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.

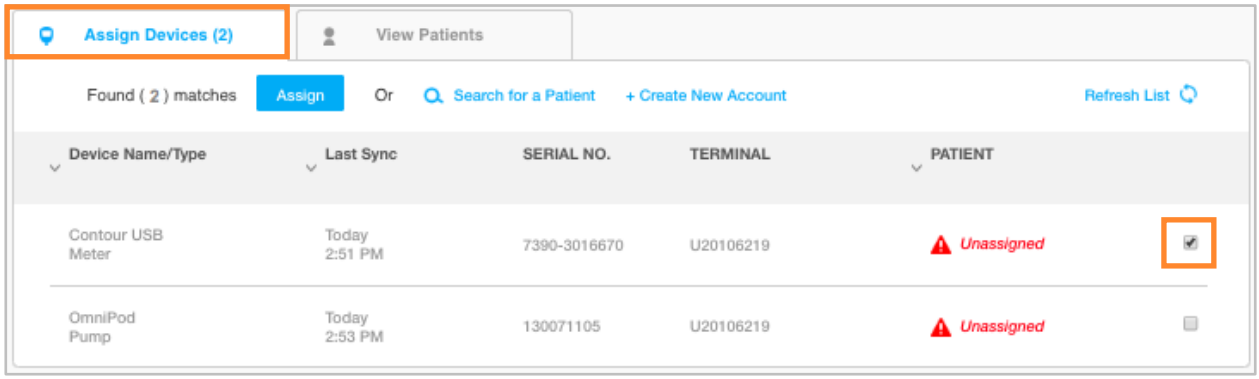
NOTE: If this is your first time accessing your account, go to join.glooko.com and follow the on-screen prompts to activate your account and access your Population Tracker.

Step 2: Assign Device Data to a Patient

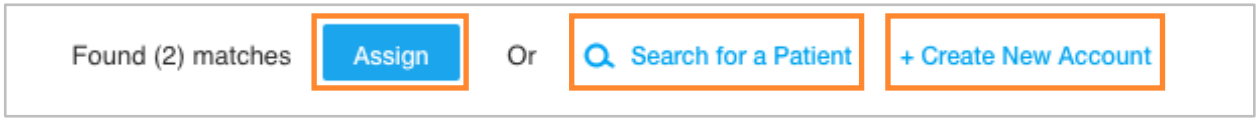
NOTE: This step applies to Glooko Transmitter and Uploader users only. All other users can skip ahead to Step 3.

Assign Devices

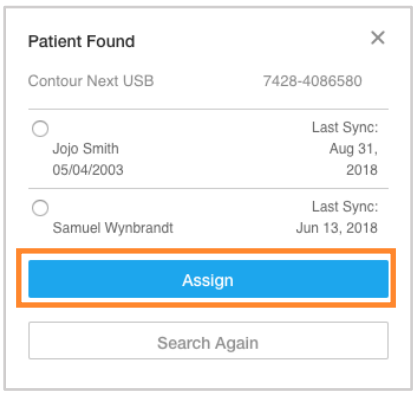
Click the **Assign Devices** tab and place a **checkmark (✓)** in the box to the right of the device row(s) you wish to assign.



You will be provided with the following options:

