eligibility assessment
- self-reported type 2 diabetes
- age ≥ 18 yrs.
- internet access

informed consent

randomization

tailored IHCA

pre-assessment (t1)
- demographic data
- diabetes knowledge
- attitudes toward self-care
- barriers to insulin treatment

post–assessment (t2) immediately after first visit
- diabetes knowledge (primary outcome)
- decisional conflict (secondary outcome)
- preparation for decision making (secondary outcome)

assessment of usage (server registration)

follow-up-assessment (t3) after 3 months
- patient empowerment (primary outcome)

incentive