i-Matter: Training Guidelines

Please follow the instructions below when responding to each text message:

YES or NO Questions

For questions that ask for a YES or NO answer, please reply sending ONLY the word YES or NO. No further information should be included in the text message response.

- Example CORRECT conversation:
    - **Message Sent**: Have you taken all of your diabetes medications as prescribed today? Reply YES or NO
    - **Example Response**: Yes

- Example INCORRECT conversation:
    - **Message Sent:** Have you taken all of your diabetes medications as prescribed today? Reply YES or NO
    - **Example Incorrect Response:** Yes, I took all of my medications today
    - **Invalid Response Message:** i-Matter: Sorry your reply wasn't understood. Check and retry. Txt HELP for help, STOP to cancel. Msg&Data rates may apply

Example of a correct response
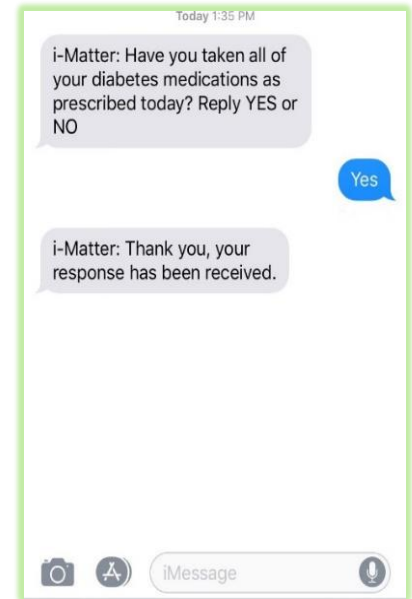
SCALE Questions

For questions that ask for a rating using a number scale (ex:0 (poor)-10(excellent) or (ex:0 (not at all) – 10 (very successful)), please reply sending ONLY the number answer. No words should be included in the text message response.

Example CORRECT conversation:
- **Message Sent:** Reply with the number that best describes how much control you felt you had over your diabetes over the past week. Scale: 0(poor)-10(excellent)
- **Example Response:** 7

SCALE Questions

- Example INCORRECT conversation:
  - o **Message Sent:** Reply with the number that best describes how much control you felt you had over your diabetes this past week. Scale: 0(poor)-10(excellent)
  - o **Example Incorrect Response**: I have had pretty good control, I would say 7
  - o **Invalid Response Message:** i-Matter: Sorry your reply wasn't understood. Check and retry. Txt HELP for help, STOP to cancel. Msg&Data rates may apply

Example of an incorrect response that was corrected by the user