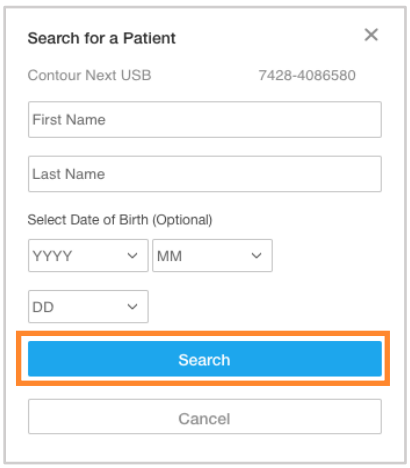


1 Assign (Patient Found)



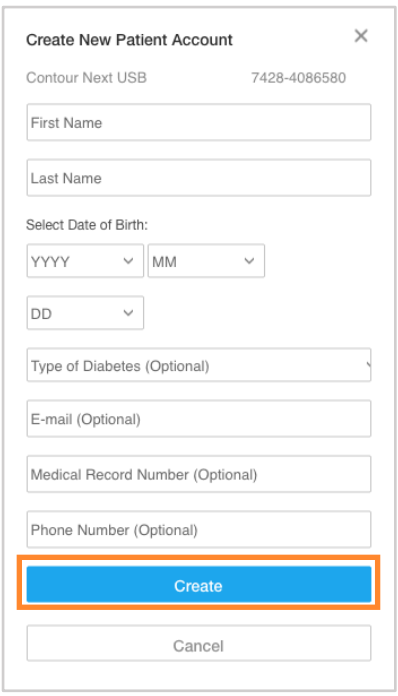
When the serial number of a device is found in the Glooko database, all possible matches will display. Select the correct patient (if listed) and click **Assign**.

2 Search for a Patient



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**.

3 Create New Account



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.

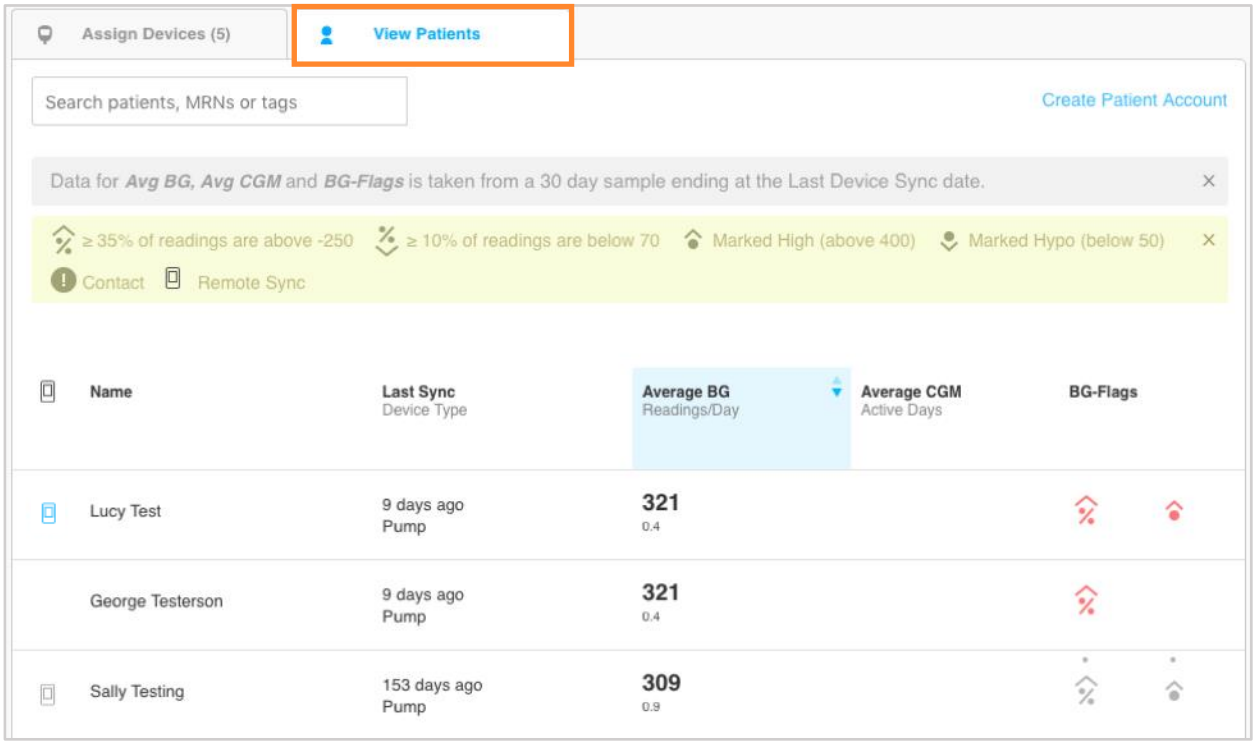
Once the device(s) are assigned, you have the option to **Create Report**, **View Data** or exit the window to assign other devices.

