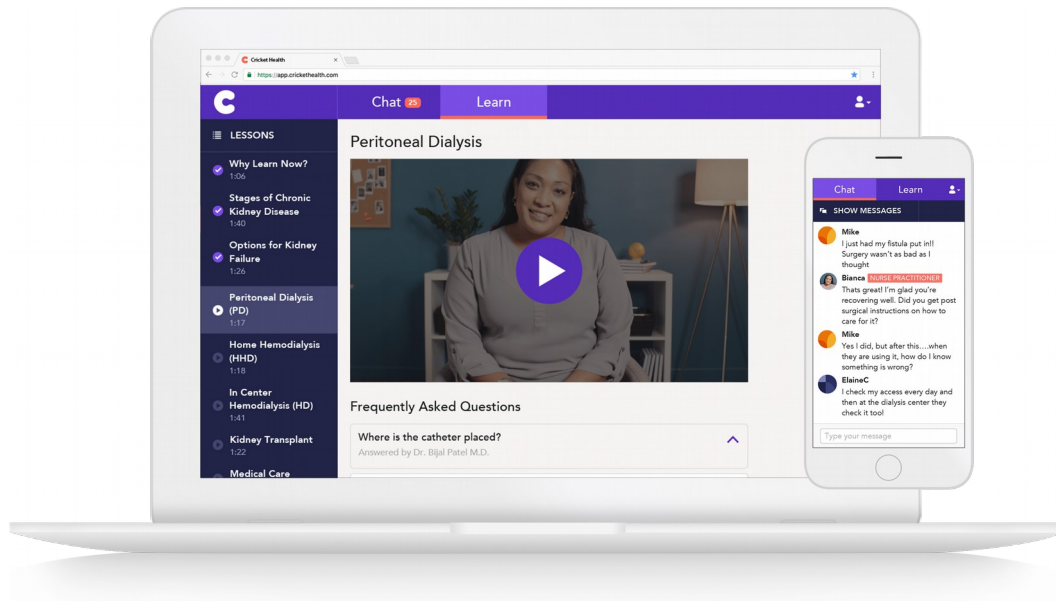


Supplement 1: Online Materials

Examples of the Cricket Health Platform on a Laptop and Phone



An Example of a Frequently Asked Question (FAQ)

C

Chat 25

Learn

LESSONS

Why Learn Now?
1:06

Stages of Chronic Kidney Disease
1:40

Options for Kidney Failure
1:26

Peritoneal Dialysis (PD)
1:17

Home Hemodialysis (HHD)
1:18

In Center Hemodialysis (HD)
1:41

Kidney Transplant
1:22

Medical Care

Frequently Asked Questions

What happens in Stage 5 CKD?

Stage 5 is the most advanced stage of Chronic Kidney Disease. At this stage, the kidneys have lost most of their ability to work efficiently and patients may start to experience symptoms more frequently. These symptoms may also worsen as kidney function continues to decline. Some of these symptoms include:

- Nausea
- Metallic taste in mouth
- Poor concentration
- Fatigue
- Loss of appetite

At Stage 5 CKD, GFR is below 15. If you haven't already, you should be speaking to your nephrologist about your future treatment options. These include kidney transplant, several dialysis options, or palliative care (medical management of symptoms) as your preferred treatment.

Answered by Dr. Danuta Trzebinska, MD
Nephrologist at UC San Diego serving patients for over 15 years

An Example of a Nurse Chat

The interface features a purple header with a 'C' logo, 'Chat' and 'Learn' tabs, and a user profile icon. A dark sidebar on the left contains 'MESSAGES' with 'My Nurse Bianca' selected, 'My Mentor Elizabeth' with a red '2' badge, and 'My Group'. Below are 'CASE STUDIES' including 'A World Traveler', 'A Camp Counselor' with a red '3' badge, and 'A Retired Baker' with a red '1' badge. The chat area shows a conversation: Bianca (Nurse) at 6:15 PM welcomes Rina to Cricket Health, explaining her role and availability. Rina at 6:16 PM responds, expressing her age (66) and role (retired teacher) and her feelings about the situation. Bianca at 6:15 PM asks Rina to share more about what she's scared about. A text input field at the bottom says 'Type your message' and a purple 'Send' button is on the right.

