



GLOOKO® MIDS FOR CLINICS  
USER GUIDE

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## MOBILE INSULIN DOSING SYSTEM (MIDS)

Using Glooko's Mobile Insulin Dosing system (MIDS), clinicians can configure an insulin prescription for people with diabetes starting on long-acting insulin using a standard or custom insulin titration method. After the configuration, Glooko's Mobile App will automatically prompt, recommend and remind people with diabetes of insulin adjustments based on glucose readings and the insulin titration configuration defined by their clinician. **MIDS is only available for patients whose Healthcare Provider initiates the program. MIDS is for prescription use only.**

**The Glooko MIDS is designed to work with glucose results reported in mg/dL and cannot safely be used with mmol/L values. To avoid harm please ensure that any glucose meter used with the Glooko system is set for blood glucose values in mg/dL.**

### Intended Use

The Glooko Mobile Insulin Dosing System (MIDS) is indicated for the management of type 2 diabetes by calculating appropriate long-acting basal insulin doses for titrating insulin levels based on configuration by a physician or healthcare provider knowledgeable in the care and management of diabetes. The physician or healthcare provider must activate the MIDS dose calculator and configure the patient-specific parameters. The system is not intended to provide treatment decisions or to be used as a substitute for professional healthcare advice.

### Warnings

Glooko MIDS is intended to support the titration of long-acting basal insulin doses only. It is only available for patients whose Healthcare Provider initiates the program. All medical diagnosis and treatment are to be performed under the supervision and oversight of an appropriate healthcare provider.

Glooko MIDS does not provide specific reminders for titration intervals for individual basal insulins currently marketed. Therefore, the prescriber should be familiar with the dosing requirements for each insulin they choose to use with this device.

### Contraindications

None.

# 1. Compatibility

Glooko supports the following web browser versions:

- Internet Explorer v11 (or equivalent)
- Chrome v52, v53, v54 (or equivalent)
- Firefox v47, v48, v49 (or equivalent)
- Safari v8, v9, v10 (or equivalent)

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

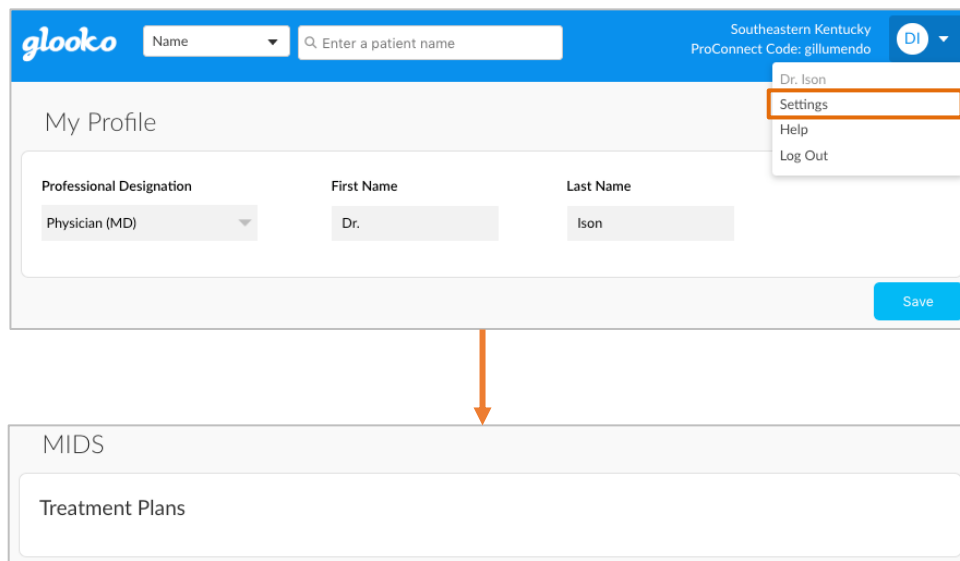
## 2. Treatment Plan Templates (Settings)

Treatment Plan Templates allow providers to create a template that can be used for multiple patients. Unlike creating a Treatment Plan in the MIDS tab of a patient record, Treatment Plan Templates do not contain Starting Dose, Patient Reminders or Provider Contact Information sections.

Providers have the option to create a Treatment Plan Template, expand Treatment Plan Template information or delete a Treatment Plan Template.

To access Treatment Plan Templates:

1. Select **Settings** from the drop-down menu at the top-right of your Population Tracker's Home screen.
2. Scroll down to the MIDS section and click **Treatment Plans**.



## 2.1. Create a Treatment Plan Template

Click **Custom Plan: Start from scratch** to add a new Treatment Plan Template.