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 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 gray 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

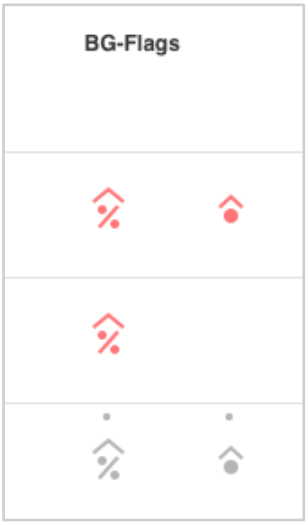
sync.

- **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.

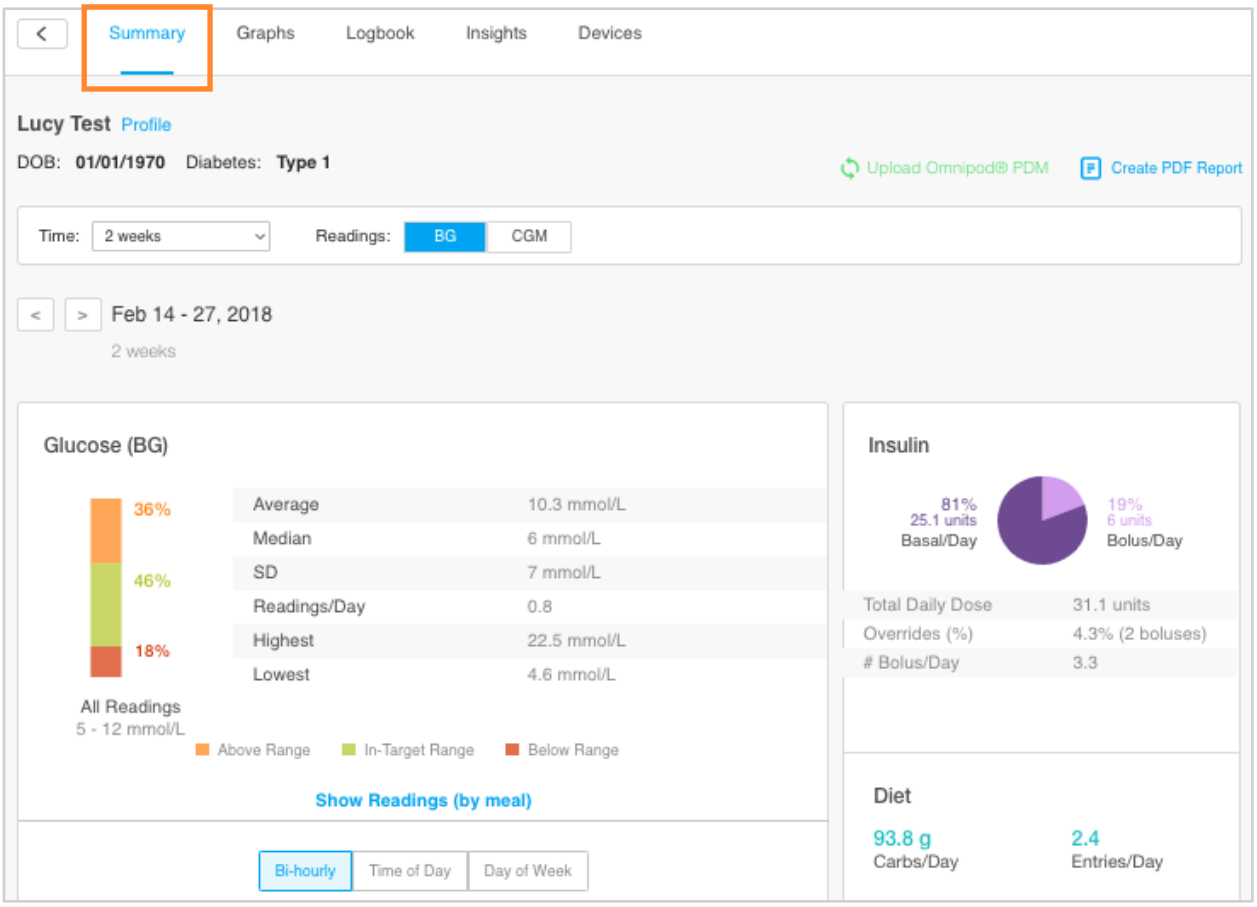
- **Gray BG flags:** These indicate that the reading(s) are more than 30 days since the Last Sync date.

