### Before the study begins
- Create a study identity that includes a logo on all study documents
- Train research personnel in maintaining participant confidentiality
- Ensure all study personnel are aware of study procedures

### At screening
- Exclude participants who are likely to be difficult to follow for the duration of the trial (e.g., no fixed address, patients with dementia and no family support)
- Be explicit about follow-up procedures including when to expect contact from study staff, how often, and what type of contact (in person, email, phone etc.)

### At baseline
- Collect several personal contacts including friends or family members to assist with locating patients later
- Ensure informed consent is conducted in an appropriate manner, including using examples and explanations that are accessible to a lay audience

### During the study
- Provide participants with a choice of email, phone, and/or in-clinic visits when appropriate (i.e. when no radiographs are required)
- Be flexible on scheduling in-clinic visits
- Ensure participants can easily contact study personnel by providing them with contact information that is easy to access
- Routinely verify that the participant’s contact information is up to date

### For patients who are difficult to contact
- Try previously disconnected phone numbers
- Search online or in telephone books for updated contact information
- Search the hospital’s database for hospital admissions
- Try to contact participants form a different phone number or at a different time of day
- Hold regular staff meetings to brainstorm creative ways to locate participants who are difficult to contact