

Multimedia Appendix 3. Final email consisting of all BCT-informed content to be tested in the 2X2X2 factorial randomized experiment.

Subject: 990+ patients have abnormal results that need follow-up in your LHIN



AUGUST 2017

Dear Dr. [PHYSICIAN LAST NAME],

How would you feel if a patient had a poor outcome because you missed an abnormal test result? Let Cancer Care Ontario help you stay on top of critical cancer screening results. The Screening Activity Report (SAR) gives you a list of patients in your practice who are overdue for screening or require follow-up. To access your SAR, log in at cancercare.on.ca/SAR or click the button below.

Logging into the SAR can help you maximize your screening rates and save time when calculating your Preventive Care Bonus. Thousands of Ontario family doctors access the SAR to compare their rates to other family doctors in Ontario and their region.

We know accessing the SAR involves work for you and your staff. Here are three tips from other Ontario family doctors on how to fit using the SAR into your schedule:

- Email ONE® ID at ONEIDBusinessSupport@ehealthontario.on.ca to register a delegate with eHealth Ontario so they can check your report;
- Book calendar time right now to check your report; or
- Tackle a few patients at a time.

[ACCESS YOUR SAR](#)

Thank you for making the time to check your report,
Cancer Screening

Forgot your ONE® ID login or password? Reset it at
<https://oneid.ehealthontario.ca/forgotPassword>

ONE® ID Support

For assistance with your ONE® ID account, please contact eHealth Ontario at:

Email: servicedesk@ehealthontario.on.ca

Telephone: 1.866.250.1554, 24 hours a day/7 days a week

Need more help?

Email: screenforlife@cancercare.on.ca

Telephone: 1.866.662.9233, Monday to Friday 8:30 a.m. to 5 p.m. EST

Watch: The online SAR tutorial

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You are receiving this email because you are registered with Cancer Care Ontario to receive screening reports containing your patients' data. Because of privacy laws, we cannot email you your report; you must log in to view it online. Thank you for your understanding.

You may notice that this email is different from your previous SAR emails. We are working with researchers to test ways to improve our communication with you. If you have questions about this research please contact us at sarproject@wchospital.ca.

Please do not reply to this email as it is being sent from an unmonitored mailbox.

Our mailing address is:

Cancer Care Ontario
620 University Ave,
Toronto, On M5G L27
Canada

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