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.



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

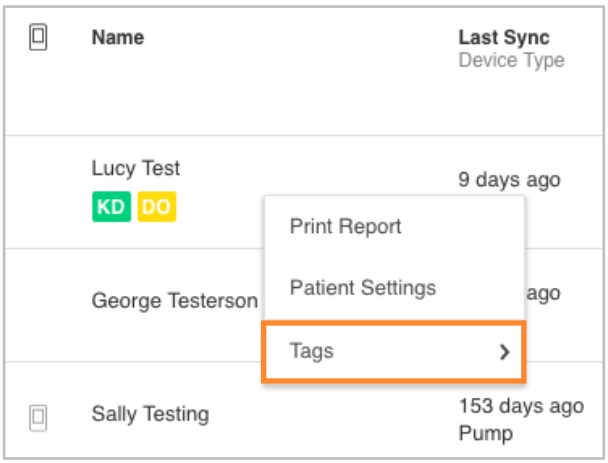
The availability of the features below may vary based upon your subscription model. For additional information about any of the features detailed here, contact your clinic's sales representative directly or email bizdev@glooko.com.

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

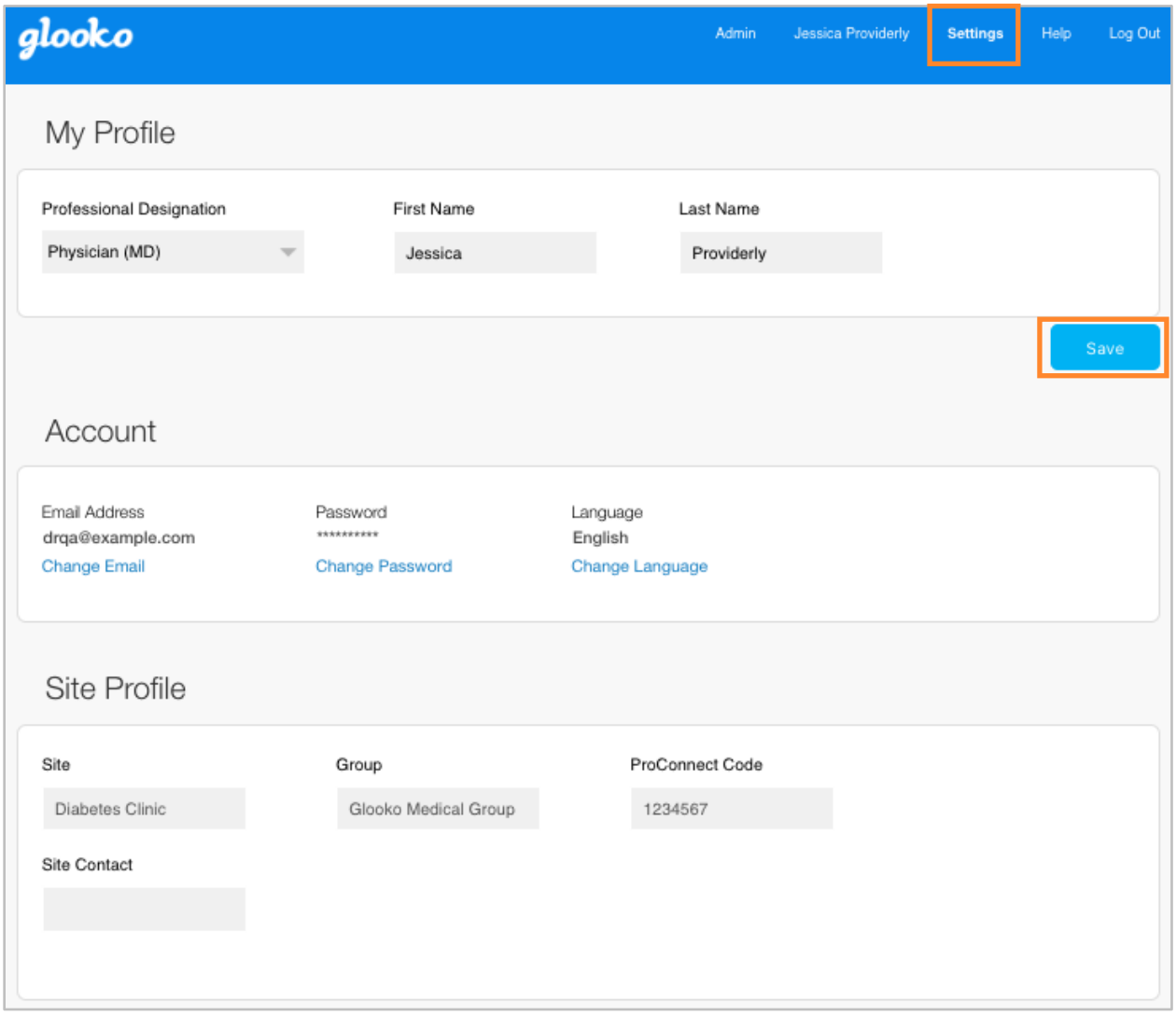
