



GLOOKO® FOR CLINICS
QUICK START GUIDE

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Intended Use

The Glooko® device system for Glooko Application is data management software intended for use in home and professional settings to aid people with diabetes and their healthcare providers in review, analysis and evaluation of glucose data to support an effective diabetes management program. The Glooko device system for Glooko Application connects to compatible FDA cleared meters, insulin pumps and CGMs and allows individuals to transfer their diabetes data results to their Android or Apple (iOS) operating system platform.

Glooko is not intended to provide decisions about treatments or be used as a substitute for professional healthcare advice.

Warnings

The Glooko® device system for Glooko Application does not measure, interpret, or make decisions on the data it conveys nor is it intended to provide automated treatment decisions or be used as a substitute for professional judgment. All medical diagnosis and treatment are to be performed under the supervision and oversight of an appropriate healthcare provider.

1. How to Start Using Glooko®

Glooko is a Unified Platform for Diabetes Management that seamlessly syncs blood glucose (BG) and other relevant health data from popular glucose meters, insulin pumps, CGMs and fitness devices. Glooko's solution provides key insights into correlations between patient glucose trends and their carb intake, insulin dosage, exercise and other biometric factors – enabling care teams to make more informed decisions and improving the overall quality of diabetes care. By illuminating issues, Glooko enables providers to more effectively optimize and manage their entire diabetes population during and in between appointments.

1.1. Device Compatibility

To determine patient diabetes device compatibility, reference the [Glooko Compatibility](#) page.

1.2. Identify your Clinic Upload Tool

The process for uploading patient diabetes data will vary based upon your clinic's upload tool. Reference the applicable Quick Start Guide for detailed instructions on how to use each tool to upload data:

- [Glooko Transmitter Quick Start Guide](#)
- [diasend® Transmitter Quick Start Guide](#)
- [Glooko Uploader Quick Start Guide](#)
- [Glooko Kiosk Quick Start Guide](#)

1.3. Upload and View Patient Diabetes Data

Once you have familiarized yourself with diabetes device compatibility and your clinic's upload tool, follow the steps below to begin uploading patient diabetes data to Glooko:

Step 1: Connect and Upload a Diabetes Device

Connect a patient's diabetes device to your [clinic upload tool](#) and initiate the upload process according to the steps outlined in the applicable Quick Start Guide.

Once the diabetes device data has uploaded, go to my.glooko.com in your web browser and log into your Population Tracker to assign or view the uploaded data.

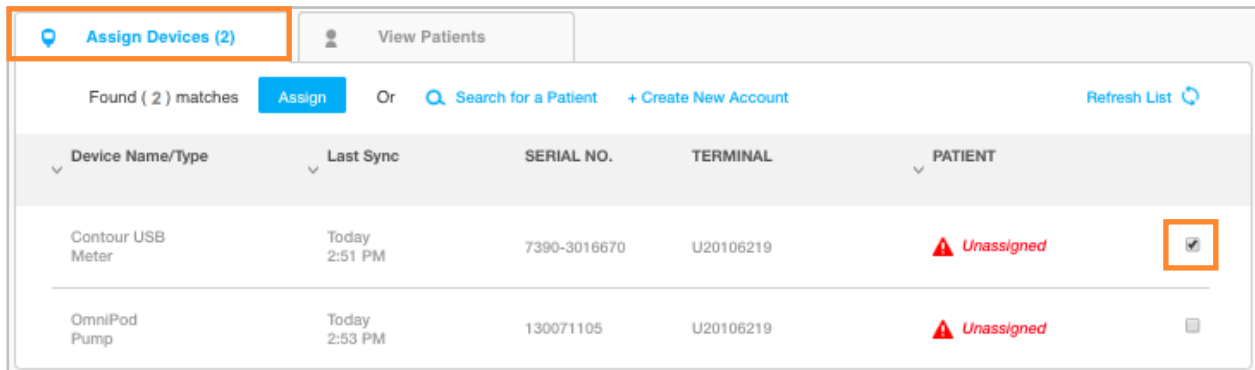
NOTE: If this is your first time accessing your account, go to join.glooko.com and follow the on-screen prompts to activate your account and access your Population Tracker.

Step 2: Assign Device Data to a Patient

NOTE: This step applies to Glooko Transmitter and Uploader users only. All other users can skip ahead to [Step 3](#).

