

How to Schedule/Send Patient Emails

Bone Mets Database

1. Under the patient's record, select the PROs tab



2. Select "send baseline" to send the baseline patient survey



3. Submit the treatment start date. The treatment start date should match the start date submitted on the M1 form.

PROS Configuration -- baseline

Warning: Once you have configured PROS settings for this subject, you will not be able to modify them. Please check to make sure this information is accurate before pressing submit.

Treatment Start Date:
 2021 ▾ Jan ▾ 5 ▾

Confirm Start Date
 2021 ▾ Jan ▾ 5 ▾

←

Subject's Email address

Confirm: Subject's Email address

PROs Configuration
 baseline ▾

-
4. Submit the patient's email address. Carefully type it, do not copy/paste the email address.

PROS Configuration -- baseline

Warning: Once you have configured PROS settings for this subject, you will not be able to modify them. Please check to make sure this information is accurate before pressing submit.

Treatment Start Date:

2021 ▾ Jan ▾ 5 ▾

Confirm Start Date

2021 ▾ Jan ▾ 5 ▾

Subject's Email address

Confirm: Subject's Email address

PROs Configuration

baseline ▾

Submit



5. PROs configuration option – no change is required. The selected survey is saved and cannot be changed. Select "submit" to send the email.

PROS Configuration -- baseline

Warning: Once you have configured PROS settings for this subject, you will not be able to modify them. Please check to make sure this information is accurate before pressing submit.

Treatment Start Date:

2021 ▾ Jan ▾ 5 ▾

Confirm Start Date

2021 ▾ Jan ▾ 5 ▾

Subject's Email address

Confirm: Subject's Email address

PROs Configuration

baseline ▾

Submit



6. How to read information on the PROs tab:

- **requestCreated:** the date the email was scheduled in the database by the CDA
- **sendOn:** the date the email was sent to the patient
- **Date:** the date the survey was completed by the patient
- **Finished:**
 - = **True:** the patient completed the survey
 - = **False:** the patient has answered questions on the survey and closed the survey window without selecting the final “submit” button.
 - = **na:** the survey is not completed and the patient has not opened the survey link.
- **Remove:** select “REMOVE” to **stop or resend a survey**
- **Stats:** gives a little more information about the status of the survey once a patient has completed it (1=yes and 0=no)

Example of a completed survey:

timepoint	requestCreated	sendOn	Date	Finished	Remove	stats
baseline	2020-12-08T16:52:25Z	2020-12-08T16:52:24Z	2020-12-08T19:23:30Z	True	Remove	{"sent":1, "failed":0, "started":1, "bounced":0, "opened":1, "skipped":0, "finished":1, "complaints":0, "blocked":0}

Example of a not completed survey/ no response: Date and Finished are set as NA, and there aren't any data on the stats.

timepoint	requestCreated	sendOn	Date	Finished	Remove	stats
baseline	2020-12-11T19:56:37Z	2020-12-11T19:56:37Z	na	na	Remove	

7. Important reminders before scheduling a patient email:

- ❖ Once an email address is submitted, it cannot be removed or viewed in the database.
- ❖ A reminder email is sent to the patient one week after the original email was sent if the survey has not been completed
- ❖ Patients should complete either a paper survey or email survey but not both.
- ❖ The follow-up survey link should only be used by the pilot sites.