Before the study begins	At screening	At baseline	During the study	For patients who are difficult to contact
• 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	• Exclude participants who are likely to be difficult to follow for the duration of the trial (e.g. no fixed addresss, 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.)	• 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	• 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 informatio nthat is easy to access • Routinely verify that the participant's contact information is up to date	• 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 dificult to contact