Assign Devices

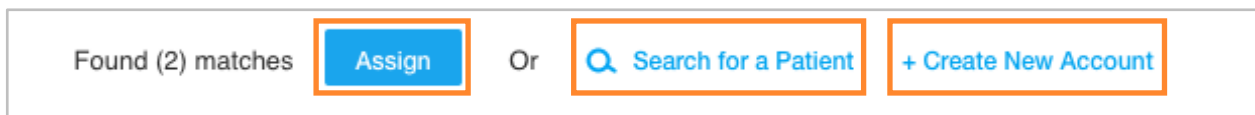
Click the **Assign Devices** tab and place a **checkmark (✓)** in the box to the right of the device row(s) you wish to assign.



The screenshot shows the 'Assign Devices' interface. At the top, there is a tab labeled 'Assign Devices (2)' and a 'View Patients' button. Below this, there is a search bar with 'Found (2) matches' and an 'Assign' button. To the right of the search bar are options: 'Or Search for a Patient' and '+ Create New Account'. A 'Refresh List' button is also present. The main table has columns: 'Device Name/Type', 'Last Sync', 'SERIAL NO.', 'TERMINAL', and 'PATIENT'. Two rows are visible: 'Contour USB Meter' and 'OmniPod Pump'. Both rows show 'Unassigned' status with a red warning icon. The 'Assign' checkbox for the 'Contour USB Meter' row is checked and highlighted with an orange box.

Device Name/Type	Last Sync	SERIAL NO.	TERMINAL	PATIENT
Contour USB Meter	Today 2:51 PM	7390-3016670	U20106219	⚠ Unassigned <input checked="" type="checkbox"/>
OmniPod Pump	Today 2:53 PM	130071105	U20106219	⚠ Unassigned <input type="checkbox"/>

You will be provided with the following options:



1 Assign (Patient Found)

Patient Found

Contour Next USB 7428-4086580

Jojo Smith Last Sync: Aug 31, 2018
05/04/2003

Samuel Wynbrandt Last Sync: Jun 13, 2018

Assign

Search Again

2 Search for a Patient

Search for a Patient

Contour Next USB 7428-4086580

First Name

Last Name

Select Date of Birth (Optional)

YYYY MM DD

Search

Cancel

3 Create New Account

Create New Patient Account

Contour Next USB 7428-4086580

First Name

Last Name

Select Date of Birth:

YYYY MM DD

Type of Diabetes (Optional)

E-mail (Optional)

Medical Record Number (Optional)

Phone Number (Optional)

Create

Cancel

When the serial number of a device is found in the Glooko database, all possible matches will display. Select the correct patient (if listed) and click **Assign**.

If the patient was not a match but already exists, enter the patient's first and last name (spelling must be an exact match) and click **Search**.

If the patient was not a match and does not already exist, populate the applicable fields to create a new patient account and click **Create**.

Based upon your selection, follow the on-screen prompts to assign the device(s) to a patient.

Once the device(s) are assigned, you have the option to **Create Report**, **View Data** or exit the window to assign other devices.








Step 3: View Patient Diabetes Data

View Patients

Click the **View Patients** tab to display a searchable list of all patients who are ProConnected to your clinic (connected via your clinic's unique [ProConnect Code](#)). This provides an at-a-glance view of diabetes profiles for your patient population.

TIP: Use the **Search patients, MRNs or tags** field at the top of the page to search for a specific patient.

The screenshot shows the 'View Patients' interface. At the top, there are two tabs: 'Assign Devices (5)' and 'View Patients', with the latter highlighted in orange. Below the tabs is a search bar labeled 'Search patients, MRNs or tags' and a 'Create Patient Account' link. A notice states: 'Data for Avg BG, Avg CGM and BG-Flags is taken from a 30 day sample ending at the Last Device Sync date.' Below this, there are several status indicators: a warning icon with '≥ 35% of readings are above -250', a warning icon with '≥ 10% of readings are below 70', an up arrow with 'Marked High (above 400)', and a down arrow with 'Marked Hypo (below 50)'. There are also 'Contact' and 'Remote Sync' buttons. The main content is a table with the following columns: Name, Last Sync (Device Type), Average BG (Readings/Day), Average CGM (Active Days), and BG-Flags. The table lists three patients: Lucy Test, George Testerson, and Sally Testing.

