

■ **eAppendix 1**

All Outbound calls are in English (**Below**). When the members call in to retrieve messages, they have the option of either English or Spanish.

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Adult (Voice Detected):

This is Kaiser Permanente calling for the member whose first name is spelled. *spells name*
Hello, This is Kaiser Permanente.
There's a message waiting for you.
Please call our toll-free phone number in order to hear your message.
Please have a pen and paper handy in order to write down the toll free phone number.
The number to call is 1-XXX-XXX-XXXX. Again, that number is 1-XXX-XXX-XXXX
When calling to hear your message, be sure to have your Medical Record Number available and follow the instructions.
To replay this message, press 4.
Or, if you have your Medical Record Number ready and wish to hear the message now, press 2.
This message will now repeat.
This is Kaiser Permanente calling for the member whose first name is spelled. *spells name*
Hello, This is Kaiser Permanente.
There's a message waiting for you.
Please call our toll-free phone number in order to hear your message.
Please have a pen and paper handy in order to write down the toll free phone number.
The number to call is 1-XXX-XXX-XXXX. Again, that number is 1-XXX-XXX-XXXX
When calling to hear your message, be sure to have your Medical Record Number available and follow the instructions.
To replay this message, press 4.
Or, if you have your Medical Record Number ready and wish to hear the message now, press 2.
Thank you, good bye.

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Adult (Answering Machine):

This is Kaiser Permanente calling for the member whose first name is spelled. *spells name*
Hello, This is Kaiser Permanente.
There's a message waiting for you.
Please call 1-XXX-XXX-XXXX in order to hear your message, that's 1-XXX-XXX-XXXX
When calling to hear your message, be sure to have your Medical Record Number available and follow the instructions.
This message will now repeat.
This is Kaiser Permanente calling for the member whose first name is spelled. *spells name*
Hello, This is Kaiser Permanente.
There's a message waiting for you.
Please call 1-XXX-XXX-XXXX in order to hear your message, that's 1-XXX-XXX-XXXX
When calling to hear your message, be sure to have your Medical Record Number available and follow the instructions.
Thank you, good bye.