



Reception staff: Information about text messages sent to patients as part of the RAd Health trial

Your practice is part of a trial with the University of Melbourne (RAd Health). As part of this trial, we are recruiting young people (16–24-year-olds) from your practice to complete an online survey.

Some patients of this practice have been sent the following text message:

Hi [recipient],
[Practice], with Melbourne Uni, is doing research to improve young people's health. Can you complete a survey about your health and wellbeing? Tap: [LINK]

You will get a \$30 gift card. If you have any questions call [clinic number]. Opt out reply STOP



If you receive any questions about this text message, you can tell your patients:

- **The text message is legitimate!** Your practice is participating in a study with the University of Melbourne. As part of that study, your practice has been asked to invite some patients to complete an online survey and the text is not spam
- If they would like more information about the study, they can click on the link where they will receive more information, including how to contact the researchers.
- **If they do not want to take part, they don't have to.** They can simply ignore the message or reply saying STOP if they do not want to receive any further reminder messages.

If they have any concerns you may want to reassure them that:

- The text message came from your practice. This means **the researchers at the University don't have any of their details.**
- If they would like to talk more about the study or have concerns but don't want to click the link, they can contact the research team at rad-health@unimelb.edu.au or 03 8344 5141.
- If they think the message was mistakenly sent to them, they can disregard it. They may receive just one or two follow up messages reminding them about the study. They can ignore those too, or they can reply STOP.

Please feel free to contact us at rad-health@unimelb.edu or 03 8344 5141 if you have any questions!

