



INFORMATION SHEET

Title: SOPHIE 2.0: Human-like Virtual Patients for Clinical Communication Training

Principal Investigator: Ehsan Hoque

This form describes a research study that is being conducted by Ehsan Hoque from the University of Rochester's Department of Computer Science. By participating in this study, you are consenting to the following. You may download or save a copy of this consent form for your records.

The purpose of the study is to evaluate SOPHIE 2.0 – a platform of virtual patient interactions for clinical communication practice. We estimate that up to 200 participants will take part in this study.

As a participant, you will interact in the role of a doctor with two patient avatars, and after interacting with them you will take a survey to evaluate your experience.

During this conversation, you will not enter any personally identifiable information (PII) about yourself or any other person; instead, use a fabricated persona. The dialogues will go through a thorough anonymization process, and they will be released publicly with our academic paper.

Details

It will take about 20-30 minutes to complete the tasks. If you decide to take part in this study, you will be provided with a link to our study website and a password. You are required to enter any email address and the password provided to you by the researchers. To proceed with the website, you must read the consent form and instructions, then click the checkboxes to consent as shown in Figure 1. After logging into the website, you will be asked to take a demographic survey and select virtual patient personas, ready to interact with you. Your task is to play the role of a doctor and talk to AI avatars in two different scenarios and describe your experience in a survey. After completion of all 4 stages, researchers will reach out to you within 2 business days with a \$25 payment through a university-approved payment platform. The compensation is only available if you complete all 4 stages of the task. If you cannot complete all 4 stages due to technical issues, please contact m.hasan@rochester.edu.

The risks of participation are minimal. The chatbot may be upsetting and may cause discomfort, but you have the option to flag and report content that you think is harmful/ upsetting/ or causing you discomfort. The transcripts of your conversations with the AI patients will be anonymized for analysis, and the anonymous transcripts may be released publicly alongside our academic paper. You are requested to avoid speaking about any personally identifiable information (PII) with the AI patients. The researchers would take utmost care to remove any existing PII; however, complete anonymity cannot be guaranteed.

This study will use our custom-built website to collect your research data, and therefore, any third-party providers will not have access to your research data.

You may not benefit from being in this study. A potential benefit is improvement in your clinical communication skills.

Payment:

Upon completing all 4 stages of the study, the researchers will reach out to you within 2 business days with a \$25 compensation.

For this study, we use a subject payment system called Participant Payments. The system allows three ways to provide payment. You can choose: a reloadable debit card; direct deposit; or mailed paper checks. The study team will create a “subject profile” in the system for you. In order to provide payment, the study team will need to enter your name and date of birth into the subject profile. Depending on which payment method you choose, the study team may also need to enter your email address. If you already have a Participant Payments account (because you are in another study that uses this system), your existing profile will be used to provide payment. See the **‘Information Sheet for Participant Payments’** for additional information.

Payment received for participation in research is considered taxable income. For tax purposes, US citizens are required to provide tax reporting information (name, address, and social security number) if you receive payment for your participation in studies at the University of Rochester and its affiliates of \$500 or more. This is commonly collected via Form W-9. If you earn \$600 or more in any one calendar year, the University is required to report this information to the Internal Revenue Service (IRS) in a 1099 (Miscellaneous Income) form. You will be sent a copy of this form, and a copy will be sent to the IRS. If you are asked to complete a W-9 form and we find that you are not a US citizen or permanent resident, we may need to alter the payment method and withhold 30% of your payment for taxes consistent with tax requirements. IRS reporting would be on Form 1042-S.

The University of Rochester makes every effort to keep the information collected from you private. To protect the confidentiality of the data, responses will be transmitted in an encrypted format (readable only to the research team). Your name or email addresses will not be included with your study responses or the study’s data set. Sometimes, however, researchers need to share information that may identify you with people that work for the University. If this does happen, we will take precautions to protect the information you have provided.

Email communications may be sent or received in an unencrypted (unprotected) manner. Therefore, there is a risk that the content of the communication, including your personal information, could be shared beyond you and the study team. Your consent to participate in

this research study indicates that you understand this risk. The University of Rochester is not responsible for any interception of messages sent through email.

Your participation in this study is completely voluntary. You are free not to participate or to withdraw at any time, for whatever reason. If you withdraw, your data will be deleted and not used. If you have already signed up, to withdraw from this study or delete your data, please email Masum Hasan at m.hasan@rochester.edu. No matter what decision you make, there will be no penalty or loss of benefits to which you are otherwise entitled. Taking part in this research is not a part of your University duties, and refusing will not affect your job. You will not be offered or receive any special job-related consideration if you take part in this research.

For more information or questions about this research you may contact: Dr. Ehsan Hoque at mehoque@cs.rochester.edu.

Please contact the University of Rochester Research Subjects Review Board at 265 Crittenden Blvd., CU 420628, Rochester, NY 14642, Telephone (585) 273-4127 or (877) 449-4441. To reach the Office for Human Subject Protection, use the [Feedback Form](#) [<https://www.rochester.edu/ohsp/feedback/>] the following reasons:

- You wish to talk to someone other than the research staff about your rights as a research subject;
 - To voice concerns about the research.
 - To provide input concerning the research process and/or in the event the study staff could not be reached.



The image shows a login form titled "Welcome back" with the subtitle "Sign in to continue to SOPHIE". It features a close button (X) in the top right corner. The form includes an "Email" field with the placeholder "email@gmail.com" and a refresh icon. Below it is a "Password" field with a "Show" button. A message "Looks like you're new! Tell us your name." is displayed in green. There are "First name" and "Last name" fields, with the last name field labeled "Last name (optional)". A section titled "By signing up, you acknowledge and agree that:" contains two checked checkboxes: "You have read and consented to the study's [consent form](#)." and "You have read the study [instructions](#) (minimum: page 1).". A blue "Sign up" button is at the bottom.

Figure 1: Login form with informed consent and Instructions