

Welcome to the GlucoMe Digital Diabetes Clinic - and welcome on board the GlucoMe platform for streamlined and simplified digital diabetes care.

Note: Features described in this guide may appear differently or may not be accessible to you, depending on clinic customization and the permissions that you've been given as a user. Please contact your administrator for details.

▼ Table of Contents

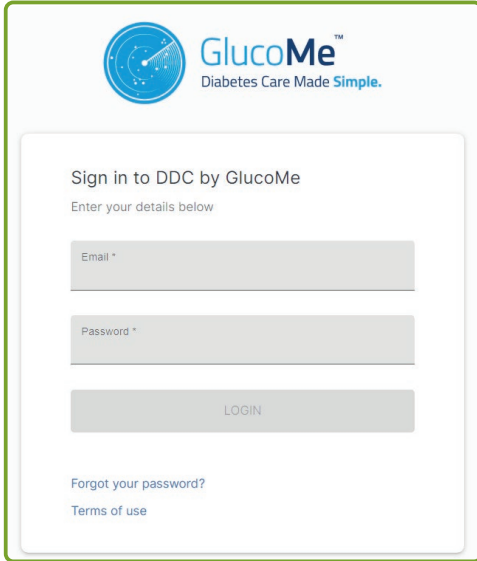
Accessing the DDC System	1
Language Settings	1
Home Page / Patients Overview Page	1
Clinic Pages	2
Dashboard	2
Control Tower	3
Control Tower Rules.....	3
Managing Patient Events.....	4
Patients	6
Troubleshooting	6

▼ Accessing the DDC System

Access the DDC system on your computer or mobile device by clicking on the custom URL that your clinic administrator has provided, or by copying the URL into your browser search bar.

Log in using your email address and the password that you were provided.

(Contact your administrator for details.)



GlucoMe™
Diabetes Care Made Simple.

Sign in to DDC by GlucoMe
Enter your details below

Email *

Password *

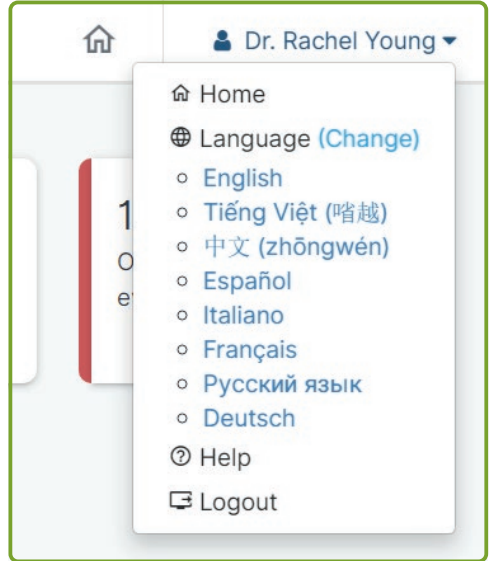
LOGIN

[Forgot your password?](#)
[Terms of use](#)

▼ Language settings

The default language is determined during initial clinic setup.

If you wish to change it, click on your name in the top right-hand corner of the screen to select a different language from the drop-down menu.



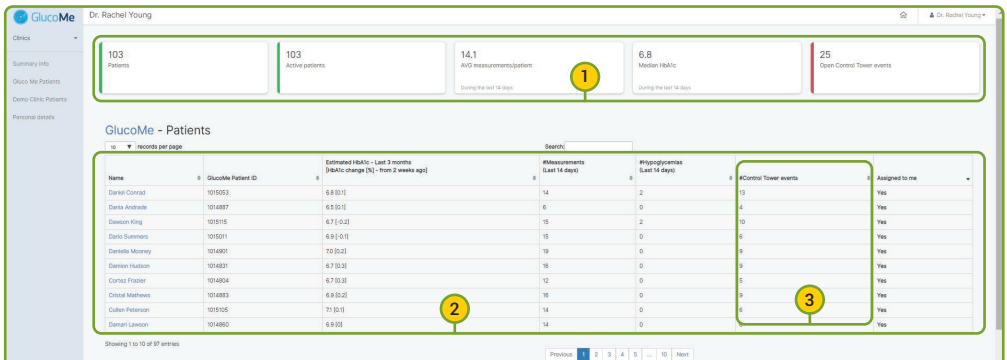
Dr. Rachel Young

- Home
- Language (Change)
 - English
 - Tiếng Việt (嗜越)
 - 中文 (zhōngwén)
 - Español
 - Italiano
 - Français
 - Русский язык
 - Deutsch
- Help
- Logout

▼ Home Page / Patients Overview Page

The home page is generally the Patients Overview page, although some clinics may have set a different DDC page as the home page for its users.

