

RECOVER's Digital Health Program is Ending: What You Need to Know

The RECOVER Digital Health Program (DHP) has played a key role in helping researchers study Long COVID. It has provided valuable information about how symptoms and physical activity may change over time. As the DHP program comes to an end, we want to make sure you have the information you need. This FAQ answers your questions about why the program is ending, what happens next, and how you can stay informed about the RECOVER study as it continues its work on Long COVID research.

Closeout of the DHP

1. Why is the RECOVER Digital Health Program (DHP) ending?

The DHP has given RECOVER a lot of information on the changes that can happen in a person with Long COVID. The program looked for changes in activity, heart rate when resting, and heart rate during activity. Now, leaders of the RECOVER study have decided that resources that would have been used on the DHP should be used on other studies, like ones that can learn about treating Long COVID.

2. When will the program officially end?

The DHP will end on April 7, 2025. RECOVER will continue collecting data from your wearable device until then. It's important that you keep wearing your device to help us get as much information as possible before the program ends. You can join the DHP until January 31, 2025.

3. Does the DHP ending mean that the RECOVER study is over?

No, the RECOVER study is still happening. You should keep going to your regular visits and completing your surveys.

4. Can I keep the RECOVER-issued Fitbit and charger for personal use after the program ends?

Yes. You can keep using the RECOVER-issued Fitbit and charger. But it's important that you keep wearing it until April 7, 2025. This will give us more information about Long COVID.

5. Can I still use the MyDataHelps mobile app to track my health after the program ends?

Yes. The MyDataHelps smartphone app will stop collecting data for use by the RECOVER study on April 7, but you can still use it if you want to keep tracking your symptoms.

Device Information

1. What should I do if I have technical problems after the program ends?

Contact customer support for your wearable device by checking the booklet it came with. If you do not have the booklet, look on the Fitbit website for technical support information. If you joined with a device that is not a Fitbit, check the website associated with your wearable device.

2. How do I take care of the Fitbit after the program ends?

Continue to clean the device as instructed in the booklet it came with. If your device breaks after the program ends, RECOVER will not replace it.

MyDataHelps Mobile App Information

1. Will the app still send my information to RECOVER after the program ends?

No, the app won't send new information from your wearable device to RECOVER, including any electronic health records you upload. But it's important that you keep wearing the device until April 7. The information you share can help us understand Long COVID. After the program ends, you can continue to use the app to track your symptoms if you want to.

2. Can I delete the app once the program ends?

Yes, you are welcome to delete the app.

3. What if I have more questions about using the app before the program ends?

Please contact recover_mhp@careevolution.com with any questions about using the app before the program ends.

4. Can I get a copy of my symptom diary from the app if I want to keep it?

You can download a PDF copy of your symptom diary from the MyDataHelps app before April 7, 2025. Do this by going to the Reports tab. Select which symptoms and treatments you want to summarize, then click Create PDF.



Data Handling and Security

1. When will RECOVER stop collecting data from my device?

RECOVER will stop collecting digital health data on April 7, 2025.

2. What will happen to the data collected by my device or app after the program ends?

Researchers will use the data that was collected through April 7, 2025, for their research on Long COVID. They will not be able to see things like your name or other details that can identify you (the data is “de-identified”). Your information will not be shared in any published papers on the DHP.

3. Will my data still be used for research after the program ends?

Yes. The data collected through April 7, 2025 will be kept for researchers to continue studying. So, it's important you wear your device as much as possible before then.

4. Can I have my data removed from the research study?

You may withdraw from the RECOVER study at any time. If you withdraw, all data collection will stop. However, data that has already been used for research will continue to be available for research purposes.

5. Will I be told if there are any findings based on my data after the program ends?

You will not be told personally if your data has helped researchers reach any findings. But you may see research findings published in peer-reviewed articles on the RECOVER website at recoverCOVID.org.

After Program Information

1. How will the program ending impact research results that use my data?

The digital health data collected during the program will continue to be used in research.

2. How can I stay informed about RECOVER Digital Health Program findings after the program ends?

You can stay informed by following RECOVER newsletters, seminars, and the RECOVER website at recoverCOVID.org.

3. Whom can I contact if I have more questions about the end of the program?

Contact us by emailing RECOVER_CSC@nyulangone.org.