MESSAGES

- My Nurse**
Bianca
- My Mentor**
Elizabeth 2
- My Group**

CASE STUDIES

- A World Traveler
- A Camp Counselor 3
- A Retired Baker 1

Chat | **Learn**

Bianca NURSE 6:15 PM
Welcome to Cricket Health! As your Cricket Nurse Practitioner, my role is to partner with you and assist you with any questions or concerns you may have. For many people, this can be an uncertain time, but you've come to the right place to learn and get support.

Bianca NURSE 6:15 PM
This is a private and secure messaging system. When you're ready, let's chat! I am available to chat Monday to Friday, 9am to 5pm (PST). I will respond to messages as soon as possible, and at the latest, within one business day. However, please note that Cricket Health is not an emergency service. If you think you have an emergency, you should dial 911 immediately.

Bianca NURSE 6:15 PM
To get us started, I would love to hear more about your personal story. Could you tell me a little more about yourself?

Rina 6:16 PM
Hi Bianca, very nice to meet you. I am 66, and a retired teacher. I'm feeling pretty scared about this whole situation.

Bianca NURSE 6:15 PM
Can you tell me a bit more about what you're scared about?

Type your message Send

An Example of a Mentor Chat

The interface is identical to the Nurse Chat example. The sidebar shows 'My Mentor Elizabeth' selected with a red '2' badge. The chat area shows a conversation: Elizabeth (Mentor) at 6:15 PM welcomes Rina, sharing her experience with peritoneal dialysis (PD) and hemodialysis (HD). Rina at 6:16 PM thanks Elizabeth and asks for advice on explaining her situation to her family. Elizabeth at 6:15 PM responds, encouraging honesty and straightforwardness while considering the relationship with the listener. A text input field at the bottom says 'Type your message' and a purple 'Send' button is on the right.

MESSAGES

- My Nurse**
Bianca
- My Mentor**
Elizabeth 2
- My Group**

CASE STUDIES

- A World Traveler
- A Camp Counselor 3
- A Retired Baker 1

Chat | **Learn**

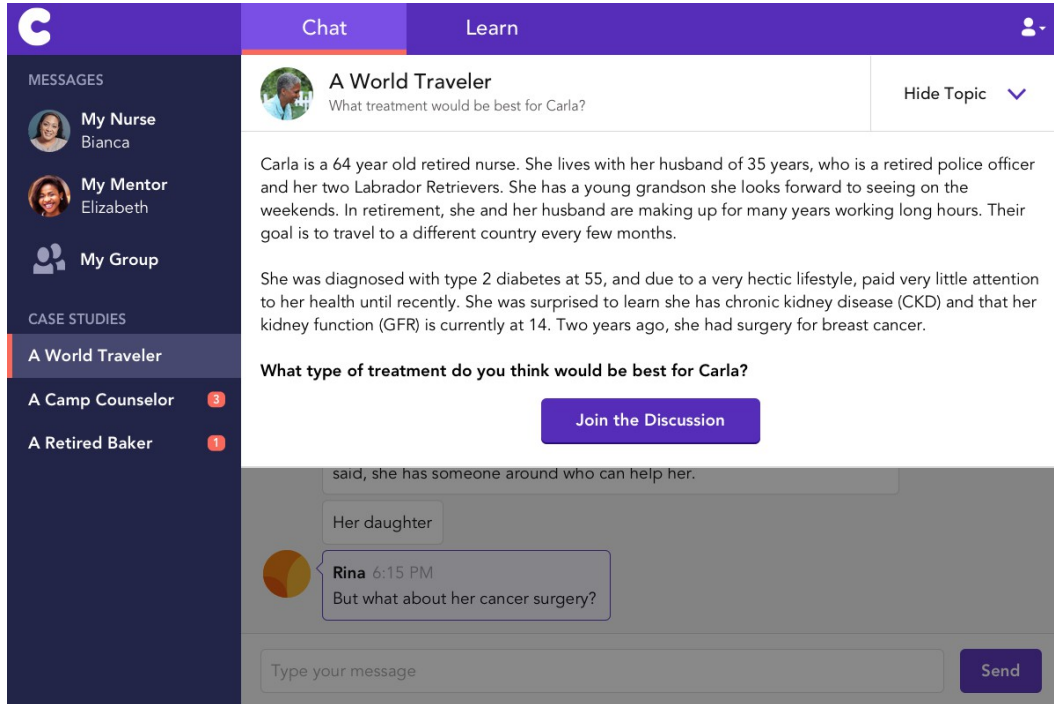
Elizabeth MENTOR 6:15 PM
Hi Rina, I'm Elizabeth and I'll be your peer mentor. I've been on peritoneal dialysis (PD) for about 8 years now. Before that I did in-center hemodialysis (HD) for about six months. I have a lot of experiences to share about each type of treatment and how I made my decision. Happy to chat when you're ready! Welcome!