1. Enter a **Treatment Plan Name**.
2. Set the **Titration Period**.
3. Enter **Minimum Required Readings** for each adjustment. The maximum number of Minimum Required Readings corresponds to the number of days in the Titration Period.
4. Set patient's **Fasting Target Range** for blood glucose.
5. Create dose **Adjustments** for readings below and above specified fasting blood glucose limits.
  - Click **ADD NEW ROW** to add additional dose adjustment rules.

**NOTE:** If any BG readings are below the Hypo threshold, the lowest value will be used to adjust the insulin dose. If a single blood glucose reading (fasting or non-fasting) is less than the blood glucose reading entered in the Hypo Notification (in Patient Safety Notifications), the adjustment will be made from that reading.

6. Set **Patient Safety Notifications**.
  - Safety alerts for Hypo Notifications, Hyper Notifications, and Maximum Dose of long-acting insulin will be presented in the patient app based on criteria set here. Note that the Safety Notifications will instruct the patient to contact the provider but will not suspend the program.
7. Click **Save** to save the new Treatment Plan Template.

The image shows two screenshots from the 'Mobile Insulin Dosing System' interface. The left screenshot, titled 'Manage treatment plan templates', shows a list of templates with 'Custom Plan' selected and 'Start from scratch' highlighted. An orange arrow points from this selection to the right screenshot, which is the configuration screen for the 'Mobile Insulin Dosing System'. This screen includes fields for 'Treatment Plan Name', 'Titration Period', 'Minimum Required Readings', 'Dose Adjustments' (with 'Fasting Target Range' and 'Adjustments' sub-sections), and 'Patient Safety Notifications' (with 'Hypo Notification', 'Hyper Notification', and 'Maximum Dose Notification' sub-sections). Buttons for 'Cancel' and 'Save' are at the bottom.

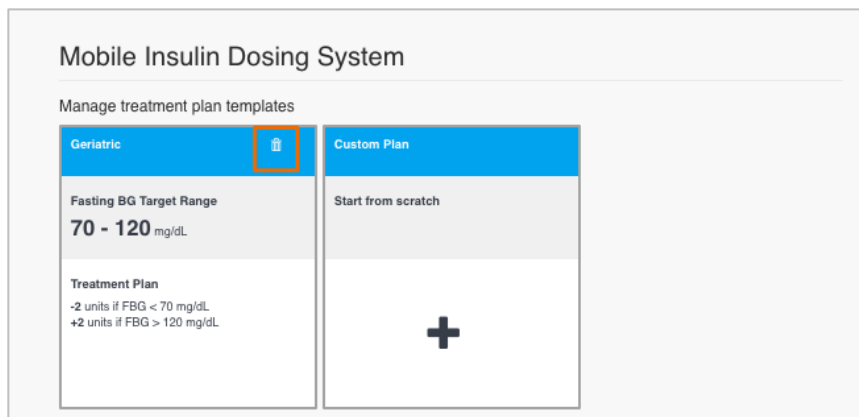
## Expand Treatment Plan Template Information

If there are more than four components to a Treatment Plan, only the first four will appear on the Treatment Plan screen.

- Click **Show more** to view additional components of the Treatment Plan.

## Delete a Treatment Plan Template

A Treatment Plan can be deleted by clicking the **garbage can** icon at the top-right of the Treatment Plan.

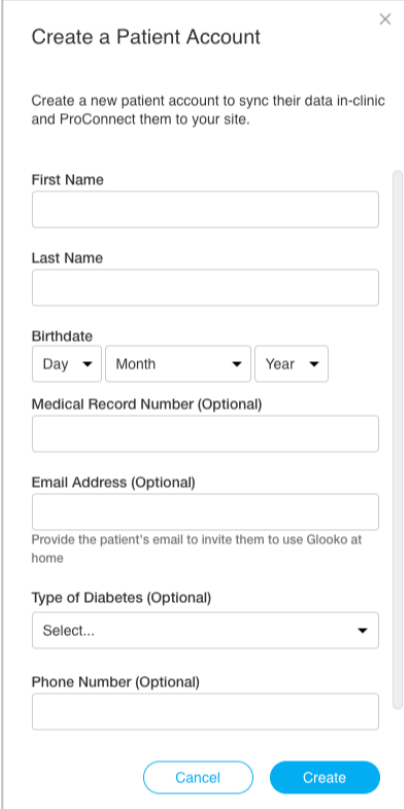




## 3. Create a Patient Glooko Account

If the patient is new to the clinic, create a patient account from the Patient List.

