

## NHS A&A DKA Protocol v1.2 (Page 1 of 2)

reminder 3 hours

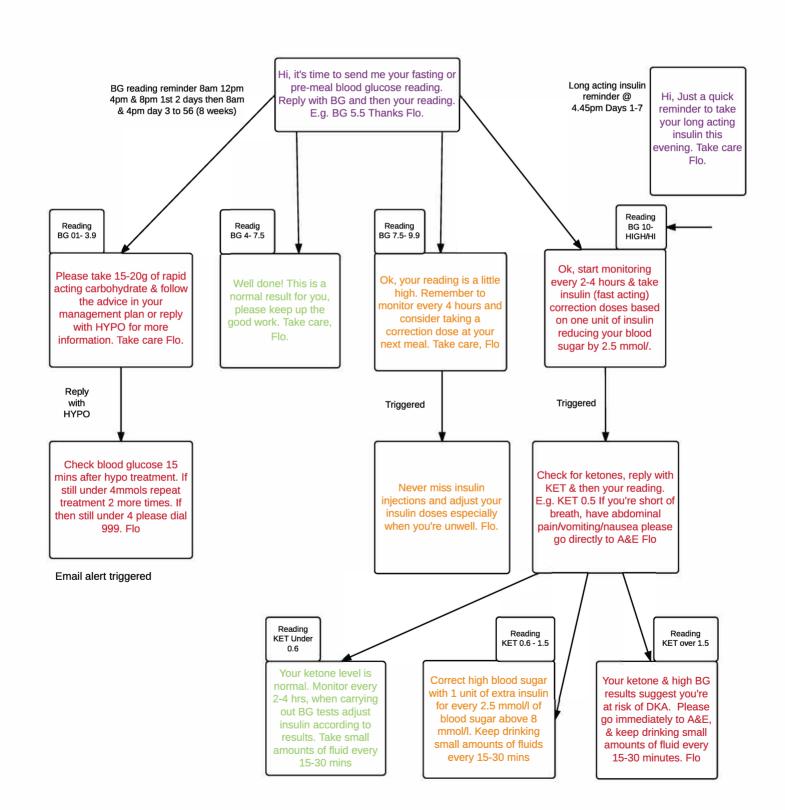
later if no reply

Welcome message and baseline number of daily blood tests, day 0 @ 08:00

Hi I'm Flo. Over the last 2 weeks how many times each day on average have you tested your blood glucose? Reply with CC and then the number of times. E.g. CC3 Hi it's Flo again, Over the last 2 weeks how many times each day on average have you tested your blood glucose? Reply CC and then the number of times. E.g. CC3

Thanks Flo.

Patient replies. confirmation message sent



## NHS A&A DKA Protocol v1.2 (Page 2 of 2)



Average daily number of blood tests, 3 months & 6 months @ 17:20

Hi I'm Flo. Over the last 2 weeks how many times each day on average have you tested your blood glucose? Reply with CC and then the number of times. E.g. CC3 reminder 3 hours later if no reply

Hi it's Flo again, Over the last 2 weeks how many times each day on average have you tested your blood glucose? Reply CC and then the number of times. E.g. CC3 Patient replies. confirmation message sent

Thanks for your feedback. Take care Flo.

Thanks Flo.

End of service message and evaluation reminder, month 6 @ 17:30

Thanks.

Hi, your service is coming to an end soon, shortly I'll be asking some questions about your experience & your feedback would really be appreciated Take care Flo

## Survey Q1, @ 17:32 Survey Q2, @ 17:34 Hi, Do you think that Flo has helped you to remember Do you now regularly check for ketones when your check your blood glucose regularly? Reply with #1 for blood glucose goes above 15 2 or more times? Reply yes or #2 for no. E.g. #1. with #1 for yes or #2 for no. Eg #1 for yes. Hi, it's Flo again. Do you think that Flo has helped you Hi it's Flo again, Do you now regularly check for ketones to remember check your blood glucose regularly? Reply when your blood glucose goes above 15 2 or more with #1 for yes or #2 for no. E.g. #1. times? Reply with #1 for yes or #2 for no. Eg #1 Thanks. Thanks. Survey Q3, @ 17:36 Survey Q4, @ 17:38 Has Flo helped you to remember to take your long Would you recommend Flo to someone else with your acting insulin? Reply #1 for yes or #2 for no. E.g. #1 condition? Reply with #1 for yes or #2 for no. E.g. #1 Hi it's Flo again. Has Flo helped you to remember to Hi it's Flo again. Would you recommend Flo to someone take your long acting insulin? Reply #1 for yes or #2 for else with your condition? Reply with #1 for yes or #2 for no. E.g. #1 no. E.g. #1