Rina 6:16 PM
Hey Elizabeth. Thanks for the message. Can you tell me a bit about how you explained your situation to your family? I don't know what to say.

Elizabeth MENTOR 6:15 PM
I found its best to be honest and straightforward, but you don't have to give more information than you're comfortable with... What you tell people depends on your relationship with them and how close you are. Is there someone specific you're thinking of talking to?

Type your message Send

An Example of a Discussion Board



Note: Text and messages above are for illustrative purposes only.

Table of Contents

Topics Covered:

1. Why Learn Now?
2. Stages of Chronic Kidney Disease
3. Options for Kidney Failure
4. Peritoneal Dialysis
5. Home Hemodialysis
6. In Center Hemodialysis
7. Kidney Transplant
8. Medical Care Without Dialysis
9. Making a Decision

1. Why Learn Now?

Video Length: 2 minutes, 37 seconds

Examples of Frequently Asked Questions (FAQs) covered:

- If I have CKD, why don't I feel anything yet?
- Is there a cure for CKD? How can I make it go away?
- I'm feeling really scared and overwhelmed about my CKD diagnosis. What do I do?

2. Stages of Chronic Kidney Disease

Video Length: 2 minutes, 21 seconds

Examples of Frequently Asked Questions (FAQs) covered:

- What are the GFR Values for each stage of CKD?
- What happens in Stage 4 CKD?
- What happens in Stage 5 CKD?

3. Options for Kidney Failure

Video Length: 2 minutes, 39 seconds

Examples of Frequently Asked Questions (FAQs) covered:

- If I get kidney failure, what do I do about it? What are my options?
- Can I decide not to get kidney replacement therapy if I have kidney failure?
- If I choose dialysis, when would I have to start?

4. Peritoneal Dialysis

Video Length: 2 minutes, 49 seconds

Examples of Frequently Asked Questions (FAQs) covered:

- What do you like and dislike about PD?
- What does PD feel like?
- How do I get the catheter? When will I need it?

5. Home Hemodialysis

Video Length: 2 minutes, 42 seconds

Examples of Frequently Asked Questions (FAQs) covered:

- What are pros and cons of home hemodialysis?
- What does HHD feel like?
- How does the blood get to the machine? What is vascular access?

6. In Center Hemodialysis

Video Length: 2 minutes, 1 second

Examples of Frequently Asked Questions (FAQs) covered:

- What are the pros and cons of HD?
- What's the difference between Home Hemodialysis (HHD) and In Center Hemodialysis (HD)?

- How often will I need to go into the clinic to get HD treatments?

7. Kidney Transplant

Video Length: 2 minutes, 44 seconds

Examples of Frequently Asked Questions (FAQs) covered:

- How do I know if I am a good candidate for transplant?
- Once I get a new kidney, am I cured? What if my new kidney stops working?
- What difference does it make if I get a living donor vs a deceased donor?

8. Medical Care Without Dialysis

Video Length: 2 minutes, 47 seconds

Examples of Frequently Asked Questions (FAQs) covered:

- How long will I live if have very low kidney function and I don't get treatment?
- What is the difference between hospice and palliative care?
- Can I manage kidney failure with diet alone or natural therapies?

9. Making a Decision

Video Length: 1 minute, 32 seconds

Examples of Frequently Asked Questions (FAQs) covered:

- What did you think about when you chose your treatment for kidney failure?
- Who makes the final decision about my treatment?
- How far in advance would I need to prepare for dialysis? What would I need to do?