Patients were not read the script for a variety of factors, including the Tuck-In nurse being unable to reach the patient after at least two attempts, the patient declining to participate, or the patient having received the needed services already. These generic reasons were culled from the patient log. Because this log was generated for internal use by the Telecare program, and not for research purposes, detailed data on reasons for non-participation are not available.

Patients involved in implementation (October 2008-March 2010)

- 41 Incoming patient call to Telecare
- 63 Provider request
- 9 Other (e.g., post-operative check-in)

113 Potential candidates for Telecare nurse script.

78 Not read script*

35 Read the script

Patients involved in evaluation (October 2008-June 2009)

- 24 Eligible patients for evaluation
- 3 Provider not reached
  - 1 Patient died
  - 1 Patient no provider assigned

- 19 Primary care provider permission granted

- 11 Agreed to interview
  
  - 2 Patients died
  - 1 moved to assisted living
  - 3 Not reached
  - 2 Declined interview

- 10 Consented to medical record review

*Patients were not read the script for a variety of factors, including the Tuck-In nurse being unable to reach the patient after at least two attempts, the patient declining to participate, or the patient having received the needed services already. These generic reasons were culled from the patient log. Because this log was generated for internal use by the Telecare program, and not for research purposes, detailed data on reasons for non-participation are not available.