Name	Last Sync Device Type	Average BG Readings/Day	Average CGM Active Days	BG-Flags
 Lucy Test	9 days ago Pump	321 0.4		 
George Testerson	9 days ago Pump	321 0.4		
 Sally Testing	153 days ago Pump	309 0.9		 

The following information will display:

Name: This shows the patient's first and last name. Hover over the patient's name to view date of birth and type of diabetes.

NOTE: If there is a device icon to the left of the patient's name, this indicates the patient is a Glooko mobile app user. A blue device indicates data was last synced remotely, and a grey device indicates data was last uploaded in the clinic.

- **Last Sync:** This shows the number of days since the patient's last sync, as well as the last synced device type. Hover over the Last Sync to view device name and location of last

sync.

- **Average BG:** This shows the patient’s average blood glucose (BG) reading during the 30 days prior to the last device sync date. The average number of readings per day is shown below the average BG reading.
- **Average CGM:** This shows the patient’s average continuous glucose monitoring (CGM) reading during the 30 days prior to the last device sync date . The number of active days the CGM was used within the last 30 days is also shown.
- **BG-Flags:** These are triggered based upon BG readings recorded during the 30 days prior to the last device sync date that fall outside of preset ranges.

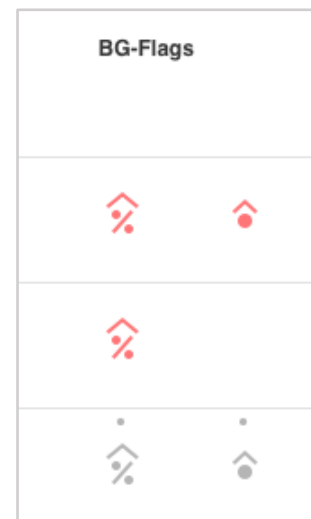
TIP: Ranges can be set at the population level in **Provider Settings** > [Data Settings](#) or at the patient level in **Patient Settings** > [Data Settings](#).

Colors are used to indicate whether reading(s) are within or more than 30 days since the Last Sync date.

- **Red BG flags:** These indicate that the reading(s) are within 30 days from the Last Sync date.
- **Gray BG flags:** These indicate that the reading(s) are more than 30 days since the Last Sync date.

Hovering over a flag displays additional information, including:

- Number or percentage of readings that are above or below the target range.
- Whether or not the BG flag is based upon a patient-specific setting.



Patient Summary

Click on a patient to be routed to the **Patient Summary**, which provides a snapshot of the patient's diabetes data.

Summary Graphs Logbook Insights Devices

Lucy Test Profile
DOB: 01/01/1970 Diabetes: Type 1 [Upload Omnipod® PDM](#) [Create PDF Report](#)

Time: 2 weeks Readings: BG CGM

Feb 14 - 27, 2018
2 weeks

Glucose (BG)

All Readings 5 - 12 mmol/L

Average	10.3 mmol/L
Median	6 mmol/L
SD	7 mmol/L
Readings/Day	0.8
Highest	22.5 mmol/L
Lowest	4.6 mmol/L

36% Above Range 46% In-Target Range 18% Below Range

[Show Readings \(by meal\)](#)

Bi-hourly Time of Day Day of Week

Insulin

81% 25.1 units Basal/Day 19% 6 units Bolus/Day

Total Daily Dose	31.1 units
Overrides (%)	4.3% (2 boluses)
# Bolus/Day	3.3

Diet

93.8 g Carbs/Day 2.4 Entries/Day

View additional data by toggling between the tabs on the top navigation bar – and generate PDF [reports](#) to print, share or save that data.

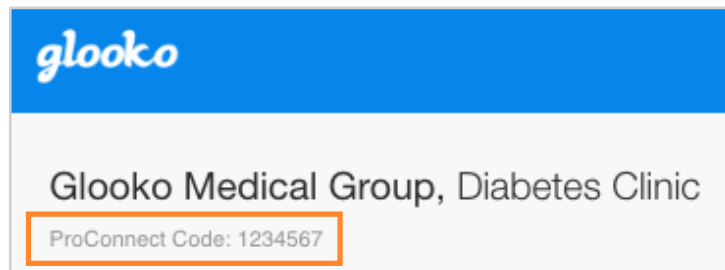
TIP: Click **Profile** at the top-left of the screen to view and manage [Patient Settings](#).

2. Population Tracker Overview

The availability of the features below may vary based upon your subscription model. For additional information about any of the features detailed here, contact your clinic's sales representative directly or email bizdev@glooko.com.