From the **View Patients** tab, right-click on a patient and hover over **Tags** to display the healthcare providers affiliated with your clinic, which can be tagged to a patient. Select a tag from the list, and a box with the tag's initials will display below the patient's name, indicating the tag has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



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.

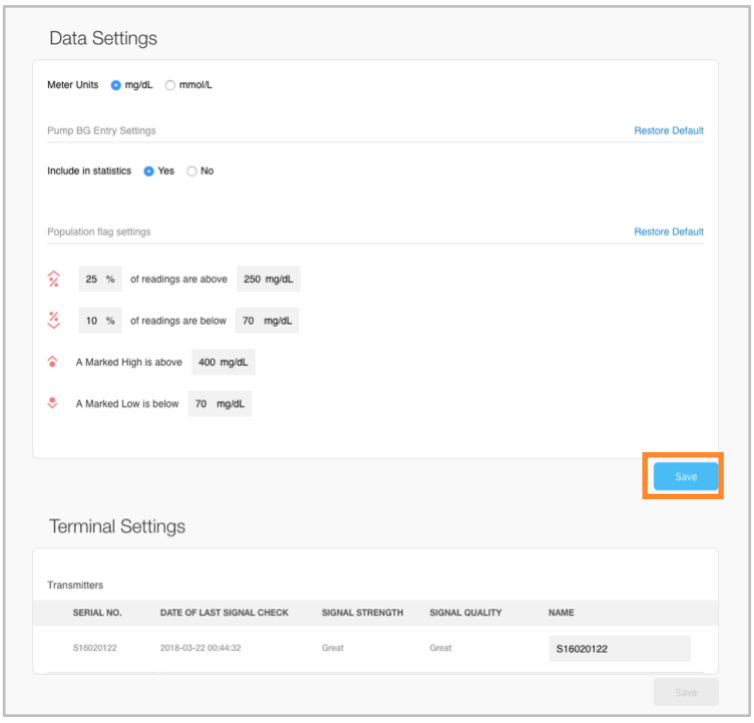
Site Profile

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.

