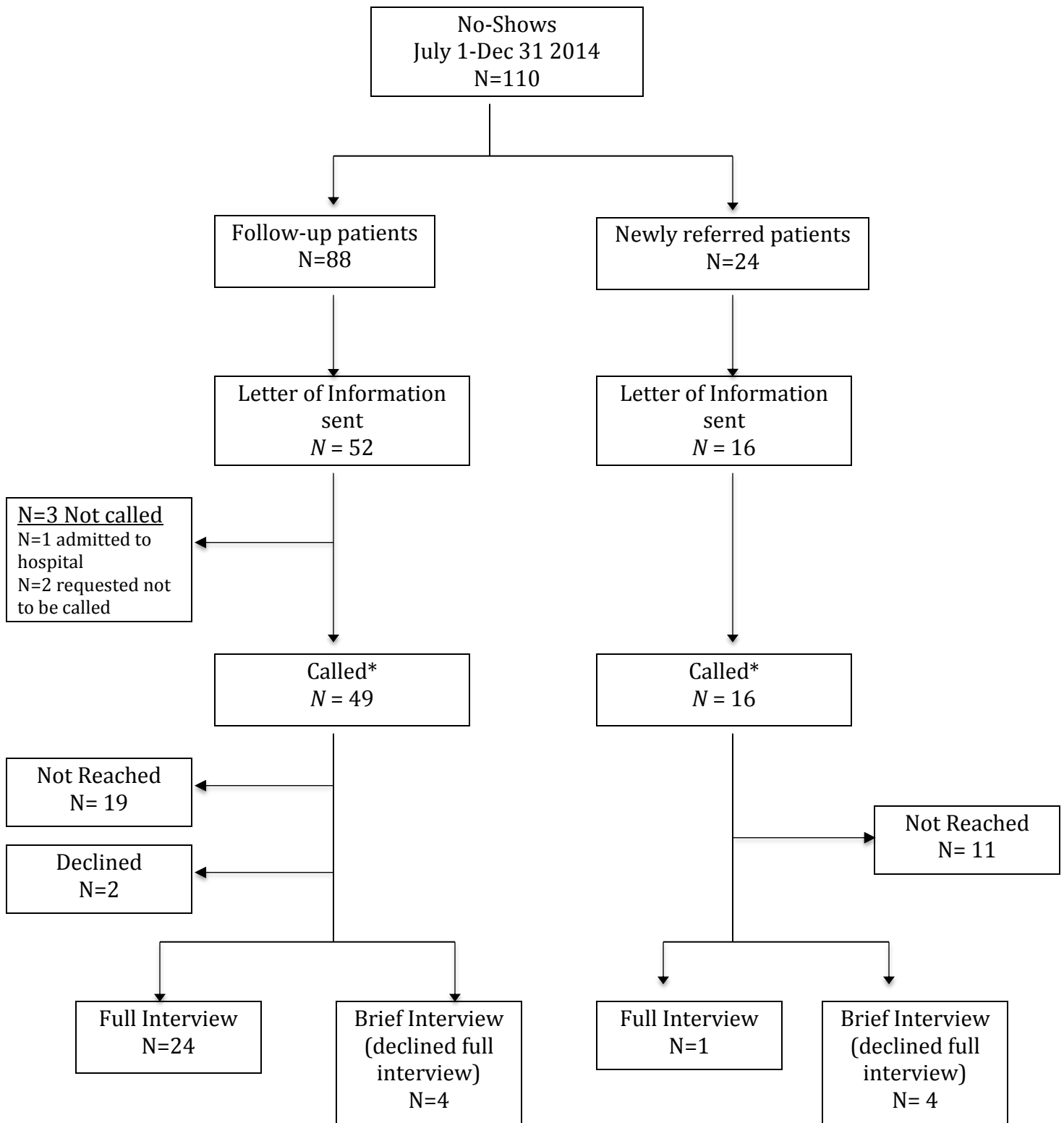


Figure 1 (Supplemental): Recruitment summary for no-show patient telephone interviews



*Interviews attempted within 2 weeks of the missed appointment

Figure 4 (Supplemental): MyChart enrollment

Interventions to increase MyChart enrollment began mid-November 2014, and patients were surveyed in the waiting room between February and September 2015 about whether they had a MyChart account.

