Appendix B: Copy of phone script used by investigators one month after discharge

Phone Script – Used for all follow-up phone calls to participants

“Can I please speak to _____ [first last]?”
“This is _______ [investigator name] calling from Sanford Health. About one month ago you submitted a ‘post-stroke education survey’ during your inpatient discharge from Sanford. This indicated to us that you’re willing to participate in our Research study, the purpose is to assess your level of knowledge regarding post-stroke discharge education provided in the hospital. Included in the study participation is a follow-up phone call at 1 month…do you have about 20 minutes right now to answer the follow-up questions with me?”
Negative: “Can we set up a better time to complete the questionnaire?”
Positive: “Just a reminder that you can skip any questions you prefer not to answer. The questions are the same ones you previously answered.”
Proceed to ask the questions from the Questionnaire.

One Month Follow-up: “Thank you…someone from the study team will be providing you with this questionnaire during at 3-months post-discharge.”