Telephone Script for Fitbit Heart Rate Inquiries

[ARIC participant calls the field center and asks a question related to low or high heart rate notification from Fitbit]

Thanks for letting us know that you have been receiving notifications from your Fitbit for a [low/high] heart rate.

Since we are a research team, we cannot provide you with clinical advice about your heart rates. Please reach out to your Primary Care Provider or Cardiologist for further guidance.

- *If the participant mentions experiencing any symptoms, like lightheadedness or chest pain, please refer to the ARIC standard safety protocols for the appropriate response.*

Would you like me to walk you through how to find your [low/high] heart rate values in the Fitbit smartphone app, so you can share them with your clinician?

- If yes, guide them through the following steps:
  - Open the Fitbit app on your smartphone.
  - Scroll down on the "Today" screen until you can see the word "Heart".
  - Tap on your current heart rate value.
  - You will now see a screen with a graph at the top with your resting heart rate over the past 30 days, under that graph you will see your heart rate information by day since you started wearing the device.
  - Tap on an individual day to see your heart rate values throughout that day.
  - You will now see a screen with a graph at the top, you can see all your heart rate values over the course of the day displayed in that graph.
  - You can share this information with your clinician, showing him/her your heart rate data on days when it was low (<50 beats per minute) or high (>120 beats per minute).
- If no, proceed to the next question.
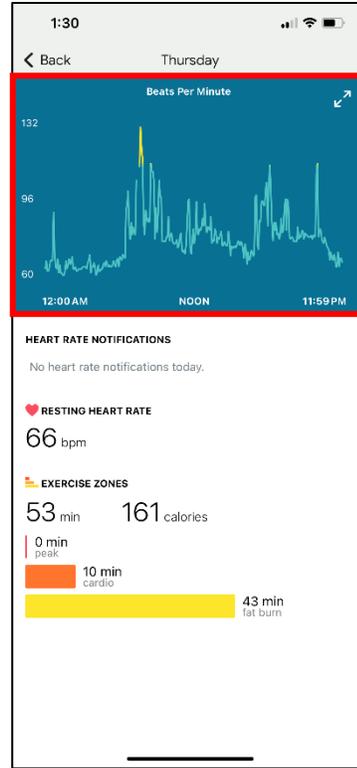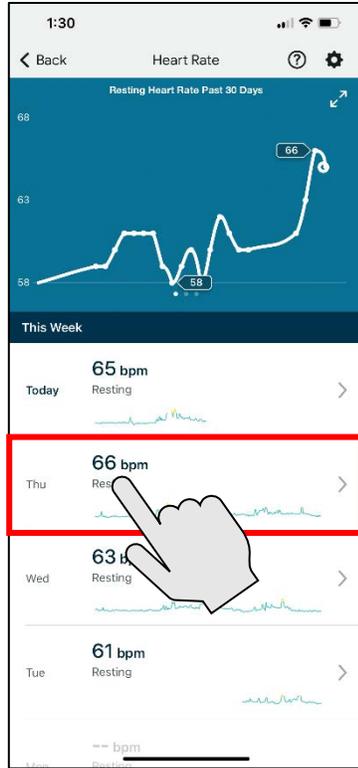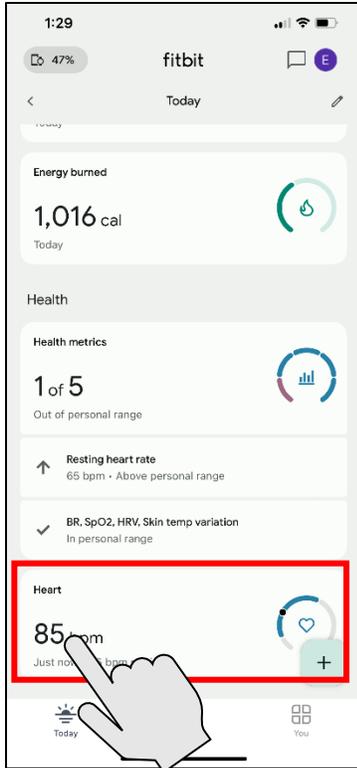
Is there anything else I can help you with right now?

- If yes, answer other questions.
- If no, end the call.