1. Click **Create Patient Account** at the top-right corner of the screen.
2. Enter the following information:
  - First Name
  - Last Name
  - Birthdate
  - Medical Record Number (Optional)
  - Email Address (Optional)
  - Type of Diabetes (Optional)
  - Phone Number (Optional)
3. Click **Create**.
  - The patient will receive an email with a link to set a password for the new Glooko account.



The screenshot shows a modal window titled "Create a Patient Account" with a close button (X) in the top right corner. Below the title is a subtitle: "Create a new patient account to sync their data in-clinic and ProConnect them to your site." The form contains several input fields: "First Name" (text input), "Last Name" (text input), "Birthdate" (three dropdown menus for Day, Month, and Year), "Medical Record Number (Optional)" (text input), "Email Address (Optional)" (text input), "Type of Diabetes (Optional)" (dropdown menu with "Select..." as the current selection), and "Phone Number (Optional)" (text input). At the bottom of the form are two buttons: "Cancel" (light blue) and "Create" (dark blue).

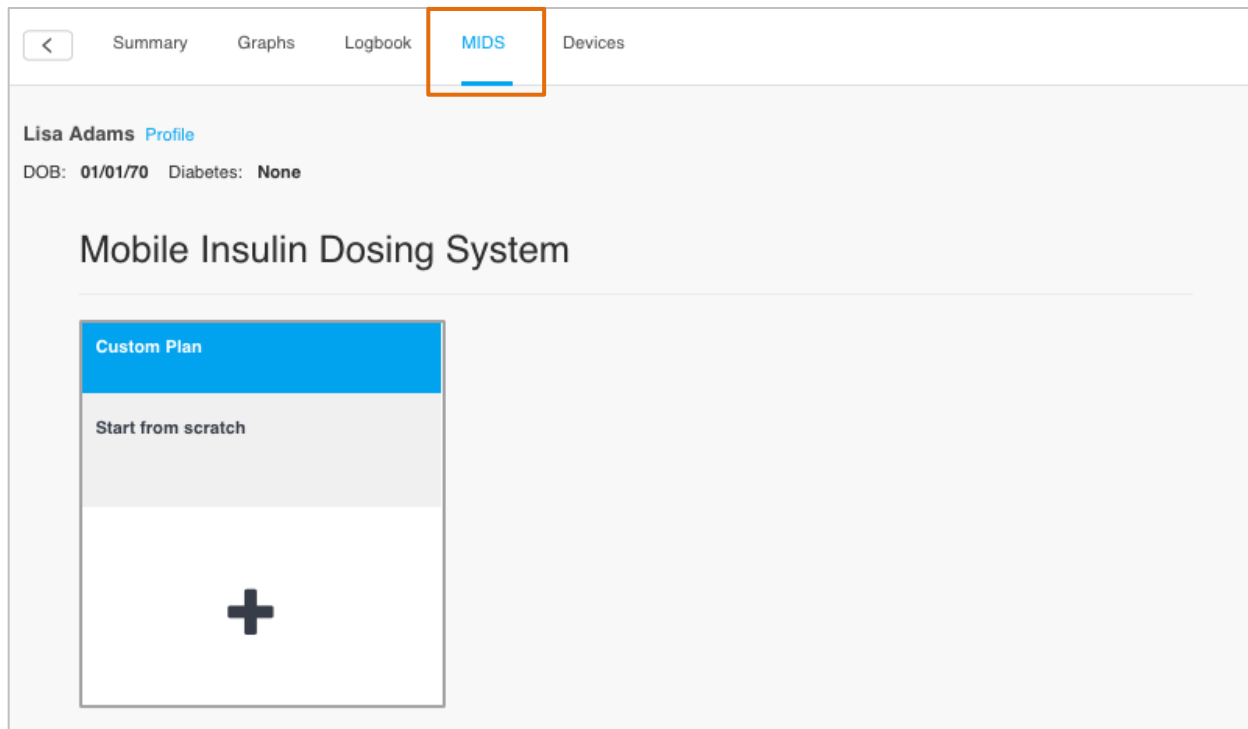
## 4. Access MIDS

To access MIDS, click the **MIDS** tab within the patient's account.

## 5. Create a Treatment Plan

Treatment Plans must be created and reviewed for each patient in order to prescribe MIDS for the patient.

1. Navigate to the **MIDS** tab.
2. Click **Custom Plan: Start from scratch** or select an existing Treatment Plan Template.
  - If Treatment Plan Templates have been added in [Settings](#), these templates will be available for selection.



# 5.1. Treatment Plan Settings

Treatment Plan settings must be configured when creating a new Treatment Plan. Treatment Plan settings may also be edited after the Treatment Plan is prescribed. Click **Change Patient Therapy** on the MIDS Home screen to make changes to an existing Treatment Plan.

