

## Flow Diagram

CC = Coordinating Center

Pre-consent

Post-consent

Intervention

All questions fielded by coordinating center staff and logged in REDCap

Post consent, all contacts logged in PHR as 'Coordinating Center Contact' encounter type

**Intervention**  
(Web and mobile app)

Can continue in mobile app with option to use web app

**Control**  
(Web app only)

Taken to linkout to PHR website

- Subject randomized to study group
- Subject informed about study group in mobile app
- Subject assigned to study pharmacist
- Automated Pharmacist Message sent to subject to prompt them to complete Health Assessment and enter medications
- Notification to Research Team member to conduct baseline abstraction and enter data into PHR within 3 business days
- Subject status set to 'Baseline pending'
- Subject \$25.00 payment processed

- Notification sent to pharmacist when form is submitted
- Status updated to 'Initial engagement pending' if no messages received from subject and if status is 'Baseline pending'
- Pharmacist sections populated with baseline data
- GA metrics automatically populated

If subject sends or responds to any message in the PHR, status is updated to 'Active'

Pharmacist responds to subject messages

- Pharmacist sends icebreaker message within 2 business days after baseline data form is submitted and attempts to engage subject via messaging feature.
- Pharmacist will make 3 attempts within 5 business days.

If no response from subject, pharmacist updates status in PHR to 'Needs CC followup (Pharmacist unable to contact)' and CC attempts to contact subject.

Pharmacist reviews baseline and patient entered data and identifies GA Metrics to target

- Recommendations/shared decision making
- Follow up optionally scheduled

- Pharmacist communicates with providers
- Pharmacist communication back to patient to confirm changes
- Reassessment of GA Metric targets

Repeat every 1-2 weeks unless subject identified as maintenance

Automated message sent 2 weeks prior to 4 month post-consent date

Pharmacist sends end of intervention message

PHR Use Survey sent within 3 days after status changed to 'Intervention Complete' (up to 3 email follow up attempts)

**Automated Notification** sent to coordinating center

**Email** from to subject (Within 2 business days of request by pharmacist). Purpose is to check in with subject to see if they have have any issues using the app.

**Phone calls** from CC (2-4 days after email was sent) Purpose is to check in with subject to see if they have have any issues using the app. Max of 3 calls at different times of the day.

CC updates subject status accordingly.

- Unable to contact (letter to be mailed) - need to mail subject letter
- CC success – engagement pending
- Other statuses as appropriate

**Automated message** sent to pharmacist to notify them of status update

All contacts logged in PHR as 'Coordinating Center Contact' encounter type