2.1. ProConnect Patients

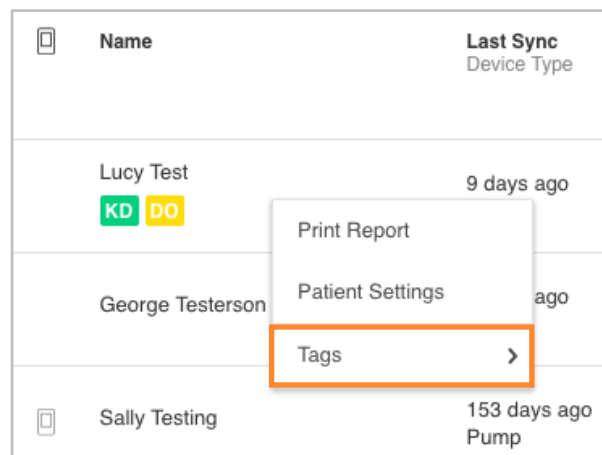
Your clinic's unique **ProConnect Code** can be found at the top-left of your Population Tracker's home screen. In order for patients to remotely share their diabetes data with your clinic, your clinic must provide your unique code to them to add to their Glooko patient accounts.



2.2. Tag Patients

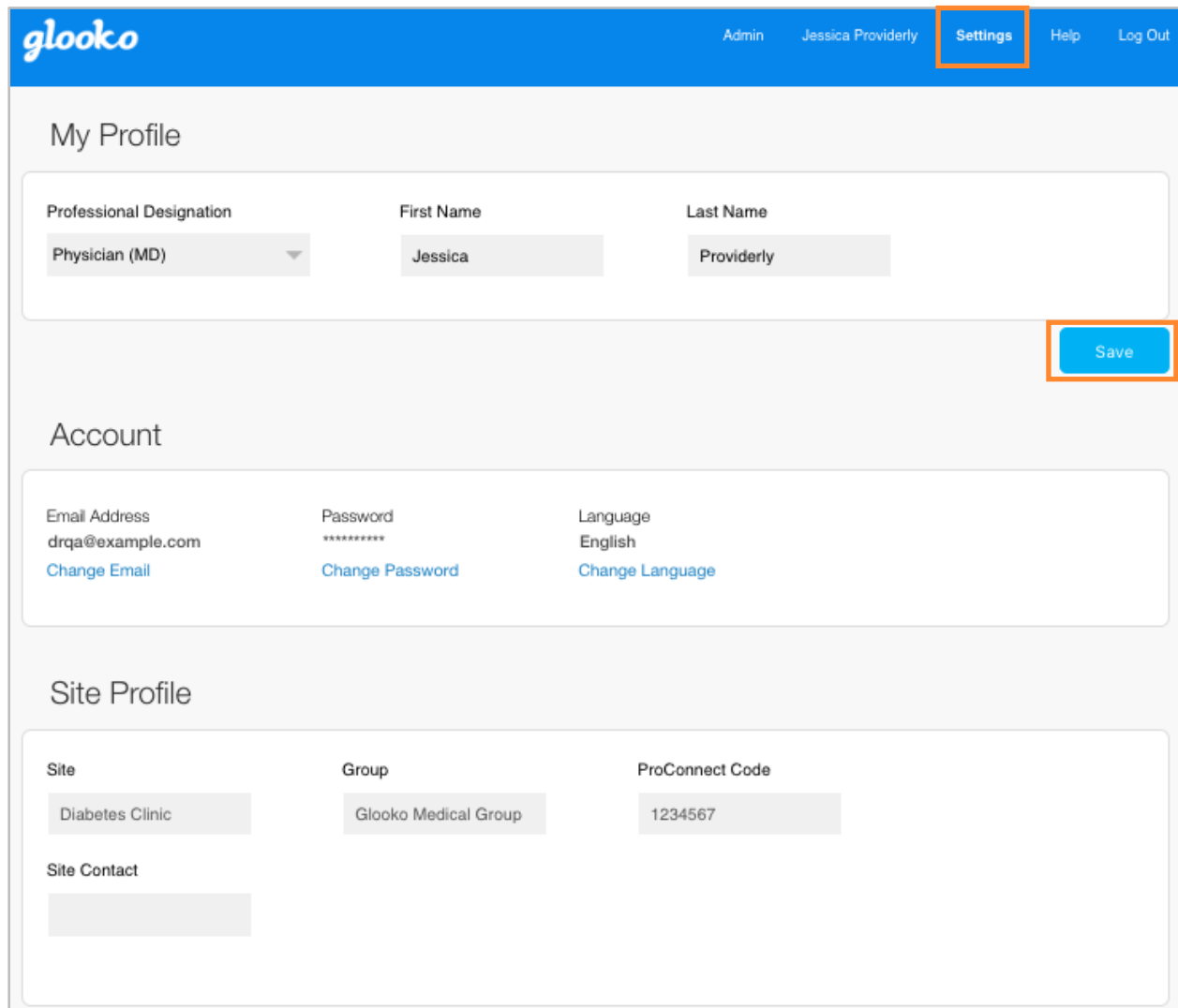
From the **View Patients** tab, right-click on a patient and hover over **Tags** to display the healthcare providers affiliated with your clinic, which can be tagged to a patient. Select a tag from the list, and a box with the tag's initials will display below the patient's name, indicating the tag has been added.