For nurses, the Control Tower page is generally set as the home page - see page 3 below.



Dr. Rachel Young

103 Patients | 103 Active patients | 14.1 A1C measurements/patient | 6.8 Median HbA1c | 25 Open Control Tower events

GlucoMe - Patients

records per page

Name	GlucoMe Patient ID	Estimated HbA1c - Last 3 months (HbA1c change (%): from 2 weeks ago)	#Measurements (Last 14 days)	#Diagnoses (Last 14 days)	#Control Tower events	Assigned to me
Daniel Conrad	1015053	6.8 (0.1)	14	2	13	Yes
Daria Andrade	1018897	6.9 (0.3)	4	0	2	Yes
Quentin King	1018116	6.7 (-0.3)	16	2	10	Yes
Dario Summers	1015011	6.8 (-0.1)	16	0	6	Yes
Danielle Murray	1014901	7.0 (0.2)	19	0	9	Yes
Bartlett Hudson	1014831	6.7 (0.3)	16	0	9	Yes
Cortez Frasier	1014804	6.7 (0.3)	12	0	5	Yes
Cristal Mathews	1014883	6.9 (0.2)	16	0	9	Yes
Cullen Peterson	1018105	7.1 (0.1)	14	0	6	Yes
Daniel Lawson	1014880	6.8 (0.3)	14	0	10	Yes

Showing 1 to 10 of 97 entries

Previous 1 2 3 4 5 10 Next

- (1) A practical summary of all patients who are assigned to you in your clinic/s.
 - (2) A list of all of the patients with insights on their recent activity and clinical events.
- Clicking on any patient's name opens their individual patient page, to view comprehensive data and insights.
- (3) The Control Tower events column relates to clinical events that may require your intervention. See the *Control Tower* section below.

▼ Clinic Pages

Dr. Rachel Young

Clinics **1**

Summary info

103 Patients

103 Active

GlucoMe Patients

Demo Clinic Patients

Personal details

GlucoMe - Patients

Dr. Rachel Young

Clinics

Manage clinics

Demo Clinic **1**

GlucoMe

Demo Clinic Patients

Personal details

103 Patients

103 Active

GlucoMe - Patients

- (1) Select a clinic from the **Clinics** drop-down menu to access the DDC's full suite of management tools.

▼ Dashboard

GlucoMe Demo Clinic (Demo)

638 Patients

23% Uncontrolled patients

79% Compliant patients

18 Severe type

7.2% Median lab HbA1c

38 Open Control Tower events

HbA1c distribution chart

HbA1c trend chart

Gender

Diabetes type

2

3

4 - ADD PATIENT

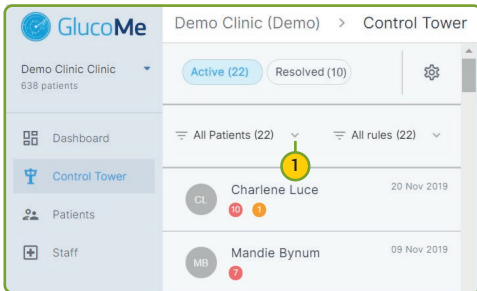
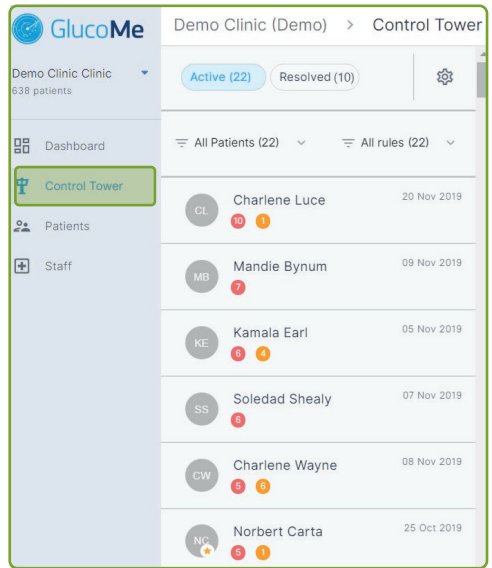
- (1) An overview of current clinic status and key insights on the clinic's patient population.
- (2) Charts displaying additional information and insights. Where indicated, you can drill down to view different time periods and relevant patient lists.
- (3) Add a new patient to the clinic. Click this button and follow the instructions.

