

Reporting to/communicating with the Research Team

Communicating with the research team

Throughout the study, it is important that you maintain **regular contact** with the research team to ensure that we are kept up to date with the progress of all your participants and to address any potential issues or adverse events that might arise in a timely manner.



The majority of contact will be **via email**, but the research team will always be available to be contacted by phone or video call (Zoom) if you prefer.

What to do if your client has an injury or other adverse events

If a participant experiences any kind of **Adverse Event (AE)** or any medical or health-related occurrence that impacts their ability to participate in any aspect of TeleFFIT program, **it is important that you report it to the research team within 24 hours of being notified of the incident** as we are required to report certain adverse events to the ethics committee.

In some instances, your client may not explicitly report the occurrence to you but may indicate pain on the 0 -10 pain scale within the TeleHab app. In this instance it is important that you contact the participant to seek further information.

If your client experiences a **Serious Adverse Event**, you must report it to the research team **immediately**. *A Serious Adverse Event is defined as any adverse event/adverse reaction that results in death, is life-threatening, requires hospitalisation or prolongation of existing hospitalisation, results in persistent or significant disability or incapacity.*

For all AEs, please document and keep records of all information about the AE. The research team will also be required complete an AE follow-up questionnaire, and in some cases will be required to follow up with the participant by telephone to gather further information as per ethics requirements.

It is important that you monitor your clients' adverse events by maintaining contact with them throughout their recovery and modifying their exercise program accordingly, where required. You will also play an important role in maintaining your clients' motivation to continue participating in the program during such a time.

Adverse event or medical/health occurrence (any issue impacting participation in the program)	Report to research team within 24 hours
Serious adverse event (life-threatening, requiring hospitalisation or significant disability/incapacity)	Report to research team immediately

What to do if your clients miss training sessions

If your client **misses more than 3 training sessions (1 week)** without notifying you it is important that you follow up with them (via phone or email). If you are unable to reach your client, please inform the research team so we can continue to follow up.

Please also inform the research team if you are unable to make contact with a client to schedule a video consultation. As you will be completing consultation notes in REDCap, the research team will be able to monitor which of your clients have completed each consultation. However, it is important that you notify us within **48 hours** about clients who miss consultations or who you are unable to contact so we know to follow up with them.

We will be closely monitoring the REDCap database to make sure your clients are progressing through the program as intended. If you are experiencing any issues or challenges, please let us know so that we can assist you where possible.

Please note we will schedule a Zoom video call with you during the first 4 weeks of starting the study to make sure you are on track with the program. Remember, the research team is always available to discuss any issues that arise so please do not hesitate to contact us.

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