Supplementary Online Content

Berset AE, Burkhardt MC, Xu Y, Mescher A, Brinkman WB. Effect of electronic outreach using patient portal messages on well child care visit completion: a randomized clinical trial. JAMA Netw Open. 2022;5(11):e2242853. doi:10.1001/jamanetworkopen.2022.42853

eTable 1. Unadjusted Risk Ratios (RR) for Intent-to-Treat and Per Protocol Analyses

eTable 2. Example of Patient Portal Outreach Messages

This supplementary material has been provided by the authors to give readers additional information about their work.
### Table 1. Unadjusted Risk Ratios (RR) for Intent-to-Treat and Per-Protocol Analyses

| Outcome | Comparison | Unadjusted RR (95% CI) | ITT     | Per-Protocol |
|---------|------------|------------------------|---------|--------------|
|         | Standard vs. Control | 1.97 (1.32 - 2.83) | 1.98 (1.33 - 2.86) | |
| WCC scheduled within 2 weeks | Tailored vs. Control | 1.57 (1.02 - 2.33) | 1.61 (1.05 - 2.41) | |
|         | Standard vs. Tailored | 1.26 (0.88 - 1.74) | 1.23 (0.86 - 1.71) | |
|         | Standard vs. Control | 1.93 (1.38 - 2.60) | 1.91 (1.36 - 2.58) | |
| WCC completed within 8 weeks | Tailored vs. Control | 1.53 (1.06 - 2.13) | 1.48 (1.02 - 2.09) | |
|         | Standard vs. Tailored | 1.26 (0.94 - 1.66) | 1.29 (0.94 - 1.71) | |
|         | Standard vs. Control | 4.52 (1.36 – 14.44) | 4.97 (1.49 - 15.33) | |
| Receipt of COVID vaccination within 8 weeks | Tailored vs. Control | 1.32 (0.22 - 7.18) | 0.74 (0.06 - 5.60) | |
|         | Standard vs. Tailored | 3.44 (1.15 - 9.64) | 6.25 (1.57 - 24.28) | |
|         | Standard vs. Control | 0.75 (0.22 - 1.89) | 0.74 (0.21 - 1.90) | |
| Receipt of Tdap within 8 weeks | Tailored vs. Control | 0.71 (0.20 - 1.81) | 0.61 (0.16 - 1.70) | |
|         | Standard vs. Tailored | 1.06 (0.29 - 2.81) | 0.92 (0.25 - 2.50) | |
|         | Standard vs. Control | 1.88 (0.75 - 3.87) | 1.73 (0.66 - 3.71) | |
| Receipt of HPV within 8 weeks | Tailored vs. Control | 1.23 (0.42 – 3.00) | 0.79 (0.21 - 2.34) | |
|         | Standard vs. Tailored | 1.53 (0.64 – 2.99) | 1.95 (0.73 - 4.23) | |
|         | Standard vs. Control | 1.01 (0.38 - 2.25) | 1.00 (0.37 - 2.24) | |
| Receipt of MCV4 within 8 weeks | Tailored vs. Control | 1.15 (0.46 - 2.42) | 0.94 (0.34 - 2.15) | |
|         | Standard vs. Tailored | 0.88 (0.35 - 1.86) | 0.88 (0.34 - 1.90) | |

*The intent-to-treat and per-protocol analyses were adjusted for insurance type, as those in the control group appeared to have less patients with public insurance compared with the Standard and Tailored message groups.

*Analysis includes all patients eligible to receive this vaccine during the 8-week study period.
eTable 2. Example of Patient Portal Outreach Messages

|                         | Monday Message                                                                 | Thursday Message                                                                 |
|-------------------------|--------------------------------------------------------------------------------|-----------------------------------------------------------------------------------|
| **Standard Message**    | [Patient first name] is due for a checkup at [clinic name]. We want to keep [patient first name] current so we can address any concerns, complete any needed forms, or help with other needs you may have. Please schedule through [patient portal] or call [clinic phone number] option 1. | [Patient first name] is due for a checkup at [clinic name]. We want to keep [patient first name] current so we can address any concerns, complete any needed forms, or help with other needs you may have. Please schedule through [patient portal] or call [clinic phone number] option 1. |
| **Tailored Message**    | [Patient first name] was last seen for a checkup at [clinic name] on [date of last WCC] and is due for a [patient’s current age] checkup. We want to keep [patient first name] current so we can address any concerns, complete any needed forms, or help with other needs you may have. Please schedule through [patient portal] or call [clinic phone number] option 1 to schedule. | [Patient first name] was last seen for a checkup at [clinic name] on [date of last WCC] and is due for a [patient’s current age] checkup. We want to keep [patient first name] current so we can address any concerns, complete any needed forms, or help with other needs you may have. Please schedule through [patient portal] or call [clinic phone number] option 1 to schedule. |