TIP: Tags can be used as an additional search option in the **Search patients, MRNs or tags** field in order to easily find all patients associated with a specific provider.



2.3. Manage Provider Settings

Access **Settings** from the main navigation bar. Within Settings, you have the option to update your user Profile and Account information, view your Site Profile and manage your Data Settings and Terminal Settings.



The screenshot shows the Glooko user interface. At the top, there is a blue navigation bar with the Glooko logo on the left and 'Admin', 'Jessica Providerly', 'Settings', 'Help', and 'Log Out' on the right. The 'Settings' link is highlighted with an orange box. Below the navigation bar, the page is divided into three main sections: 'My Profile', 'Account', and 'Site Profile'. Each section contains a form with various input fields and a 'Save' button at the bottom right of the 'My Profile' section, which is also highlighted with an orange box.

Professional Designation	First Name	Last Name
Physician (MD)	Jessica	Providerly

Email Address	Password	Language
drqa@example.com	*****	English
Change Email	Change Password	Change Language

Site	Group	ProConnect Code
Diabetes Clinic	Glooko Medical Group	1234567
Site Contact		

My Profile

In **Settings > My Profile**, you can edit your Professional Designation, First Name and Last Name. Click **Save** to register any changes.

Account

In **Settings > Account**, you have the option to update the Email Address, Password and default Language setting associated with your account.

Site Profile

In **Settings > Site Profile**, you can view your clinic's Site, Group, [ProConnect Code](#) and Site Contact.

Data Settings

In **Settings > Data Settings**, you have the option to adjust your view of patient data on a population level, including Meter Units, Pump BG Entry Settings and Population Flag parameters.

The following Settings display:

- **Meter Units:** This can be toggled to **mg/dL** or **mmol/L**.

NOTE: Adjusting this setting will update your Population Tracker unit display for BG Flags but does not update the patient's device data.

- **Pump BG Entry Settings:** This can be toggled to **Yes** or **No** to include or exclude BG readings manually entered in insulin pumps in the graphs and statistics for your entire patient population. By default, these readings are included.

Data Settings

Meter Units mg/dL mmol/L

Pump BG Entry Settings Restore Default

Include in statistics Yes No

Population flag settings Restore Default

- 25 % of readings are above 250 mg/dL
- 10 % of readings are below 70 mg/dL
- A Marked High is above 400 mg/dL
- A Marked Low is below 70 mg/dL

Save

Terminal Settings

Transmitters

SERIAL NO.	DATE OF LAST SIGNAL CHECK	SIGNAL STRENGTH	SIGNAL QUALITY	NAME
S16020122	2018-03-22 00:44:32	Great	Great	S16020122

Save

TIP: You can also adjust this at the patient level in **Patient Settings > Data Settings**. Settings at the patient level always take precedence over settings at the population level.

- **Population Flag Settings:** Adjusting these settings will update the flag parameters for all patients in your diabetes population. To edit these settings, click into the field of the value that you would like to modify and enter a new value.

TIP: You can also adjust the flag parameters at the patient level in **Patient Settings > [Data Settings](#)**. Settings at the patient level always take precedence over settings at the population level.

Terminal Settings

In **Settings > Terminal Settings**, you have the option to adjust the name(s) of your installed Glooko Transmitter(s) and Uploader(s) and view the upload tools currently associated with your account. All changes are reflected on the **Assign Devices** tab of your Population Tracker.