▼ Control Tower

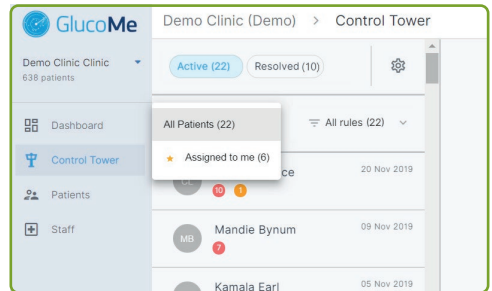
Effectively managing and prioritizing care for a population of diabetes patients.

The default view shows all patients in the clinic who may require clinical intervention – those assigned to you (indicated with a star) as well as those assigned to other clinic staff.

The list order is sorted automatically according to severity and quantity of related events, and can easily be filtered to view specific types of notification.



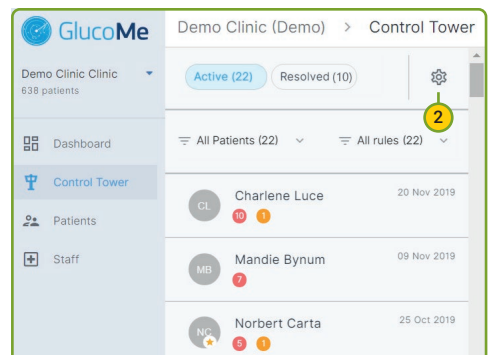
(1) Click on the arrow to view only those patients assigned to you.



Control Tower Rules

(2) Click on the settings cog to view and edit Control Tower rules, which generate the Control Tower events and notifications for patient prioritization and management.

(From the patient page these rules can also be adjusted on an individual patient level. See *Managing Patient Events* below.)



Rules for clinic

Control Tower rules:

Clinical:

- Low on strips - [Rule settings](#)
- New message from patient - (inactive) [Rule settings](#)
- New recommendation - [Rule settings](#)
- No measurements plan - [Rule settings](#)
- No treatment plan - [Rule settings](#)

Compliance:

- No HbA1c lab result - more than 180 days [Rule settings](#)
- No measurements - more than 14 days [Rule settings](#)

Efficacy:

- High HbA1c - above 7.5 (inactive) [Rule settings](#)
- Recurring Hyperglycemia - above 180 [Rule settings](#)
- Severe hyperglycemia - above 400 [Rule settings](#)
- Very high HbA1c - above 10 [Rule settings](#)

Safety:

- Hypoglycemia - below 70 [Rule settings](#)
- Low_Fasting_glucose - below 90 [Rule settings](#)
- Low Post prandial glucose - below 90 [Rule settings](#)

Cancel

Managing Patient Events

The screenshot displays the GlucoMe Control Tower interface. On the left, a sidebar shows navigation options: Dashboard, Control Tower (selected), Patients, and Staff. The main area is divided into a patient list and a detailed event view for Janet Barton.

Control Tower Patient List:

Patient Name	Date
Carina Lozano	28 Dec 2019
An Carbajal	29 Dec 2019
Allison Caddell	27 Dec 2019
Janet Barton	28 Dec 2019
Adria Solum	29 Dec 2019
Aline Everett	28 Dec 2019
Ellis Lamb	28 Dec 2019
Briana Byrd	29 Dec 2019
Arnita Mcinnis	29 Dec 2019

Janet Barton Patient Profile:

Glucose ID: 3629558 | View file

AGE	GENDER	DIABETES	DIAGNOSIS DATE	BMI	HbA1c	CVD
39.1	Female	2	1995	27.8	7.4%	No

Active events (4):

- Severe hypoglycemia** (Glucose measurement below 54 mg/dl) - 27 Dec 2019, 46 mg/dl, 07:34 PM
- Hypoglycemia** (Glucose measurement below 70 mg/dl) - 29 Dec 2019, 57 mg/dl, 09:26 PM; 28 Dec 2019, 68 mg/dl, 03:12 PM; 28 Dec 2019, 68 mg/dl, 07:31 PM

Buttons: RESOLVE, SHOW PREVIOUS EVENTS

- Select a patient to view their Control Tower event details.
- Each open event is specified with its values and time stamp.
- If available, click on SHOW PREVIOUS EVENTS to see similar past events.