## Treatment Plan Name

- Enter a **Treatment Plan Name**.

## Starting Dose

When creating a new Treatment Plan, the heading **Starting Dose** will be displayed. When editing a Treatment Plan, the heading **Current Dose** will be displayed.

1. Select **Insulin Type**.

- Lantus
- Toujeo
  - If Toujeo is selected, please select the appropriate value from the **Options** drop-down menu.
- Levemir
- Tresiba
  - If Tresiba is selected, please select the appropriate value from the **Options** drop-down menu.
- Basaglar

2. Select from the **Calculate Starting Dose (Optional)** drop-down menu to use the Glooko dosing calculation tool. Depending on the option selected, additional fields will be displayed:

- **New to insulin**
  - Enter or adjust the dose as appropriate.

The screenshot shows the 'Mobile Insulin Dosing System' interface for a patient named Lawrence Cohen. The patient's DOB is 09/01/1969 and they have Type 2 Diabetes. The interface includes the following sections:

- Treatment Plan Name:** A text input field containing 'Dr. Ison's Plan' and a link to 'View AACE/ACE Comprehensive Type 2 Diabetes Management Algorithm'.
- Starting Dose:** Includes a dropdown for 'Insulin Type' (set to 'Tresiba'), a dropdown for 'Options' (set to 'U-100'), and a 'Calculate starting dose (Optional)' dropdown (set to 'New to insulin'). A 'Starting Dose' field is set to '10 units'.
- Titration Period:** A dropdown set to '7 days' with a note 'Dose recommendation occurs after last day'.
- End Date:** A date picker set to '07/16/2019'.
- Minimum Required Readings:** A dropdown set to '4' with a note 'Required for each adjustment'.
- Dose Adjustments:** A note states '(If any BG readings are below the Hypo threshold, the lowest BG reading will be used to adjust the insulin dose.)'. It includes a 'Fasting Target Range' of '80 - 125 mg/dL' and a note 'No adjustment needed'.
- Adjustments:** A table with two rows: 'Readings below 80 mg/dL will decrease dosage by 2 units' and 'Readings above 125 mg/dL will increase dosage by 2 units'. An 'Add New Row' button is located between the rows.

- **New to insulin weight based**
    - Enter patient Weight (in lbs).
  - **Switch NPH once daily**
    - Enter current NPH dose.
  - **Switch NPH twice daily**
    - Enter current total daily NPH dose.
3. Enter the **Starting Dose**. If an option was selected for **Calculate Starting Dose (Optional)**, you will be presented with a suggested Starting Dose based on the information entered. Adjust the dose as appropriate.

**NOTE:** The Starting Dose cannot be higher than the Maximum Dose.

## Titration Period

1. Set patient's **Titration Period**.
2. Select an **End Date** after which the patient's MIDS Program will end and dose adjustments can no longer be completed.

## Minimum Required Readings

- Enter **Minimum Required Readings** required for each adjustment.

## Dose Adjustments

1. Set patient's **Fasting Target Range** for blood glucose.
2. Set dose **Adjustments** for reading below and above specified fasting blood glucose limits.
  - Click **ADD NEW ROW** to add additional dose adjustment rules.

## Set Patient Safety Notifications

Safety Notifications for Hypo Notification, Hyper Notification, and Maximum Dose of long-acting insulin will be presented in the patient's Glooko app based on criteria set here. Note that the Safety Notifications will instruct the patient to contact the provider. Notifications will also be displayed to the provider on the Population Tracker.

**NOTE:** An immediate Dose Adjustment will be triggered if a patient syncs a BG reading that is below the Hypo Notification value. The insulin dose will be decreased based on the glucose ranges configured in the Treatment Plan. This will also reset the Titration Period.

**Patient Safety Notifications**

**Hypo Notification**  
80 mg/dL  
Glooko will deliver a dose adjustment to the patient if their readings are lower than specified.

**Hyper Notification**  
250 mg/dL  
Glooko will notify the patient to contact their provider if their readings are higher than specified.

**Maximum Dose Notification**  
60 units  
Glooko will notify the patient to contact their provider if they reach the max insulin dose.

**Patient Reminders**  
The patient will receive a reminder from the Glooko app at the chosen times. Patients can update the reminder times in the app.

**Check fasting blood glucose at**  
7 : 00 AM

**Inject Insulin everyday at**  
9 : 00 PM

**Contact Information**

**Clinician Name**  
Dr. Ison

**Phone**  
(999) 999-9999

Cancel Save

## Patient Reminders

- Set patient Reminders to **Check Fasting Blood Glucose** and **Inject Insulin** by clicking on one of the default values and changing it. These Reminders will appear on the patient's Glooko app daily.

