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Table 3. Contacts recorded on the web server between intervention participants (n=40) and the technical support team

Technical / device-related operations†		**Total**	**Mean, SD**	**Minimum-maximum**	**Completed/Expected (%)**
Outgoing phone calls	Technical assistance	10[Δ]	0.25±0.87	0-7	-
	Non-transmission	19	0.48±0.72	0-2	-
	End of trial	32	NA*	NA	32/40 (80%)
Incoming phone calls		5	0.12± 0.33	0-1	
Text messages		29	0.73± 0.60	0-2	-

[†]This does not include contacts with the engineer, attempted but unsuccessful phone calls, and voicemails.

[Δ]A further 33 outgoing phone calls were recorded on a separate log sheet provided by the technical support team

* NA: not applicable; participants could only receive 1 end of trial call.

Note: Incoming phone calls refer to instances when MTH participants initiated contact. In the last column, % of expected contacts are only provided for intervention components of a fixed nature, i.e. for which specific completion rates could be expected.

Table 4. Contacts between intervention participants (n=40) and the mobile telehealth (MTH) nurse

Contact type (n=40)		**Total**	**Mean, SD**	**Minimum-maximum**	**Completed/Expected (%)**
Clinical feedback		23	0.58± 0.78	0-3	-
Patient education and assistance					
Outgoing phone calls	Introductory	37	NA*	NA	37/40 (92.5%)
	6 weekly education	32	0.80 ± 0.93	0-3	32/240 (13.3%)
Incoming phone calls		7	0.18± 0.38	0-1	-
Text messages[†]		164	4.10 ± 2.56	0-9	

* NA: not applicable; participants could only receive 1 introductory call.

Note: These data do not include attempted but unsuccessful phone calls, or voicemails. Clinical feedback calls refer to outgoing calls made by a MTH nurse that were not logged on the web server as educational or introductory calls. Data in the last column 'completed/expected' are only provided for intervention components that were to be delivered at a known frequency, i.e. for which specific completion rates could be expected based on the protocol.

[†]A minority (5.7%) of these messages were considered to be characteristic of clinical feedback and advice (see text).