Supplementary Online Content


eFigure. Welcome Call Flow

This supplementary material has been provided by the authors to give readers additional information about their work.
eFigure. Welcome Call Flow

EHR generates call information including child’s name, physician’s name, medication name and dates of coverage

Outgoing call to home

Nonparent answers
• Parent not available
• Give call back information

Inbound call

Parent answers
• Confirm parent
• Ask permission to continue
• Indicate that refill may be due
• Ask about recent fillings

Inbound call

ICS was refilled in past week
• Congratulate parent
• Remind of importance of medication

Has credit card on file
• Offer to fill medication and charge copay

ICS was not refilled in past week
• Remind of importance of medications

No credit card on file
• If outside business hours offer next day call back
• If inside business hours offer transfer to pharmacy staff at end of call

Offer additional information on asthma control

Offer to have asthma nurse call back

Provide seasonal reminders about medication use on flu shots

Thank parent. Sign off

No answer
• Message left on answering machine