  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.

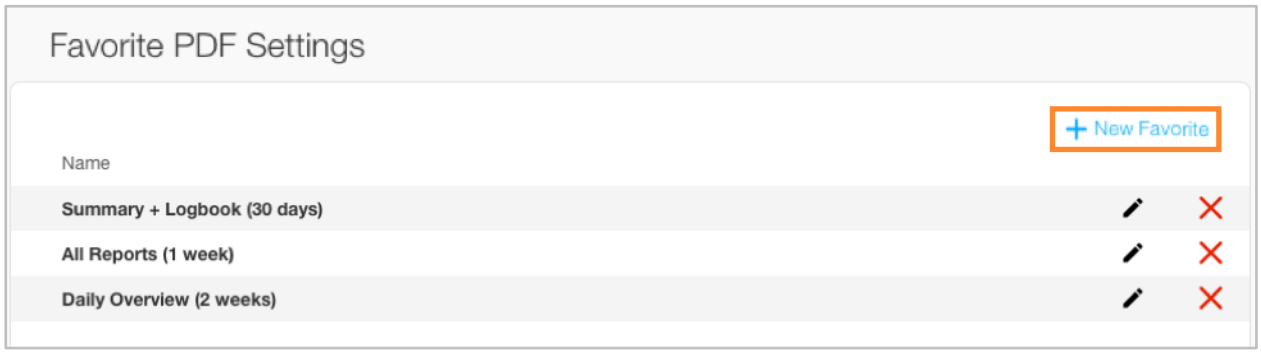
If there are Glooko Transmitters on your account, the Serial Number, Date of Last Signal Check, Signal Strength, Signal Quality and Name will be displayed. If there are Glooko Uploaders on your account, the Serial Number and Name will be displayed.

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**.

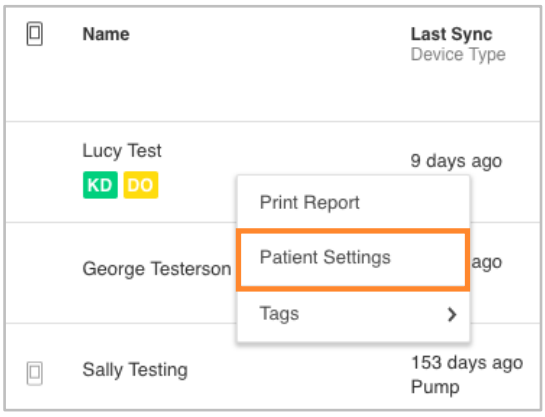


2.4. Manage Patient Settings

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:

