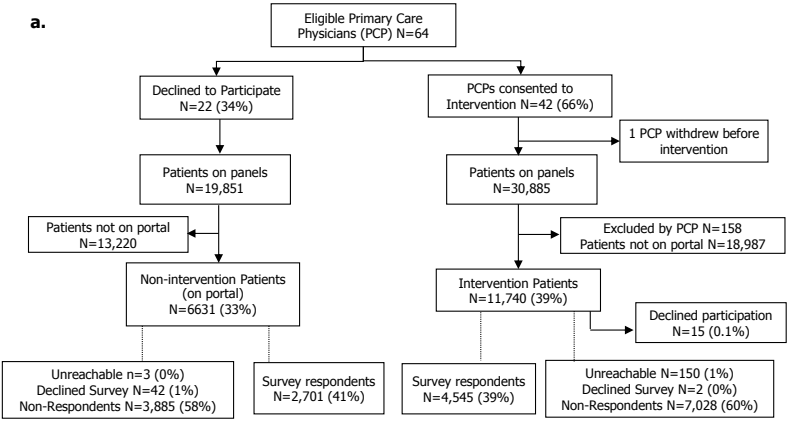
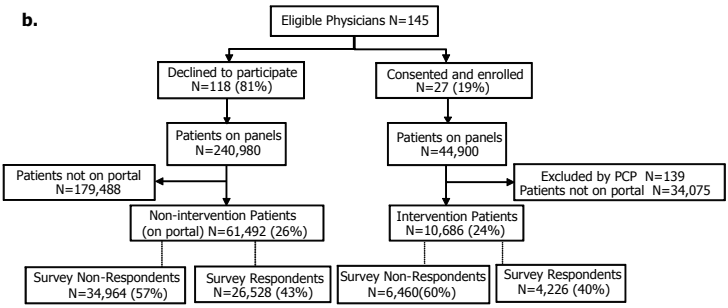
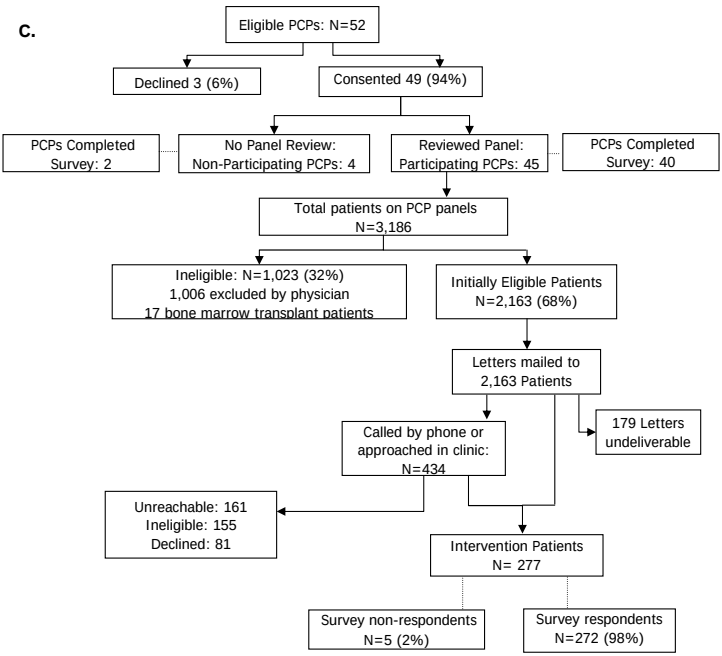

a.
Eligible Primary Care Physicians (PCP) N=64
Declined to Participate N=22 (34%)
PCPs consented to Intervention N=42 (66%)
1 PCP withdrew before intervention
Patients on panels N=19,851
Patients on panels N=30,885
Patients not on portal N=13,220
Excluded by PCP N=158 Patients not on portal N=18,987
Non-intervention Patients (on portal) N=6631 (33%)
Intervention Patients N=11,740 (39%)
Declined participation N=15 (0.1%)
Unreachable n=3 (0%) Declined Survey N=42 (1%) Non-Respondents N=3,885 (58%)
Survey respondents N=2,701 (41%)
Survey respondents N=4,545 (39%)
Unreachable N=150 (1%) Declined Survey N=2 (0%) Non-Respondents N=7,028 (60%)


b.
Eligible Physicians N=145
Declined to participate N=118 (81%)
Consented and enrolled N=27 (19%)
Patients on panels N=240,980
Patients on panels N=44,900
Patients not on portal N=179,488
Excluded by PCP N=139 Patients not on portal N=34,075
Non-intervention Patients (on portal) N=61,492 (26%)
Intervention Patients N=10,686 (24%)
Survey Non-Respondents N=34,964 (57%)
Survey Respondents N=26,528 (43%)
Survey Non-Respondents N=6,460(60%)
Survey Respondents N=4,226 (40%)


C.
Eligible PCPs: N=52
Declined 3 (6%)
Consented 49 (94%)
PCPs Completed Survey: 2
No Panel Review: Non-Participating PCPs: 4
Reviewed Panel: Participating PCPs: 45
PCPs Completed Survey: 40
Total patients on PCP panels N=3,186
Ineligible: N=1,023 (32%) 1,006 excluded by physician 17 bone marrow transplant patients
Initially Eligible Patients N=2,163 (68%)
Letters mailed to 2,163 Patients
179 Letters undeliverable
Called by phone or approached in clinic: N=434
Unreachable: 161 Ineligible: 155 Declined: 81
Intervention Patients N= 277
Survey non-respondents N=5 (2%)
Survey respondents N=272 (98%)