If there are Glooko Transmitters on your account, the Serial Number, Date of Last Signal Check, Signal Strength, Signal Quality and Name will be displayed. If there are Glooko Uploaders on your account, the Serial Number and Name will be displayed.

The names of Glooko Transmitters and Uploaders can be adjusted by clicking into the **Name** field of the tool you wish to adjust and entering a new name. Click **Save** to register any changes.

Favorite PDF Settings

In **Settings > Favorite PDF Settings**, you can view, modify or add new Favorite Profiles. Favorites are added at the population level and appear in the **Preferred PDF Setting** drop-down menu when generating PDF [reports](#) from any patient's account.

To add a new Favorite, click **+ New Favorite**, enter a Favorite Profile name (click **OK**), select a Time range, select which reports should be included, choose a Print mode and click **Save**.

Favorite PDF Settings

+ New Favorite

Name		
Summary + Logbook (30 days)	✎	✖
All Reports (1 week)	✎	✖
Daily Overview (2 weeks)	✎	✖

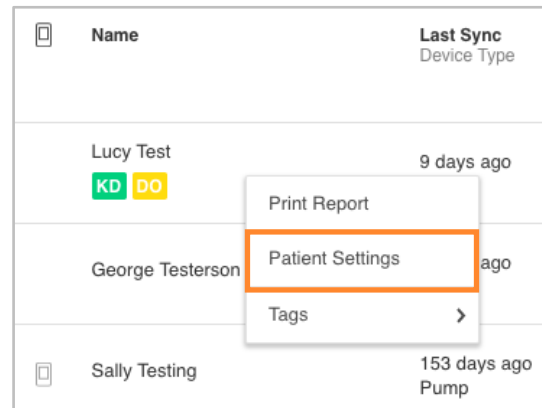
2.4. Manage Patient Settings

In **Patient Settings**, you have the option to update an individual patient's profile information; view account email or send activation requests; customize Data Settings; set Target BG Ranges, Flag parameters and Daily Time Ranges; upload an Omnipod system; and connect a Medtronic CareLink Personal account. All changes will be reflected in the patient's Glooko account.

To view or update a patient's account settings:

1. Locate or search for a patient on the **View Patients** tab.
2. Right-click on the patient and select **Patient Settings**.

TIP: You can also access this by clicking **Profile** at the top-left of the [Patient Summary](#) screen.



Profile

In **Patient Settings > Profile**, you can view and modify a patient's demographic information, including Name, Gender, Type of Diabetes, Date of Birth, Height, Weight and Medical Record Number. Click **Save** to register any changes.

Lucy Test Profile

First Name Lucy	Last Name Test	Date of Birth January 1 1970		
Type of Diabetes Type 1	Gender Female	Height 5 ft 7 in <input checked="" type="radio"/> feet <input type="radio"/> cm		Weight 150 lbs <input checked="" type="radio"/> lbs <input type="radio"/> kgs
Medical Record Number 123456				

Save

Account

In **Patient Settings > Account**, you can view a patient's account status and add, change or view the email address on file. If an account is not activated (Status: Not Activated), you have the option to **Add Email Address**, which triggers an activation request to the patient via email to set up a personal Glooko account. If an activation request has been sent to the patient (Status: Invited), you have the option to **Resend Invite** or **Change Email**, which triggers another request. Once an account has been activated by a patient (Status: Activated), you will no longer have the option to change the email address.

Account

Status Invited (11/21/2018) Resend Invite	Email lucytest@sample.com Change Email
---	--

Data Settings

In **Patient Settings > Data Settings**, you can adjust a patient's Meter Units, Pump BG Entry Settings, Target BG Ranges, Flag settings and Daily Time Ranges. Click **Save** to register any changes.

The following Settings display:

- **Meter Units:** This can be toggled to **mg/dL** or **mmol/L**.
- **Pump BG Entry Settings:** This can be toggled to **Yes** or **No** to include or exclude BG readings manually entered in insulin pumps in the patient's graphs and statistics. By default, these readings are included.