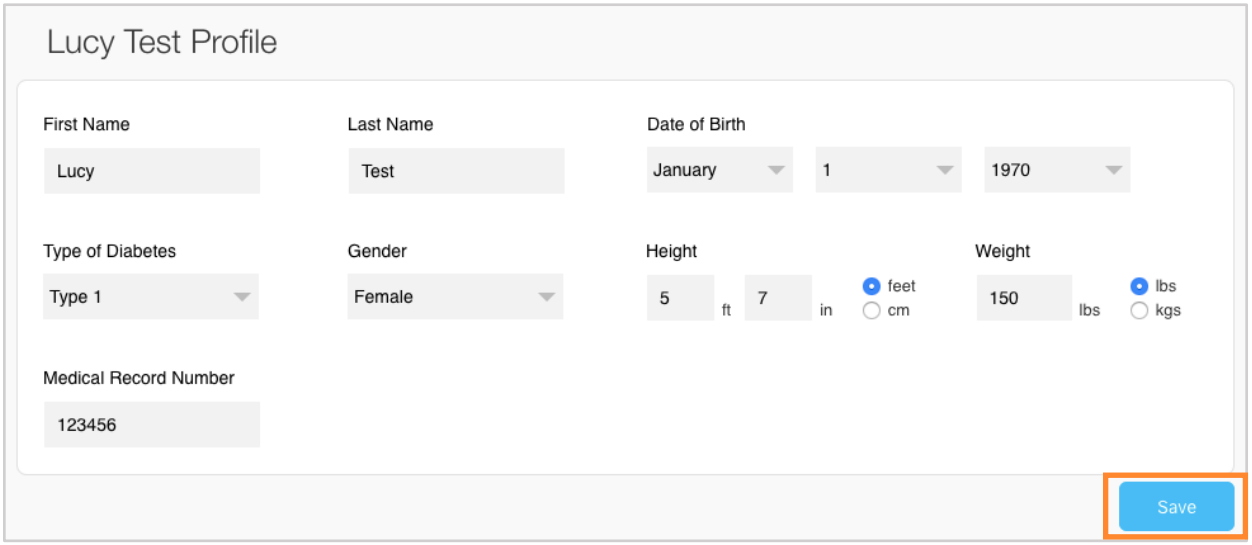
1. Locate or search for a patient on the **View Patients** tab.
2. Right-click on the patient and select **Patient Settings.**



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.



Account

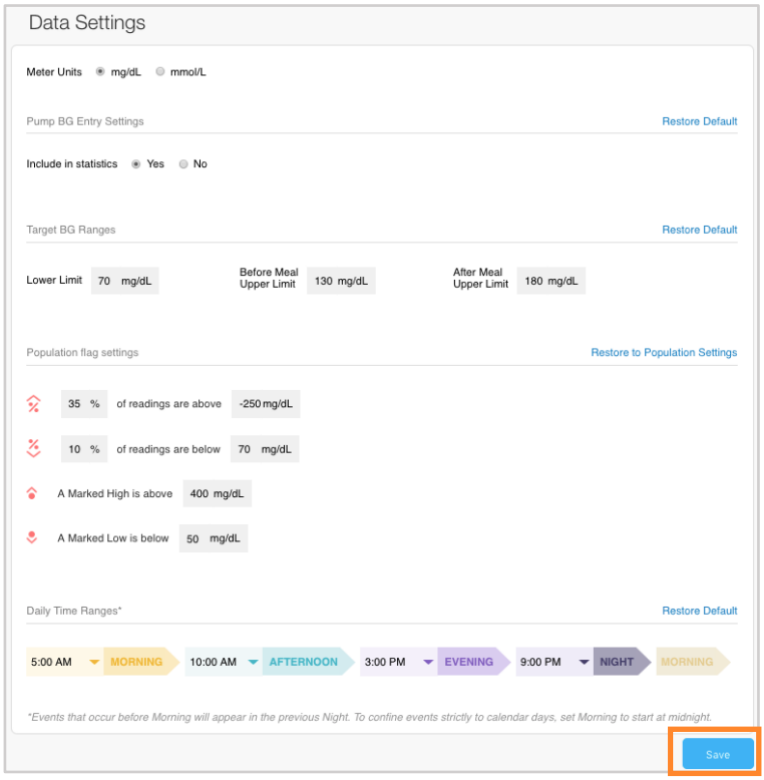
In **Patient Settings** > **Account**, you can view a patient's account status and add, change or view the email address on file. If an account is not activated (Status: Not Activated), you have the option to **Add Email Address**, which triggers an activation request to the patient via email to set 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.

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.