**NOTE:** Patients can also update the Reminder times in their Glooko app.

## Contact Information

- Enter or adjust Clinician Contact Information, including **Clinician Name** and **Phone**.

## Save the Treatment Plan

- Click **Save** to view a summary of the Treatment Plan.

# Confirm Treatment Plan

After completing the Treatment Plan settings and clicking **Save**, you will be shown a summary of the Treatment Plan.

- Click **Go Back** to return to the *Edit Treatment Plan* screen.
- Click **Start Treatment Plan** to initialize the plan.

**NOTE:** If you are updating a Treatment Plan, the button will read **Update Treatment Plan**. Also, **Current Dose** will be displayed instead of **Starting Dose** on the Confirm Treatment Plan screen.

- After confirming the Treatment Plan, you will be taken to the patient's MIDS Home screen.

### Confirm Treatment Plan

Are you sure you want to start the patient on this treatment plan?

**PATIENT**  
Lawrence Cohen  
DOB: 09/01/1969 Email: chunk@example.com

**Dr. Ison's Plan**

<b>Fasting BG Target Range</b> 80 - 125 mg/dL <b>Titration Period</b> 7 days <b>End Date</b> 07/16/2019	<b>Starting Dose:</b> <b>10 units of Tresiba</b> <b>Minimum Required Readings</b> 4 readings
--	---

<b>Dose Adjustments</b> -2 units if FBG < 80 +2 units if FBG > 125	<b>Hypo Notification</b> Any reading below 80 mg/dL <b>Hyper Notification</b> Any reading above 250 mg/dL <b>80</b> <b>Max Dose</b> 60 units
--	---

**Patient Reminders**

Check fasting blood glucose at 7:00 AM  
Inject Insulin everyday at 9:00 PM

<b>Clinician Name</b> Dr. Ison	<b>Phone</b> (999) 999-9999
-----------------------------------	--------------------------------

Go Back
Start Treatment Plan

Summary   Graphs   Logbook   **MIDS**   Devices

Lawrence Cohen [Profile](#)  
DOB: 09/01/1969 Diabetes: Type 2 [Upload Omnipod® PDM](#) [Change Patient Therapy](#)

### Mobile Insulin Dosing System

✔ **MIDS treatment plan has been sent to the patient**  
The patient has been sent the MIDS prescription and their acceptance will start the MIDS program

**Dr. Ison's Plan**

<b>Status</b> INACTIVE: Prescribed  <span style="border: 1px solid #dc3545; border-radius: 5px; padding: 2px 10px; color: white; display: inline-block;">Suspend</span>  <span style="border: 1px solid #007bff; border-radius: 5px; padding: 2px 10px; color: white; display: inline-block;">End Program</span>	<b>Current Dose</b> 10 units (Tresiba U-100) <b>Strength</b> U-100 <b>Titration Period</b> 7 days <b>Min. Required Readings</b> 4 <b>Starting Dose</b> 10 units (Tresiba U-100)	<b>Fasting Target Range</b> 80 - 125 mg/dL <b>Treatment Plan</b> -2 units if Avg FBG < 80 mg/dL +2 units if Avg FBG > 125 mg/dL	<b>Hypo Notification</b> Any reading below 80 mg/dL <b>Hyper Notification</b> Any reading above 250 mg/dL <b>Max Dose</b> 60 units <b>Fasting Reading Reminder</b> Everyday at 7:00 AM <b>Insulin Dose Reminder</b> Everyday at 9:00 PM
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Clinician Name: Dr. Ison      Start Date: 04/16/2019      Report From: 04/16/2019  
Clinician Contact: (999) 999-9999      End Date: 07/16/2019      Modified: 04/16/2019

**Patient Adjustments**

LAST ADJUSTMENT	INSULIN	PREV DOSE	RECOMMENDED DOSE	SELECTED DOSE	TITRATION PERIOD	AVG FBG	DOSES LOGGED	PATIENT CONFIRMED
2019-04-16	Patient Therapy was Prescribed							

**Treatment Plan History**

DATE CREATED/EDITED	REPORT
04/16/2019	<a href="#">View Report</a>

# 6. View and Manage MIDS Program

After initializing a Treatment Plan, clicking on the **MIDS** tab will take you to the MIDS History screen. Here, you can view MIDS Status, view Patient Adjustment, view Treatment Plan History, Change Patient Therapy, Suspend/Resume Program and End/Restart Program.