Data Settings

Meter Units mg/dL mmol/L

Pump BG Entry Settings [Restore Default](#)

Include in statistics Yes No

Target BG Ranges [Restore Default](#)

Lower Limit	70 mg/dL	Before Meal Upper Limit	130 mg/dL	After Meal Upper Limit	180 mg/dL
-------------	----------	-------------------------	-----------	------------------------	-----------

Population flag settings [Restore to Population Settings](#)

- 35 % of readings are above -250 mg/dL
- 10 % of readings are below 70 mg/dL
- A Marked High is above 400 mg/dL
- A Marked Low is below 50 mg/dL

Daily Time Ranges* [Restore Default](#)

5:00 AM MORNING 10:00 AM AFTERNOON 3:00 PM EVENING 9:00 PM NIGHT MORNING

*Events that occur before Morning will appear in the previous Night. To confine events strictly to calendar days, set Morning to start at midnight.

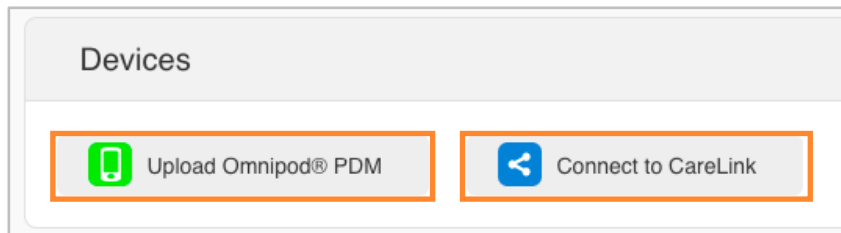
[Save](#)

TIP: You can also adjust the pump settings for all patients at the population level in **Provider Settings > Data Settings**. Settings at the patient level always take precedence over settings at the population level.

- **Target BG Ranges:** This allows you to change an individual patient’s Target BG Ranges, including the Lower Limit, Before Meal Upper Limit and After Meal Upper Limit. To edit these ranges, click into the field of the value that needs to be modified and enter the desired value.
- **Population Flag Settings:** Adjusting these settings will only impact the selected patient. To edit these settings, click into the field of the value that needs to be modified and enter the desired percentage or value.
- **TIP:** You can also adjust the flag parameters for all patients at the population level in **Provider Settings > Data Settings**. Settings at the patient level always take precedence over settings at the population level.
- **Daily Time Ranges:** This allows you to set the times of day that indicate the start of a patient’s Morning, Afternoon, Evening and Night routines. To update a patient’s ranges, click the **down arrow (▼)** beside a time of day and select a new start time.

Devices

In **Patient Settings > Devices**, you have the ability to upload data from a patient’s Omnipod® system or connect a patient’s Glooko account to a CareLink Personal account.



Upload Omnipod® PDM

To upload data from an Omnipod system:

1. In **Patient Settings > Devices**, click **Upload Omnipod® PDM**.

2. When prompted to confirm if you would like to proceed, click **Continue**.
3. Select **Omnipod® PDM System** or **Omnipod DASH™ System**, then click **Next**.

NOTE: If you are attempting to sync an Omnipod DASH™ System on a Mac computer, you will be prompted to install the [Glooko Uploader](#) to sync patient data if this is part of your subscription model. If your subscription model does not include the Glooko Uploader, you will be prompted to use a Windows computer or contact support@glooko.com.

4. Follow the on-screen prompts to connect the device and upload the data.

TIP: If you have synced an Omnipod device previously, you also have the option to upload Omnipod data by selecting the **Upload Omnipod® PDM** option at the top-right of most screens within a patient's account.

Connect to CareLink

You can connect a patient's Glooko account to a CareLink Personal account to sync Medtronic data from CareLink once per day.

To connect a CareLink Personal account:

1. In **Patient Settings > Devices**, click **Connect to CareLink**.
2. Enter the username and password for the patient's CareLink Personal account.
 - Optionally, click **Don't have a CareLink account?** to create a new account.
3. Follow the on-screen prompts to create and/or connect the patient's account.

NOTE: Glooko's ability to sync CareLink data is reliant upon the user's Medtronic device. Refer to the [Glooko Compatibility](#) page for more information.

3. Reports Overview

Patient diabetes data is aggregated into PDF reports that can easily be printed, shared or saved. You can include all available data or choose only the data you would like to display.

For detailed information about the available reports and how to interpret the data, view the [Glooko Report Reference Guide](#).

