

Patient Program Support

Mobile Terms and Conditions

You are being asked to participate in Phase 2 of this study because you are a patient with a diagnosis of type 2 diabetes receiving care at the NYU Langone Health (NYULH) Network of Faculty Group Practices (FGPs). We expect to recruit up to 282 patient participants from the NYULH Network of FGPs to participate in Phase 2 of the study.

Because your text messages will be used as a source of data for this study, there is a potential risk of a violation of your privacy. Text messages will be sent to your mobile phone that could identify you, if your phone is unguarded, as someone with a goal to increase a health behavior such as eating healthier. You are acknowledging that you are responsible for the message once it is received on your phone as well as the content of any text message you send via the SMS text message system.

If you happen to misplace your phone, if someone views your text messages, or if it was stolen, the study team will not assume responsibility for the content that they had kept or stored on their phone. The text messages you receive will not identify you as someone who is taking part in a study. By enrolling in the study you are giving permission to a text messaging company, Rip Road, to transmit your data using a HIPAA compliant secure, password-protected database.

To reduce any potential violation of privacy, the following safeguards will be put in place:

- Text messages will not include personal identifying information such as your name.
- While you are responsible for handling the content of the messages that are received and stored on your phone, as well any content you send; the messages are entered through a secure website. All messages and data you provide will be stored in a secure password-protected database on a computer that only research staff participating in the project will have authorization to access. No personally identifying information like your

name, date of birth, or address will be collected through the messages. Only numerical responses will be required.

We also recommend the following confidentiality practices to ensure maximum privacy:

- Changing your message settings to show that a text message has been received but do NOT display or preview any of the messages. Instructions on how to do so are provided below. This ensures that a third party cannot passively see the message on a participant's phone because no information is provided.
- Adding a security code to your phone in which one must enter the security code to view a message.

How to Disable Lock Screen Notifications

Steps for iPhone

1. Launch **Settings** from the Home screen.
2. Tap on **Notifications**
3. Tap on the notification you want to disable from the Lock screen.
4. Switch **Show on Lock Screen** to **Off**

Steps for Android

1. Open the **Settings** menu.
2. Select **Security & Location** when the Settings open.
3. Select **Lock screen preferences** on the screen.
4. Tap on "On the lock screen".
5. Select either "**Hide sensitive notification content**" or "**Don't show notifications at all**".

Help and Stop Text Messages

At any point that you need **help** or are unsure about something, please 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 want to **stop** receiving text messages and participating in the study, at any time just 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.

Study Contact Info

If you have questions, concerns or complaints regarding your participation in this research study or if you have any questions about the text messages you are receiving, please call or email:

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Feel free to visit our website for resources, educational materials, and guidelines:
[\[www.connected2care.net\]](http://www.connected2care.net)