<
Summary   Graphs   Logbook   **MIDS**   Devices

**Lawrence Cohen** [Profile](#)

DOB: 09/01/1969   Diabetes: Type 2

Upload Omnipod®PDM
 Change Patient Therapy

### Mobile Insulin Dosing System

✔

**MIDS treatment plan has been sent to the patient**

The patient has been sent the MIDS prescription and their acceptance will start the MIDS program

**Dr. Ison's Plan**

**Status**  
INACTIVE: Prescribed

Suspend

End Program

**Current Dose**  
10 units (Tresiba U-100)

**Strength**  
U-100

**Titration Period**  
7 days

**Min. Required Readings**  
4

**Starting Dose**  
10 units (Tresiba U-100)

**Fasting Target Range**  
80 - 125 mg/dL

**Treatment Plan**  
-2 units if Avg FBG < 80 mg/dL  
+2 units if Avg FBG > 125 mg/dL

**Hypo Notification**  
Any reading below 80 mg/dL

**Hyper Notification**  
Any reading above 250 mg/dL

**Max Dose**  
60 units

**Fasting Reading Reminder**  
Everyday at 7:00 AM

**Insulin Dose Reminder**  
Everyday at 9:00 PM

Clinician Name: **Dr. Ison**
Start Date: 04/16/2019
Report From: 04/16/2019

Clinician Contact: (999) 999-9999
End Date: 07/16/2019
Modified: 04/16/2019

**Patient Adjustments**

LAST ADJUSTMENT	INSULIN	PREV DOSE	RECOMMENDED DOSE	SELECTED DOSE	TITRATION PERIOD	AVG FBG	DOSES LOGGED	PATIENT CONFIRMED
2019-04-16	Patient Therapy was Prescribed							

**Treatment Plan History**

DATE CREATED/EDITED	REPORT
04/16/2019	<a href="#">View Report</a>

## 6.1. MIDS History

### View MIDS Status

The patient's MIDS Status is listed at the top of the MIDS History screen. Status options include:

- **INACTIVE:** Prescribed, Pending or Suspended (by Patient, Provider or Program)
- **ACTIVE:** In Progress
- **ALERT:** Hypo Alert, Hyper Alert or Max Insulin Alert
- **ADHERENCE:** Missed Dose Adjustment
- **ENDED:** MIDS ended by Provider

**Dr. Ison's Plan**

<div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 5px;"> <b>Status</b>                  INACTIVE: Prescribed             </div> <div style="text-align: center; margin-bottom: 5px;"> <span style="border: 1px solid #ccc; border-radius: 10px; padding: 2px 10px; color: #f00;">Suspend</span> </div> <div style="text-align: center;"> <span style="border: 1px solid #ccc; border-radius: 10px; padding: 2px 10px; color: #00aaff;">End Program</span> </div>	<b>Current Dose</b> 10 units (Tresiba U-100)	<b>Fasting Target Range</b> 80 - 125 mg/dL	<b>Hypo Notification</b> Any reading below 80 mg/dL
<b>Strength</b> U-100	<b>Titration Period</b> 7 days	<b>Treatment Plan</b> -2 units if Avg FBG < 80 mg/dL +2 units if Avg FBG > 125 mg/dL	<b>Hyper Notification</b> Any reading above 250 mg/dL
<b>Min. Required Readings</b> 4	<b>Starting Dose</b> 10 units (Tresiba U-100)		<b>Max Dose</b> 60 units
			<b>Fasting Reading Reminder</b> Everyday at 7:00 AM
			<b>Insulin Dose Reminder</b> Everyday at 9:00 PM

Clinician Name: **Dr. Ison**      Start Date: **04/16/2019**      Report From: **04/16/2019**  
 Clinician Contact: **(999) 999-9999**      End Date: **07/16/2019**      Modified: **04/16/2019**

### Patient Adjustments

Patient Adjustments								
LAST ADJUSTMENT	INSULIN	PREV DOSE	RECOMMENDED DOSE	SELECTED DOSE	TITRATION PERIOD	AVG FBG	DOSES LOGGED	PATIENT CONFIRMED
2019-04-10	Tresiba U-200	56	60	60	7	179	5	Yes
2019-04-03	Tresiba U-200	54	56	56	7	160	5	Yes
2019-03-27	Patient Therapy was Started							
2019-03-27	Patient Therapy was Prescribed							

The following Patient Adjustments are found on the MIDS History screen:

- Dose Adjustment Checks, including date of Last Adjustment, Insulin, Previous Dose, Recommended Dose, Selected Dose, Titration Period, Average Fasting Blood Glucose (FBG), Doses logged and Patient Confirmation.
  - Hover over an **AVG FBG** value to view the actual FBG readings used to calculate the average.
- Notifications (Hypo, Hyper or Maximum Dose) that have been triggered.