3.1. Available Reports

Available reports include:

- Summary
- Logbook
- Overview
- Daily Overview
- Overlay
- Calendar
- Devices
- Insights

3.2. Create Reports

To create a PDF report, follow these steps:

1. On the **View Patients** tab, right-click on a patient's name and select **Print Report** (or click **Create PDF Report** at the top-right of most screens within a patient's account).
2. Select a date range, which reports should be included and the desired Print mode.

TIP: To save a report selection as a new Favorite Profile, place a **checkmark (✓)** in the **Save selection as Favorite Profile** box, enter a name for the favorite and click **OK**. You also have the option to select a Favorite Profile from the **Preferred PDF Setting** drop-down menu at the top-right of the window. To view, modify or add new Favorite Profiles, click **Manage Favorites** or go to **Provider Settings** > [Favorite PDF Settings](#).

3. Once the report criteria are defined and you are ready to proceed, click **Create PDF**.

The screenshot shows the 'Create PDF' window for a patient named Lucy Test (DOB: 01/01/70, Diabetes: Type 1). The interface includes a 'Preferred PDF Setting' dropdown menu currently set to 'No Profile Selected' with a 'Manage Favorites' link below it. A 'Time' selector is set to '1 week' for the date range '11/14/2018 - 11/20/2018'. There are eight report preview cards: 'Summary' (2 pages), 'Logbook' (1 page), 'Overview' (1 page), 'Daily Overview', 'Overlay' (1 page), 'Calendar', 'Devices', and 'Insights'. At the bottom, the 'Estimated report length' is 5 pages. The 'Print mode' is set to 'Color'. A text box for a comment is present, and a 'Save selection as Favorite Profile' checkbox is unchecked. The 'Create PDF' button is highlighted with an orange border.

4. Support

If you have questions, we're always happy to help. Our Support Team is available Monday through Friday, 8 a.m. until 8 p.m. EST. You can reach out to us in any of the following ways:

- Web Support: www.support.glooko.com
- Email Support: support@glooko.com
- Call Support: 1-800-206-6601, Option 1
- SMS Support: (650) 720-5310

Appendix: Add-On Features

The below features are available as add-on options to the standard Population Tracker subscription. For additional information or to learn how you can add these features to your Population Tracker, contact your Glooko account representative directly or email bizdev@glooko.com.

A.1. Case Management

The Case Management feature provides additional patient interaction and tracking options, including the ability to add details about patient status.

With the Case Management feature enabled, Contact Flags and Statuses can be added to patient accounts, visible on the **View Patients** tab within your Population Tracker.

Contact Flags

Contact flags display on a patient's account based upon preset flag criteria, including that readings, average BG or average CGM values are out of range, or a patient has not remotely synced in the past 30+ days. Hover over a call flag to display the reason(s) that the flag was triggered. These parameters can be managed at the population level in [Provider Settings](#) or at the patient level in [Patient Settings](#). Settings at the patient level always take precedence over settings at the population level.

Status

Patient statuses are used to provide information about follow-up actions related to a patient. These statuses are customizable and can be managed at the population level in [Provider Settings](#).

A.2. Mobile Insulin Dosing System (MIDS)

Glooko's Mobile Insulin Dosing System (MIDS) allows you to create an insulin prescription for patients using a custom insulin titration system. After activating the treatment plan, Glooko's mobile app will automatically prompt, recommend and remind patients of insulin adjustments based on glucose readings and the insulin titration settings defined in the plan. MIDS is

exclusively available to patients whose healthcare providers initiate the program, and it is for prescription use only.

With the MIDS feature enabled, a new **MIDS** tab will display on each patient account, and MIDS statuses will be visible on the **View Patients** tab of your Population Tracker.

To learn more about MIDS, view the [Glooko Population Tracker MIDS User Guide](#).

A.3. DreaMed Advisor

Through an integration with DreaMed, Glooko data is processed by DreaMed Advisor Pro, a proprietary algorithm designed to analyze an individual's glucose and insulin delivery information. Based on this information, DreaMed Advisor Pro may recommend an updated insulin treatment profile, including new basal rates, insulin to carb ratios and insulin sensitivity factors. DreaMed Advisor Pro can also make suggestions for behavioral changes, such as timing of meal boluses and bolus delivery compliance.

With the DreaMed Advisor feature enabled, a new **Advisor** tab will display on each patient account, and Advisor recommendation notifications will be visible on the **View Patients** tab of your Population Tracker.

To learn more about DreaMed Advisor Pro, view the [Glooko Population Tracker DreaMed User Guide](#).