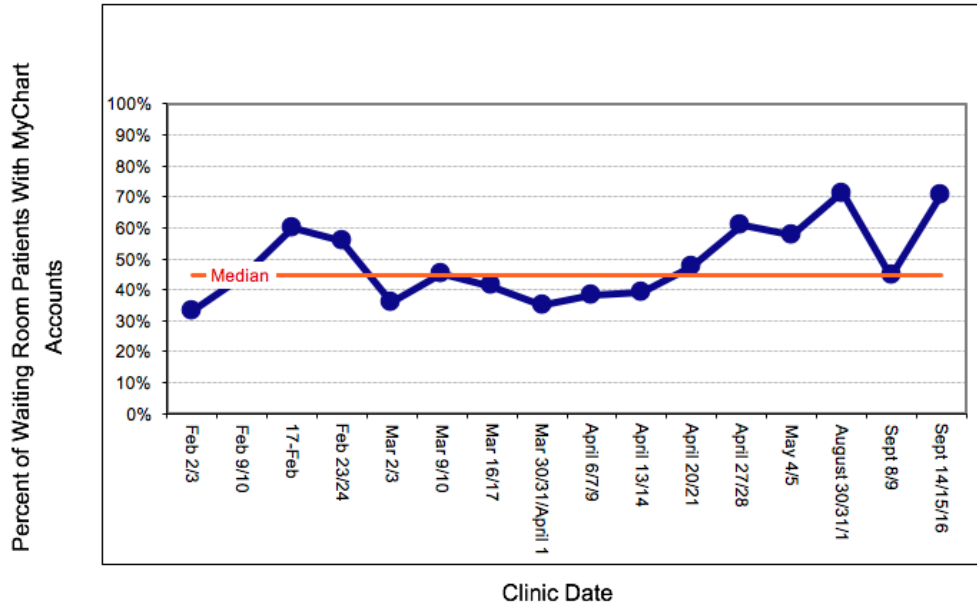


Figure 5 (Supplemental): MyChart enrolment

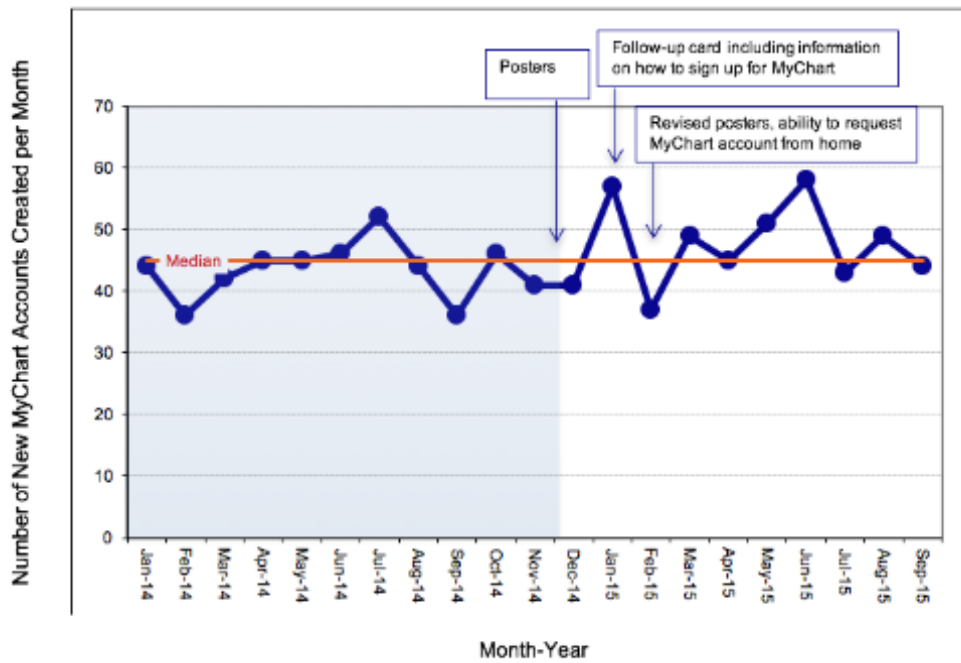


Figure 8 (Supplemental): Waiting Room Survey

Waiting Room Survey for New & Returning Patients

1. How did you know about today's appointment? (select all that apply)

Made appointment at last visit Phone conversation with the office
 Letter from this office Looked online in MyChart
 Other _____

2. Do you have a MyChart Account?

Yes No Don't know

If yes, did you receive an email reminder about today's appointment?

Yes No Don't know

Did you find the email reminder helpful?

Yes No Don't know

4. Do you have any comments or suggestions for the clinic regarding appointment scheduling/reminders?

Thank you for completing the survey, we appreciate your feedback.




Table 1 (Supplemental): Baseline characteristics of No-Shows

Follow-up patient Characteristics (n=86)	Mean (95% CI) or proportion n (%)
Age mean (95% CI)	55.1 (51.5–58.8)
Female - n (%)	60 (69.8)
Enrolled in MyChart™ - n (%)	22 (25.5)
Time since last appointment, months mean (95% CI)	4.8 (4.1–5.5)
Diagnosis - n (%)	
Spondyloarthropathy	19 (22.1)
Rheumatoid Arthritis	16 (18.6)
Osteoarthritis	13 (15.1)
Crystal arthritis	8 (9.3)
Vasculitis	8 (9.3)
Non-inflammatory MSK Condition	7 (8.1)
Systemic Lupus Erythematosus	6 (7.0)
Other Connective Tissue Disease	4 (4.7)
Sarcoidosis	3 (3.5)
SAPHO	1 (1.2)
Disease duration, years mean (95% CI)	5.4 (3.7 – 7.1)
Disease therapy - n (%)	
DMARD(s)	32 (37.2)
Biologic agent	4 (4.7)
DMARD(s) + Biologic agent	5 (5.8)
Prednisone	14 (16.3)
NSAID	18 (20.9)
Xanthine Oxidase Inhibitor	4 (4.7)
Regular laboratory monitoring - n (%)	45 (52.3)
Disease activity at last visit - n (%)	
No symptoms/remission	23 (26.7)
Minimal/mild symptoms, low disease activity	29 (33.7)
Severe symptoms or active disease	24 (27.9)
Unknown	10 (11.6)
General Health Status - n (%)	
≥ 4 medical co-morbidities	19 (22.1)
Abnormal labs in last 6 months	25 (29.1)
Hospitalization or Emergency visit last 6 months	8 (9.3)
<hr/>	
New patient characteristics (n=24)	Mean (95% CI) or proportion n (%)
Age mean (95% CI)	51.9 (43.5–60.4)
Female - n (%)	20 (83.3)
Days since referral mean (95% CI)	101.9 (60.8–143.1)
Distance from clinic (km) mean (95% CI)	13.9 (8.6–19.2)
Reason for referral n (%)	
Unknown diagnosis	12 (50.0)
OA/degenerative MSK condition	4 (33.3)
Fibromyalgia	3 (12.5)
Crystal arthritis	3 (12.5)
Known inflammatory arthritis	2 (8.3)
Referral source n (%)	
Family Doctor	16 (62.5)
Specialist	8 (33.3)
Emergency Department	1 (4.1)