(6) Some clinics may enable additional patient management tools. When applicable, click on the three dots and view tools that may include:

- The **Resolution protocol**, which your clinic has customized for each type of event, guiding you through the next steps in treating the patient.
- **Supporting data**, providing the clinical background to the event in graph form.
- **Add comment about event**, to add a note in the patient’s log in reference to the event.
- **Edit rule** to adjust the Control Tower rule for the specific patient.

(7) Message the patient or relevant caregivers who have been added to the patient's profile, directly from the Control Tower. (8) Add notes in the patient log.

(9) Once all necessary actions for a specific event have been taken or the resolution protocol followed, click **RESOLVE** to remove the event from the list of active events.

▼ Patients

This clinic page provides a list of all patients in the clinic who are assigned to you *and* to other clinic staff.

The list provides a clear view of which clinical staff is assigned to each patient, as well as important information such as the number of measurements the patient performed in the last week, the number of Control Tower events and the date of the patient's last digital visit.

Clicking on each patient will open their patient file.

The screenshot shows the GlucoMe interface for a demo clinic. The top navigation bar includes the GlucoMe logo, the clinic name 'Demo Clinic (Demo)', and the 'Patients' tab. A sidebar on the left contains navigation options: Dashboard, Control Tower, Patients (highlighted), and Staff. The main content area displays a table of 638 patients. The table has the following columns: Name, Communication, Measurements (7 days), Control Tower events, Last digital visit, Physicians, Nurses, and Dietitians. The table lists several patients, including Darnell States, David Adamek, and Donnie Coble. At the bottom of the table, there are navigation controls: 'Previous', 'Page 3 of 13', '10 rows', and 'Next'.

▼ Troubleshooting

Problem	Possible Causes	Solution
User has been logged out.	As a HIPAA compliant platform, a user session is timed out automatically if you have not been active in the system for 25 minutes or more.	Log in again to regain access to the system.
User cannot log in.	User name or password might be incorrect.	Provide your username and click on Forgot your password? Follow the instructions to create a new password. If login is still not successful, contact your administrator.
A patient is not found in the list of patients.	Patient may not have been added to the clinic.	Click on the blue ADD PATIENT button in the clinic dashboard and follow the instructions to add the patient to the clinic, or contact your administrator.
	Patient may be connected to a different clinic / not assigned to you.	

Problem	Possible Causes	Solution
A patient's details are missing in their patient page.	The patient's details were not provided or were inserted into the system incorrectly.	Go to the Personal details section of the patient's page, click on Edit and add the relevant information. Contact your administrator if you do not have authorization to edit the patient's details.
A patient's blood glucose measurements are not shown in the patient page.	The patient is not tagging their measurements.	Check the Measurements-Tabular chart in the patient's page where untagged measurements appear.
	A patient file may be duplicated.	Check the Measurements-Tabular chart in the patient's page where untagged measurements appear.
	The patient's glucometer is not connected and/or synced with their GlucoMe mobile app. OR The patient is not adding measurements manually.	Guide your patient on how to connect their glucose meter with their mobile phone, how to add measurements manually, and how to tag measurements in the GlucoMe app.

Note:

The GlucoMe platform (GlucoMe mobile app and GlucoMe Digital Diabetes Clinic) is intended for management of diabetes treatment only, and is not intended to be used as an emergency response solution.

GlucoMe Ltd. does not offer medical advice or diagnoses, or engage in the practice of medicine.

Any medical advice to patients must be determined by and is the sole responsibility of a qualified healthcare provider who is familiar with the individual patient's unique personal and medical profile.

All names and data shown in the DDC illustrations in this document are fictional. Any resemblance to actual persons, living or deceased, or to actual events is purely coincidental.

Do you still need help?

Contact your local representative or your clinic

Contact us at: support@glucome.com