

# Welcome to REAL-T!

Resilient, Empowered, Active, Living - Telehealth

As a part of REAL-T, you are helping us in our venture to test a telehealth program for young adults with type 1 diabetes, to learn about ways to help young adults manage diabetes, and deal with everyday hassles related to having diabetes. Thank you for your commitment!

First things first, **please save our phone number** in your phone. Please note that multiple team members use this phone number, so the same person may not be the one to reach out each time.

REAL-T Phone: (213) 534 - 7325

This letter will outline what it means to be part of this study and include details for each step of the way. Please refer to the timeline below for an overview of the study.

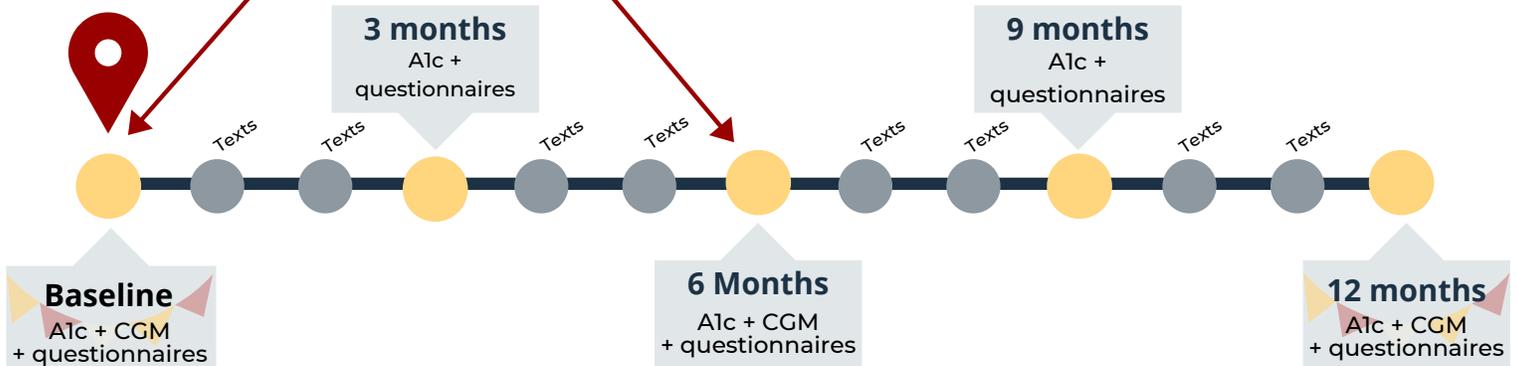
Every Month:  
Healthcare Visit surveys via text  
(grey bubbles)

Every 3 Months:  
Questionnaires + A1c and/or CGM  
(\$50 gift card)  
(yellow bubbles)

**HALF OF PARTICIPANTS**  
**have OT**  
for first 6 months

**ALL PARTICIPANTS**  
**have usual care**  
for second 6 months

You Are Here!



## Getting Started:

- You've received this packet along with other goodies in your *Data Collection Kit!*
- A member of our team will reach out to you and arrange a video or phone call with you to review the testing procedures and the contents of this packet.
- Follow instructions provided to complete the following:
  - Complete the questionnaires (online or paper packet)
  - Send back questionnaires (via regular mail/US Postal Service if paper packet)
  - Check your A1c
  - Mail back your A1c testing kit within the week of testing
  - Apply your CGM sensor
  - Mail back CGM reader as instructed
  - Mail back CGM sensor after 2 weeks or once it has fallen off

\*If you need any help, please refer to the videos at the bottom of our website, listed on the bottom of this page.

- After we receive each piece of your *Data Collection Kit* you will:
  - Receive your \$50 gift card in the mail.
  - Receive your A1c results in the format you choose: mail, phone, or email.
  - Be contacted to inform you whether or not you will be receiving occupational therapy (OT), as determined by our computer system.

## Every Month:

- You will receive a text message link to fill out a survey about your healthcare visits (if any) from the past month. Please refer to the Health Care Survey FAQ sheet included in this packet for details.
- If you do not receive the monthly survey text or are unable to open the link to the survey, please contact our team and we will troubleshoot to resolve the issue.

## Every 3 Months: *(yellow bubbles)*

- Before anything is sent to you, a member of the team will reach out to confirm your contact information to mail your materials, and they will make an appointment with you for your data collection.

\*If you need any help, please refer to the videos at the bottom of our website\*

**Questionnaires** – You can fill these out on your own, or a member of the team can help you fill these out during your appointment. You can choose between online or paper copies (which will be mailed to you and will need to be mailed back).

- Complete questionnaires

**A1c** – You will receive a testing kit in the mail, just like the one you got when you first started. Instructions will be included.

- Provide blood sample as instructed
- Mail back A1c testing kit within a week of testing

**CGM** – You will receive these every 6 months (a total of 3 times during the course of the study- refer to timeline above). Instructions will be included.

- Apply CGM
- Mail back reader as instructed
- Mail back CGM after 2 weeks or once it has fallen off

- After we receive each piece of your *Data Collection Kit*, you will receive your \$50 gift card in the mail.

If you have questions at any point during the course of the study, please do not hesitate to reach out, we are happy to help! Thank you again for your contribution to the REAL-T study!