- Prescribed, Started, Suspended, Resumed and Ended Program Notifications, including whether a change was initiated by the patient, program or provider.

**NOTE:** If a single blood glucose reading (fasting or non-fasting) is less than the blood glucose reading entered in the Hypo Notifications (in Set Patient Safety Notifications), the adjustment will be made from that reading. This is noted with an asterisk (\*) on the Patient Adjustments menu.

## Treatment Plan History

The Treatment Plan History section displays a historical record of all Treatment Plans that have been created/edited.

- Click **View Report** to view the Treatment Plan History.

Treatment Plan History	
DATE CREATED/EDITED	REPORT
04/16/2019	<a href="#">View Report</a>

- After selecting a Treatment Plan to view, click **Mobile Insulin Dosing System History** to return to the MIDS History screen.

<
Summary   Graphs   Logbook   **MIDS**   Devices

Lawrence Cohen [Profile](#)  
 DOB: 09/01/1969   Diabetes: Type 2  
[Mobile Insulin Dosing System History](#)

### MIDS Treatment Plan

Report from 04/16/2019

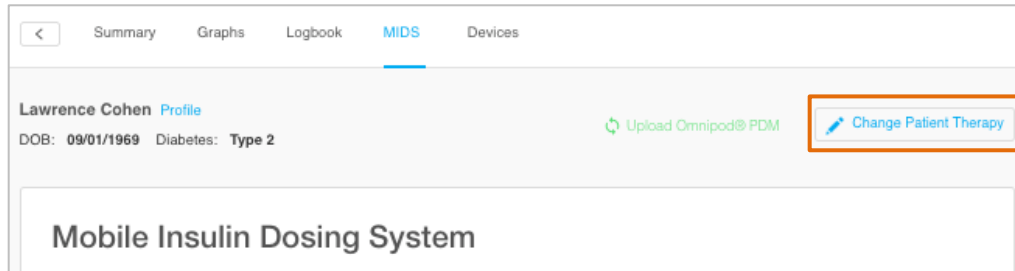
**Starting Dose:**  
**10 units of Tresiba**

<b>Dr. Ison's Plan</b>	<b>Fasting BG Target Range</b> <b>80 - 125</b> mg/dL <b>Titration Period</b> 7 days	<b>Treatment Plan</b> -2 units if FBG < 80 mg/dL  +2 units if FBG > 125 mg/dL	<b>Hypo Notification</b> Any reading below 80 mg/dL <b>Hyper Notification</b> 80 Any reading above 250 mg/dL <b>Max Dose</b> 60 units
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<b>Minimum Required Readings</b> 4 readings	<b>Clinician Name</b> Dr. Ison	<b>Phone Number</b> (999) 999-9999
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## 6.2. Change Patient Therapy

At any point after initiating a MIDS Treatment Plan, you can update the Treatment Plan. From the MIDS History screen, click **Change Patient Therapy** to make changes.



### Choose a Different Treatment Plan

To change the patient to a different Treatment Plan:

1. Click **Choose a different treatment plan**.
2. Select a Treatment Plan Template or create a Custom Plan.

### Edit Treatment Plan

To edit the current Treatment Plan:

1. Update the Treatment Plan fields as necessary.
2. Click **Save** to save changes. The patient will be notified about changes made to their MIDS Treatment Plan.

## 6.3. Suspend/Resume Program

- Click **Suspend Program** to suspend the patient's Treatment Plan. A confirmation box will display that reads: **Are you sure you want to suspend the MIDS program for this patient?** Click **Cancel** to cancel the program suspension or **Suspend Program** to confirm.
  - To reinstate the Treatment Plan, click **Resume Program**. Before a program can be resumed, the Treatment Plan must be reviewed, confirmed and saved.

**NOTE:** If the program is suspended, the MIDS History screen will display a Status of **INACTIVE: Suspended** and there will be an entry added to the Patient Adjustments table.

After the program is suspended by a provider, the patient can remove the provider's ProConnect Code from his/her account. Once a patient removes the ProConnect Code, the patient will no longer be displayed on the Patient List, the MIDS Program will no longer be visible to the patient and the MIDS Reminders in the patient's Glooko app will be removed.

## 6.4 End/Restart MIDS Program

- Click **End Program** to end the patient's MIDS Program. A confirmation box will display that reads: **Glooko will notify your patient their program has ended**. Click **Cancel** to cancel the program termination or **End** to confirm.
  - To restart the patient on MIDS, click **Restart Program**. The patient will need to be started on a new Treatment Plan.

