

Telephone Script for Scheduled Fitbit Follow-up Call

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 you received on [date of visit].

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.

Great, first I just wanted to ask if you are experiencing any difficulties with the Fitbit Watch, smartphone app, or charging the Watch?

- If Yes, address any specific issues they are having.
- If No, continue with the script.

➤ I can see from our database that you’ve successfully synced the Fitbit Watch to the smartphone app, are you having any trouble seeing your data in the Fitbit smartphone app?

Information on whether they have synced or not will be available from Fitabase.

- If Yes, ask what data they are having trouble seeing and see if you can address it.
- If No, continue with the script.

OR

➤ I can see from our database that your Fitbit Watch has not synced to the smartphone app yet, may I guide you through the syncing process again over the phone?

Information on whether they have synced or not will be available from Fitabase.

- 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).

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.

