

Telephone Script for Fitbit Nonadherence

Hello, my name is _____, and I am a staff member with the ARIC Study. I am calling to ask about your experience thus far with the Fitbit.

Is now a good time to talk briefly, or should I call you back at another time?

- If “Yes, it is a good time to talk”, continue with the script.
- If “No, it is not a good time to talk”, set up another time to call the ARIC participant back.

I can see from our database that your Fitbit Watch has not synced with your Fitbit smartphone app in about the past 2 weeks, which means we aren’t receiving your Fitbit data on physical activity, sleep, and heart rate.

Can I ask whether you have been wearing your Fitbit Watch recently?

➤ ***“Yes, I have been wearing my Fitbit Watch”***

I’m glad to hear you’ve been wearing the Fitbit Watch. Can I guide you through the syncing process again over the phone? That way, our team will receive the data you’ve been collecting when wearing the Watch.

- Open the Fitbit app on your smartphone.
- Press your finger to the middle of the phone, and while holding your finger on the screen drag it to the bottom of the phone.
- You should be able to see a green line moving across the top of the screen, from left to right.
- Are you able to see updated information for your step count and other metrics now?
 - If yes, they have successfully synced. Remind them to open the app to do this at least every 5 days. Remind them to refer to their educational packet if they need a reminder on how to sync in the future.
 - If no, they have not successfully synced. Guide them through the process again. If they still aren’t able to sync using this method, guide them through a different method of syncing (see page 3).

➤ ***“No, I have not been wearing my Fitbit Watch”***

Okay, thanks for letting me know you haven’t been wearing the Watch. Have you been experiencing any issues with the Fitbit Watch that is making you not want to wear it?

- If “Yes”, try to address whatever issue(s) they are experiencing (e.g., they are finding the band uncomfortable → a new band could be ordered for them; they are having trouble with the technology → try to answer any technology questions they have).

If you have addressed the participant's barriers and they agree to continue wearing the Watch, ask: Can I guide you through the syncing process again over the phone? That way, our team will receive the data you've been collecting when wearing the Watch.

- Open the Fitbit app on your smartphone.
- Press your finger to the middle of the phone, and while holding your finger on the screen drag it to the bottom of the phone.
- You should be able to see a green line moving across the top of the screen, from left to right.
- Are you able to see updated information for your step count and other metrics now?
 - If yes, they have successfully synced. Remind them to open the app to do this at least every 5 days. Remind them to refer to their educational packet if they need a reminder on how to sync in the future.
 - If no, they have not successfully synced. Guide them through the process again. If they still aren't able to sync using this method, guide them through a different method of syncing (see page 3).

If the participant has decided they no longer want to wear the Fitbit Watch and be in the Fitbit Study, coordinate their return of the Fitbit Watch to the field center either in-person or by mail.

Do you have any questions I can answer about the Fitbit?

- If Yes, answer other questions.
- If No, end the call.

Alternative Method for Syncing

- Open the Fitbit app on your smartphone.
- In the upper-left hand corner of the “Today” screen, tap on the icon with the battery percent.
- You will now be on the screen that says “Connected to Fitbit”, tap on “Charge 6”.
- Scroll down on the phone until you see the words “Sync Now” in green.
- Tap on “Sync Now”.
- Go back to the “Today” screen to see your updated metrics.