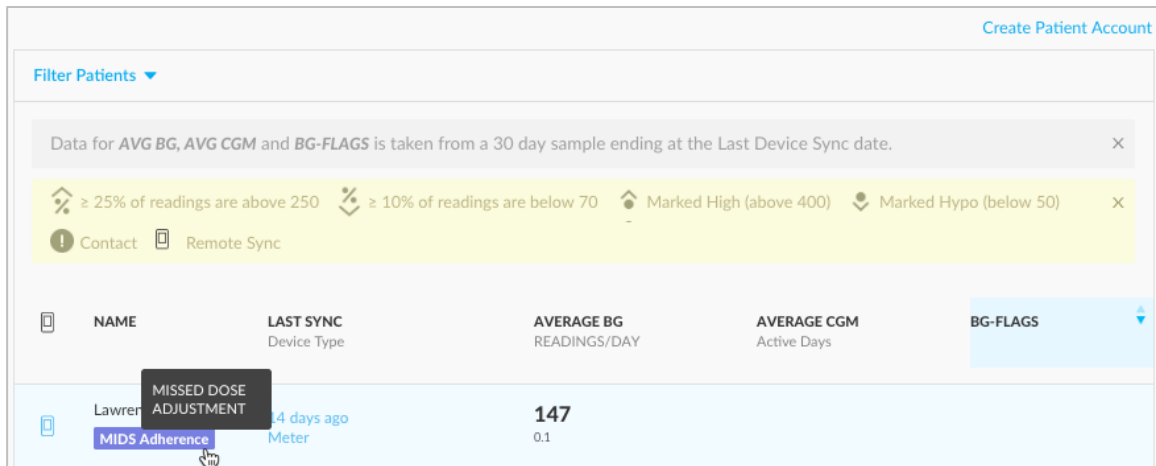
**NOTE:** If the program is ended, the MIDS History screen will display a status of **ENDED: MIDS ended by provider** and there will be an entry added to the Patient Adjustments table.

After the program is ended by a provider, the patient can remove the provider's ProConnect Code from his/her account. Once a patient removes the ProConnect Code, the patient will no longer be displayed on the Patient List, the MIDS Program will no longer be visible to the patient and the MIDS Reminders in the patient's Glooko app will be removed.

## 7. View MIDS Status on Patient List

Once a Treatment Plan has been prescribed, the patient’s MIDS Status can be viewed on the Patient List. Note that if multiple alerts have occurred, the most recent will be displayed.

- Hover over the Status to view additional details about the Status displayed. You can also click **Filter Patients** to filter your results by MIDS Status or other attributes.



The possible statuses include:

Status	Hover state (additional details)	Status Description
• Inactive	<ul style="list-style-type: none"> <li>○ Prescribed</li> <li>○ Pending</li> <li>○ Suspended</li> </ul>	<p>A Treatment Plan has been prescribed but not yet initiated by the patient.</p> <p>Treatment Plan has been updated but the patient has not confirmed the change.</p> <p>MIDS has been suspended (by the patient, provider or program).</p>
• Active	<ul style="list-style-type: none"> <li>○ In Progress</li> </ul>	<p>A Treatment Plan is in an active status (started, changed and accepted, or resumed).</p>
<ul style="list-style-type: none"> <li>• Hypo (!)</li> <li>• Hyper (!)</li> <li>• Max Dose (!)</li> </ul>	N/A	<p>A Hypo Alert was issued based on criteria set in the Treatment Plan.</p> <p>A Hyper Alert was issued based on criteria set in the Treatment Plan.</p> <p>The Maximum Insulin Dosage (set in the Treatment Plan) has been reached.</p>
• Adherence	<ul style="list-style-type: none"> <li>○ Missed Dose Adjustment</li> </ul>	<p>This will display if the patient has not made a dose adjustment in twice the length of the titration period. For example, if the titration period is 3 days, the Adherence status will be displayed on the 7th day without a dose adjustment.</p>
• Ended	<ul style="list-style-type: none"> <li>○ MIDS Ended by Provider</li> </ul>	<p>This will display if the provider has ended the patient’s MIDS Program.</p>

## 8. Discontinuing the MIDS Program

Patients cannot remove a provider's ProConnect Code if a MIDS Treatment Plan is Active. If a patient wishes to discontinue the MIDS Program and remove the provider's ProConnect Code from his/her account, he or she will be instructed to contact the provider for assistance. Upon request, follow the necessary steps to [End](#) the patient's MIDS Program.

## 9. 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. ET. You can reach out to us in any of the following ways:

- Web Support: [support.glooko.com](https://support.glooko.com)
- Email Support: [support@glooko.com](mailto:support@glooko.com)
- Call Support: 1-800-206-6601, Option 1
- SMS Support: 650-720-5310