Eligible Primary Care Physicians (PCP) N=64
  Declined to Participate N=22 (34%)
    Patients on panels N=19,851
      Non-intervention Patients (on portal) N=6631 (33%)
        Intervention Patients N=11,740 (39%)
          PCPs consented to Intervention N=42 (66%)
            Excluded by PCP N=158
              Patients not on portal N=18,987
  Non-intervention Patients (on portal) N=6631 (33%)
    Intervention Patients N=11,740 (39%)
      Declined participation N=15 (0.1%)
        Unreachable n=3 (0%)
  Unreachable n=1 (0%)
  Declined Survey N=2 (0%)
  Non-Respondents N=7,028 (60%)

Patients on panels N=13,220
  Non-intervention Patients (on portal) N=6,492 (48%)
    Intervention Patients N=10,886 (24%)
      Survey respondents N=4,226 (40%)
        Survey Non-Respondents N=6,460 (60%)
  Non-intervention Patients (on portal) N=6,492 (48%)
    Intervention Patients N=10,886 (24%)
      Survey respondents N=4,226 (40%)
        Survey Non-Respondents N=6,460 (60%)

Eligible Physicians N=145
  Declined to participate N=116 (81%)
    Patients on panels N=240,980
      Patients not on portal N=179,488
  Consented and enrolled N=27 (19%)
    Patients on panels N=44,950
      Patiennts not on portal N=34,075

Initially Eligible Patients N=2,163 (68%)
  Eligible PCPs: N=52
    Consented 49 (94%)
      PCPs Completed Survey: 40
      PCPs Completed Survey: 2
      No Panel Review: Non-Participating PCPs: 4
      Reviewed Panel: Participating PCPs: 45
      PCPs Completed Survey: 40
      Total patients on PCP panels N=5,166
        Ineligible: N=1,023 (32%)
          1,006 excluded by physician
          17 bone marrow transplant patients
        Initially Eligible Patients N=2,163 (68%)
          Letters mailed to 2,163 Patients
            Letters mailed to 179 Patients undeliverable
            Called by phone or approached in clinic: N=334
              Unreachable: 161
                Ineligible: 155
                  Declined: 8
                  Intervention Patients N= 277
                    Survey respondents N=272 (98%)
                    Survey non-respondents N=5 (2%)