flare.

