

i-Matter: Frequently Asked Questions



1. What if I make a mistake and send an invalid response?

If you make a mistake and send an invalid response, you will receive a message that states:

i-Matter: Sorry your reply wasn't understood. Check and retry. Txt HELP for help, STOP to cancel. Msg&Data rates may apply.

If you receive this message, you will still have the opportunity to respond using the correct format. Please refer to the **i-Matter Training Guidelines** for more instructions on how to respond to text messages. You will see specific examples of correct response formats depending on the question.

2. How do I know if my response has been received?

Every time you send a valid response, you will receive a confirmation response text. Depending on the time of day or text message you are responding to, the response will read as follows or similar:

i-Matter: Thank you. You responded '6' to the HEALTHY DIET question. You will receive the MEDICATION question at 9:00 am.

3. What happens if I forget to reply to a message?

We encourage responding to each text message as soon as you view receive the message. You will have one hour to respond to each message you receive. If you do not respond within the hour, you will not be able to answer that message. Missing a message does not prevent you from receiving the next scheduled text message.



4. How many messages will I receive each day?

You will receive between 4-6 text messages each day that require a response. The text messages will be sent at pre-specified times (e.g., 8am, 12pm, 8pm) throughout the day. After every response you submit, you will receive a text messaging confirming it was received. If your response was invalid, you will receive a message letting you know how to answer the message correctly. You will also receive 1-3 messages monthly, letting you know your progress in the study.

5. What will happen if I do not reply for a few days?

If you do not reply for a few days you will receive a message asking if you need assistance. We may also reach out to you to make sure everything is working properly. We encourage you to respond to the best of your ability so you may receive journal reports that are helpful for managing your diabetes and to get the most out of your participation.

6. Who is reading my responses? Are my responses private/confidential?

We take your privacy very seriously. All responses you send are anonymous and confidential. The information from the responses are stored securely, without identifiers like your name or health information. Please refer to the **Program Support Guide** for more information on the steps we are taking to making your information private.

7. What if I have a question during the 12 months that I am receiving the i-Matter messages?

At any point that you need help or are unsure about something, please call the i-Matter team or text the word HELP in the text message conversation. Once you send HELP, you will be sent a phone number that you can use to contact the study team. If you have a question about your diabetes, please contact your Primary Care Physician directly.

8. What happens if I want to stop receiving text messages?

If you want to STOP receiving text messages and participating in the study, at any time you can reach out to the i-Matter team to let them know. You may also reply STOP in the text message conversation. At that point, you will receive a message that confirms you will no longer receive messages from this program. A member of the study team will

contact you to learn about your reasons for withdrawing, and how we can improve the program for future participants.



Study Contact

Jocelyn Cruz
Department of Population Health
NYU School of Medicine
212-501-3474
Jocelyn.acosta@nyulangone.org

Leydi Payano
Department of Population Health
NYU School of Medicine
212-501-3461
Leydi.payano@nyulangone.org

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