

**DAILY EYE PATCH PROMPT, DAY 1-7 @ 09:00**

Hi it's Flo. This is a reminder to apply your child's eye patch as described today, don't forget to refer to the leaflet if you need to. Take care

**EYE PATCH QUESTION, DAY 8 @ 09:00**

This is your final daily reminder to apply your child's eye patch. Please reply "yes" if you've applied the patch each day or "no" if you have missed some, Flo

**PARENT REPLIES "YES"**  
That's great, compliance to patching is a key factor in a successful outcome for your child's vision. Keep it up - I will be in touch next week, Flo

**PARENT REPLIES "NO", ALERT TRIGGERED**  
OK, please contact the clinic if you're having problems, otherwise it's really important to try and remember everyday; I will be in touch next week, Flo

**EYE PATCH QUESTION, DAY 15 @ 09:00**

Hi, It's Flo. Have you applied your child's patch every day this week? Reply with yes if you have, no if you have not

**PARENT REPLIES "YES"**  
Well done, patching will become easier for you both as a routine is formed, I will be in touch again next week

**PARENT REPLIES "NO", ALERT TRIGGERED**  
It's important for your child's vision to use the patch daily, perhaps refer to the leaflet we gave you, I'll be in touch next week to see how you're getting on

**EYE PATCH QUESTION, DAY 22 @ 09:00**

Hi it's Flo. Have you applied your child's patch every day this week? Reply with yes if you have, no if you have not

**PARENT REPLIES "YES"**  
Well done, you are significantly helping your child's vision - keep it up! I will be in touch next week

**PARENT REPLIES "NO", ALERT TRIGGERED**  
If the patch hasn't been used for the last 3 weeks there won't have been an improvement in your child's vision. CALL the clinic to postpone your next appointment

**EYE PATCH QUESTION, DAY 29 @ 09:00**

Have you applied your child's patch every day this week? Reply with yes if you have, no if you have not, Flo

**PARENT REPLIES "YES"**  
That's great, we will see you at your next appointment, Flo

**PARENT REPLIES "NO", ALERT TRIGGERED**  
I am sorry you are struggling to apply your child's patch everyday, please CALL the clinic and ask for advice. We may need to review your child in clinic

**EYE PATCH QUESTION, DAY 59 @ 09:00**

Have you applied your child's patch every day this week? Reply with yes if you have, no if you have not, Flo

**PARENT REPLIES "YES"**  
Well done, keep it up, we will see you at your next appointment

**PARENT REPLIES "NO", ALERT TRIGGERED**  
I am sorry you are struggling to apply your child's patch everyday, please CALL the clinic for further advice. We may need to review your child in clinic, Flo

**EVALUATION REMINDER, DAY 59 @ 19:30**

Thank you for your interaction with Flo, we hope you found the service useful. I will shortly ask 3 short question to help us improve the service

**Q1, DAY 59 @ 19:33**

Do you feel that Flo was a useful support to your child's patching? Please reply with #1 if YES or #2 if NO

**24 HOURS LATER IF NO REPLY**

I've noticed that you haven't confirmed if Flo was a useful support to your child's patching? Please reply with #1 if YES or #2 if NO

**Q3 TRIGGERED BY ANSWERING Q2**

Thanks; would you recommend Flo to other families whose children have an eye-patching schedule? Please reply with #1 if YES or #2 if NO

**24 HOURS LATER IF NO REPLY**

I've noticed you haven't confirmed if Flo helped you to patch your child's eye regularly? Please reply with #1 if YES or #2 if NO

**Q2 TRIGGERED BY ANSWERING Q1**

Thanks; do you feel that Flo helped you to patch your child's eye regularly? Please reply with #1 if YES or #2 if NO

**24 HOURS LATER IF NO REPLY**

I've noticed you haven't confirmed if you'd recommend Flo to other families whose children have an eye-patching schedule? Reply with #1 if YES or #2 if NO

**THANK YOU MESSAGE TRIGGERED BY ANSWERING Q3**  
Thank you for your participation, Flo