

## CO-IMPACT - SAMPLE SECTION OF AUTOMATED CALLS SCRIPT: HIGH SUGARS

<b>KEY:</b>
The following prompt will be played whenever the patient makes an invalid choice. For the sake of reducing clutter, the pseudocode for this is not included in the tables nor in the PowerPoint diagrams.
<b>DMIR</b> I am sorry. I did not understand your response. Please listen to the choices, and try again.
Whenever the patient wants to hear a sound file repeated, the patient can press * to repeat the current sound file they are listening to. This action item (*) is not listed in pseudocode
Any text in the color green should be played in a pre-determined rotation of calls, depending on the call and/or whether the patient has heard the general prompt (ending in -1) before. When a prompt has more than one option, options end in “-1,” “-2,” etc.  To indicate that these options will <b>cycle in order</b> , the pseudocode in the previous message will include the general prompt (without “-1” for example) and the title will be followed by, for example, “[cycle 1-3].” This indicates that that the first time this patient hears this prompt, he should hear the prompt ending in “-1.” The second time he hears this prompt (in a separate call), he should hear the prompt ending in “-2, “ etc. If there are three versions, if the patient is to hear the prompt a fourth time, he would hear “-1” and the cycle would be repeated throughout the duration of the patient’s enrollment period.  In other instances, there are two options for a prompt. The patient hears the prompt ending in “-1” <b>only the first time</b> , and then on all subsequent calls, he hears the prompt ending in “-2.” This is explained in the pseudocode preceding the prompt.
Red text in brackets indicate call logic, also called Pseudocode. Example: [GO TO INTROHoldMusic1]
Red text in brackets and blue highlight indicate that arriving at this prompt triggers inclusion of text in the email message that is sent to the Care Partner. Text in brackets is the name of the email message content piece. Example: [[ActionPlanCP-EM1]



### HighSugarsIntro-1

Now I'd like to ask you a few questions about high blood sugar. Please look at your log or meter again. Look at your fasting blood sugar readings over the last two weeks. **Fasting blood sugar readings are readings you took in the morning before you ate anything.** Are 2 or more of your fasting blood sugar readings more than 160? If yes, press 1. If no, press 2.

[1 GO TO HighSugarsHigh] [cycle 1-2]

[2 GO TO HighSugarsNotHigh]

### HighSugarsIntro-2

Now I'd like to ask you a few questions about high blood sugar. Please look at your log or meter again. Look at your fasting blood sugar readings over the last two weeks. Are 2 or more of your fasting blood sugar readings more than 160? If yes, press 1. If no, press 2.

[1 GO TO HighSugarsHigh] [cycle 1-2]

[2 GO TO HighSugarsNotHigh]

### HighSugarsNotHigh

It sounds like your fasting blood sugars are not too high lately.

[GO TO CheckBPIntro]

### HighSugarsHigh-1

It sounds like some of your fasting blood sugar readings were higher than usual diabetes targets.

**If your sugar is high first thing in the morning, it may continue to run high throughout the day.**

[GO TO HighSugarsAbove200]

### HighSugarsHigh-2

Some of your fasting blood sugar readings sound like they're higher than usual diabetes targets. **Some possible reasons for occasional high fasting sugars are: skipping diabetes medication, or eating later in the evening.**

[GO TO HighSugarsAbove200]



### HighSugarsAbove200

Now look at all of your blood sugar readings, from any time of day.

Were 2 or more of your blood sugars above 200? If yes, press 1. If no, press 2.

[1 GO TO HighSugarsAbove300]

[2 GO TO HighSugarsBelow200]

### HighSugarsBelow200

Great. It sounds like your blood sugars haven't been running high lately.

[GO TO CheckBPIntro]

### HighSugarsAbove300

Did you have any blood sugar readings above 300? If yes, press 1. If no, press 2.

[1 GO TO HighSugarsVeryHigh] [cycle 1-2]

[2 GO TO HighSugarsBelow300] [cycle 1-2]

### HighSugarsBelow300-1

It sounds like some of your blood sugar readings have been above usual diabetes targets.

Occasional high blood sugar levels can be caused by eating or drinking too much sugar or other carbohydrates. High blood sugars may also be caused by taking your diabetes medicine differently than usual, or from being sick or under stress.

[GO TO HighSugarsAM1]

### HighSugarsBelow300-2

It sounds like some of your blood sugar readings were above usual diabetes targets.

If your blood sugar is high more than 2 or 3 times, contact your primary care team to see if your medications need to be adjusted. If you use insulin, you and your Care Partner could ask your primary care team about using the insulin adjustment guide, that you can find in your study handbook, to safely increase your insulin dose yourself.

[GO TO HighSugarsAM1]



### HighSugarsAM1

Next, think about whether it is important to you to work on this issue over the next two weeks. Press 1 if it is important to you, Press 2 if it is not important.

[1 = HighSugarsImportant1]

[2 = HighSugarsNotImportant1]

### HighSugarsImportant1

OK, we'll note that this issue is important to you this week. At the end of this call I will remind you about this issue when we talk about your action plan for the next two weeks.

[GO TO CheckBPIntro]

[HighSugarsCP-EM1] this indicates what text to include in the summary email to the family supporter

### HighSugarsNotImportant1

Ok, we'll focus on other issues this week.

[GO TO CheckBPIntro]

[HighSugarsCP-EM2] this indicates what text to include in the summary email to the family supporter

### HighSugarsVeryHigh-1

It sounds like at least one of your blood sugar readings was very high. This could be an urgent concern. We will notify your primary care team now about this concern. If you are vomiting, have a fever, or are feeling confused, hang up now and dial 911.

Occasional high blood sugar levels often are caused by eating or drinking too much sugar or other carbohydrates. High blood sugar may also be caused by taking your diabetes medicine differently than usual, or from being sick. However, many times high blood sugars mean your medication needs to be adjusted. Contact your primary care team to find out how you can adjust your medications to keep your blood sugar levels lower.

[GO TO HighSugarsAM2]

[send fax alert to primary care team]



### HighSugarsVeryHigh-2

It sounds like at least one of your blood sugar readings was very high. This could be an urgent concern. We will notify your primary care team now about this concern. If you are vomiting, have a fever, or feeling confused, hang up now and dial 911.

Occasional high blood sugar levels often are caused by eating or drinking too much sugar or other carbohydrates. High blood sugar may also be caused by taking your diabetes medicine differently than usual, or from being sick. However, many times high sugars mean your medication needs to be adjusted. Contact your primary care team to find out how you can adjust your medications to keep your blood sugar levels lower.

If you use insulin, you could ask your primary care team about using an insulin adjustment guide to safely increase your insulin dose yourself.

[GO TO HighSugarsAM2]

[send fax alert to PACT team]

### HighSugarsAM2

Next, think about whether it is important to you to work on this issue over the next two weeks. Press 1 if it is important to you, press 2 if it is not important.

[1 = HighSugarsImportant2]

[2 = HighSugarsNotImportant2]

### HighSugarsImportant2

OK, we'll note that this issue is important to you this week. At the end of this call I will remind you about this issue when we talk about your action plan for the next two weeks.

[GO TO CheckBPIntro]

[HighSugarsCP-EM3] this indicates what text to include in the summary email to the family supporter

### HighSugarsNotImportant2

Ok, we'll focus on other issues this week.

[GO TO CheckBPIntro]

[HighSugarsCP-EM4] this indicates what text to include in the summary email to the family supporter

