

DAISY SCHEDULING OVERVIEW

- For participants on an “Every Year” or “6 month” track, postcards are sent out 3 months prior to the visit due date. Participants who are on 3 month track will default to phone call / e-mail/ texting schedule attempts.
- **5 weeks** before the month that the participant is due, a mass scheduling e-mail is sent (so a scheduling e-mail is sent the last week of January for all participants due in March). This is the **first** scheduling attempt.
 - 1) **4 weeks** before the due date: Wait 1 week after sending the mass scheduling e-mail before making the **second** scheduling attempt-.
 - This should be the participant’s “preferred” method of contact, either email or text message, which can be determined by past successful scheduling attempts or notes under the “contact” tab.
 - 2) **3 weeks** before the due date: Wait 1 week before making the **third** scheduling attempt-.
 - a. This attempt will be an alternate method of the first attempt: text (if they’ve agreed to text in the past), email.
 - 3) **2 weeks** before the due date: Wait 1 week before making the **fourth** scheduling attempt –. This attempt should be a phone call.
 - 4) **2 weeks** after the due date: If no response, wait 1 month after the last attempt. Then send text message “still time to schedule” text.
 - 5) **4 weeks** after the due date: If no response, wait 2 weeks after the last attempt. Then send final text message “still time to schedule” text.
 - 6) After completing the scheduling protocol, do not contact again until participant is due for their next annual visit. Do not change their due date.

PROTOCOL FOR A 2ND CLINIC VISIT ATTEMPT

- 7) Send scheduling postcard 3 months out from month due, and initial scheduling e-mail 5 weeks prior.
- 8) Repeat attempts 1-5 for the new clinic year.
- 9) If still no contact, leave a FINAL Message after the end of scheduling cycle 2 (refer to “Scheduling Script” for a final message).

SCHEDULING

- 10) If no response, send a B letter 2 weeks after the FINAL message.
- 11) If still no response, move to Surveillance 1 month after sending B letter.

THINGS TO KEEP IN MIND

- *Always* check comments under the Contact tab, and make sure that texting is agreed to before sending a text.
- Be attentive and sensitive to individual and family situations. Use judgment to determine frequency of contact attempts so as not to make the family feel overwhelmed or nagged.
- Some alternatives you can offer: wait until a better time of year (i.e. summer, spring break), skip a year, do forms only (they do not get paid if they don't do a blood draw), set up a long-distance blood draw, offer a finger poke kit.
- Remember to offer dates we are at Children's locations if the participant lives near one.
- **If the participant cancels or no shows**, try to reschedule right away (within 24 hours). Then wait 2 weeks and resume the scheduling protocol (#3-5) using the most successful method of contact.
- **POSITIVE PARTICIPANTS ARE NEVER PUT ON SURVEILLANCE.** It is very important to follow these participants as they are at a much greater risk for developing Type 1 diabetes. Do give the family space if they need it, but it's important that we try to get them in at *least* once a year.
 - **Offer HOME VISITS**
 - We can move them to an every 6 month protocol, rather than coming in every 3 months. If this is still too much, we can see them annually
 - "Since ___ has been testing positive for autoantibodies, we want to encourage ___ to keep an eye on ___'s levels. As you know, consistently testing positive for any of these autoantibodies does mean ___'s risk of developing type 1 diabetes has increased. Early detecting is very important in preventing serious complications."

SCHEDULING

AFTER SCHEDULING

- A map with the parking code are emailed out 3 weeks before the appointment (front desk takes care of this). For off-site visits, a letter with directions and the appointment time are sent in lieu of a map.
- The front desk will make a reminder call the day before the appointment stating the date and time of appointment and anything they need to do or bring with them (map and parking code, YAQ, etc). Participants scheduled on Saturdays get two reminder calls: one Tuesday and another on Friday.
- All enrolled participants (participants and enrolled sibs) receive \$20 cash at the visit and all family members we've never drawn also receive \$20.