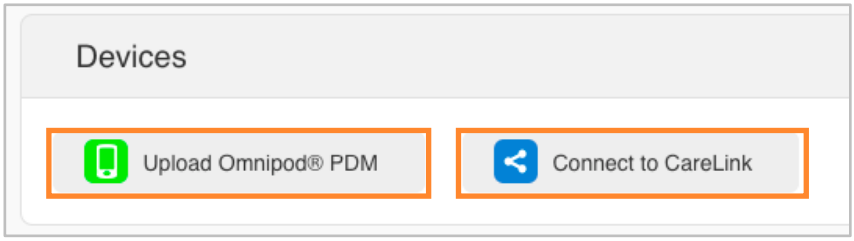


TIP: You can also adjust the pump settings for all patients at the population level in **Provider Settings** > **Data Settings**. Settings at the patient level always take precedence over settings at the population level.

- **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

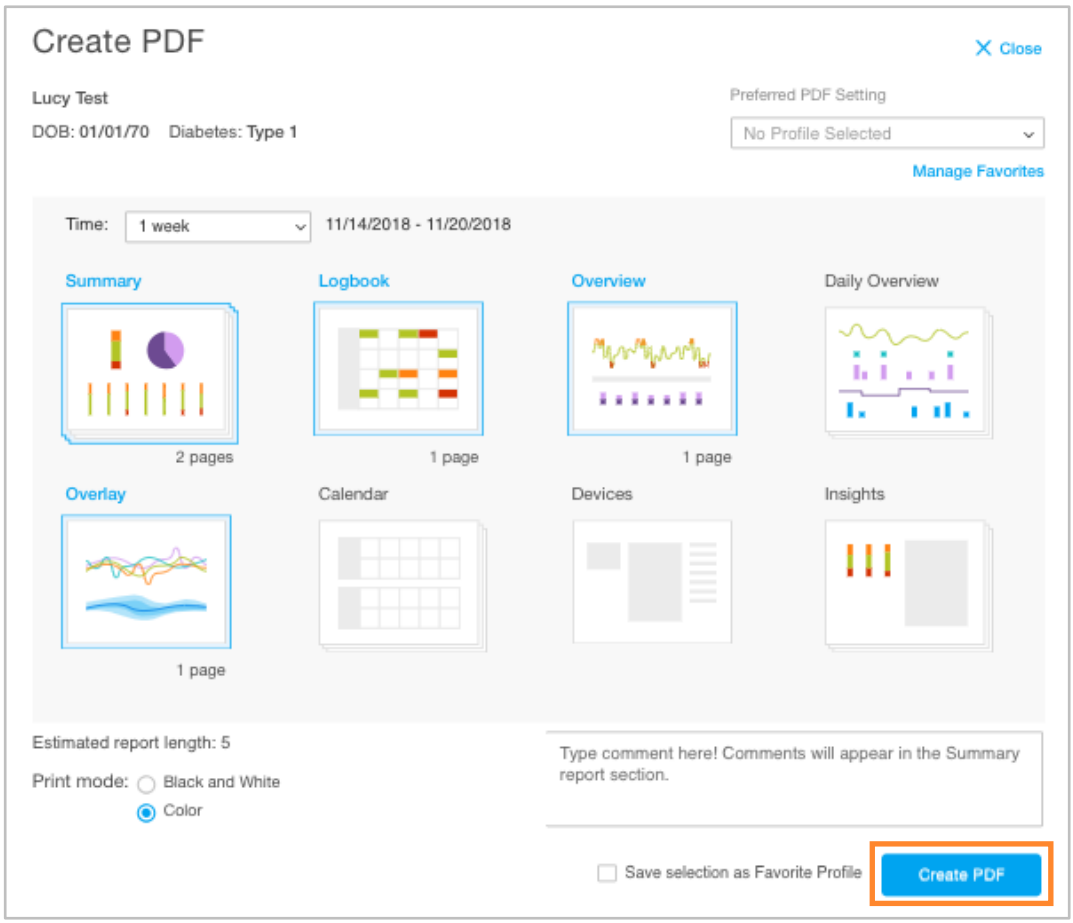
To create a PDF report, follow these steps:

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**.



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.