# INSTRUCTIONS FOR USE

# GLOOKO® FOR CLINICS

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# Contents

## Intended use

The Glooko Web Application is a diabetes management platform that can be used in-clinic or remotely by Health Care Professionals and patients. It allows viewing of patient data from compatible medical devices and other health monitoring devices. It also allows Health Care Professionals to support the treatment of diabetes through analysis and monitoring of a patient's diabetes therapy and Care Programme. Glooko Mobile is intended for use by individuals with diabetes.

## Intended users

Glooko Web is intended for use by Health Care Professionals and their patients. The intended patient population is individuals with diabetes.

## Contraindications

None known.

## Clinical benefits

Patients who use the Glooko System may experience the following clinical benefits:

- Improvement in glycaemic control
- Improved A1C
- Sustained glycaemic improvements

## Warnings

Glooko 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 judgement. 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 synchronises glucose and other relevant health data from popular blood glucose (BG) meters, insulin pumps and Smart Pens, continuous glucose monitors (CGMs) and health 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 that improve the overall quality of diabetes care. By illuminating issues, Glooko enables providers to more effectively optimise and manage their entire diabetes population during and in between appointments.

NOTE: Some screens may vary based on additional features added to your subscription. For more information, see Appendix 1: Add-On Features.

## 1.1. Performance characteristics

The Glooko Web Application maintains a minimum service uptime of 99%.

## 1.2. Compatibility

### Operating Systems

For each Operating System and web browser below, Glooko supports the latest version as well as the version preceding that (as of this document's release date).

#### Computer Operating Systems:

- macOS
- Windows

#### Web browsers:

- Google Chrome
- Microsoft Edge
- Firefox
- Safari

For the best performance, we recommend using Google Chrome.

## Device compatibility

To determine patient diabetes device compatibility, consult the Glooko Compatibility page.
The complete Glooko System is comprised of the following Glooko products:

- Glooko Web Application (REF-0001)
- Glooko Mobile Application (REF-0002)
- Glooko Research Application (REF-0009)

**May not be available in your country.*

## IT and security

Glooko requires a username and password for Professional users accessing their accounts. Do not share your username or password with anyone. It is recommended that two-step verification be activated (refer to Section A.8).

# 1.3. Identify your Clinic Upload Tool

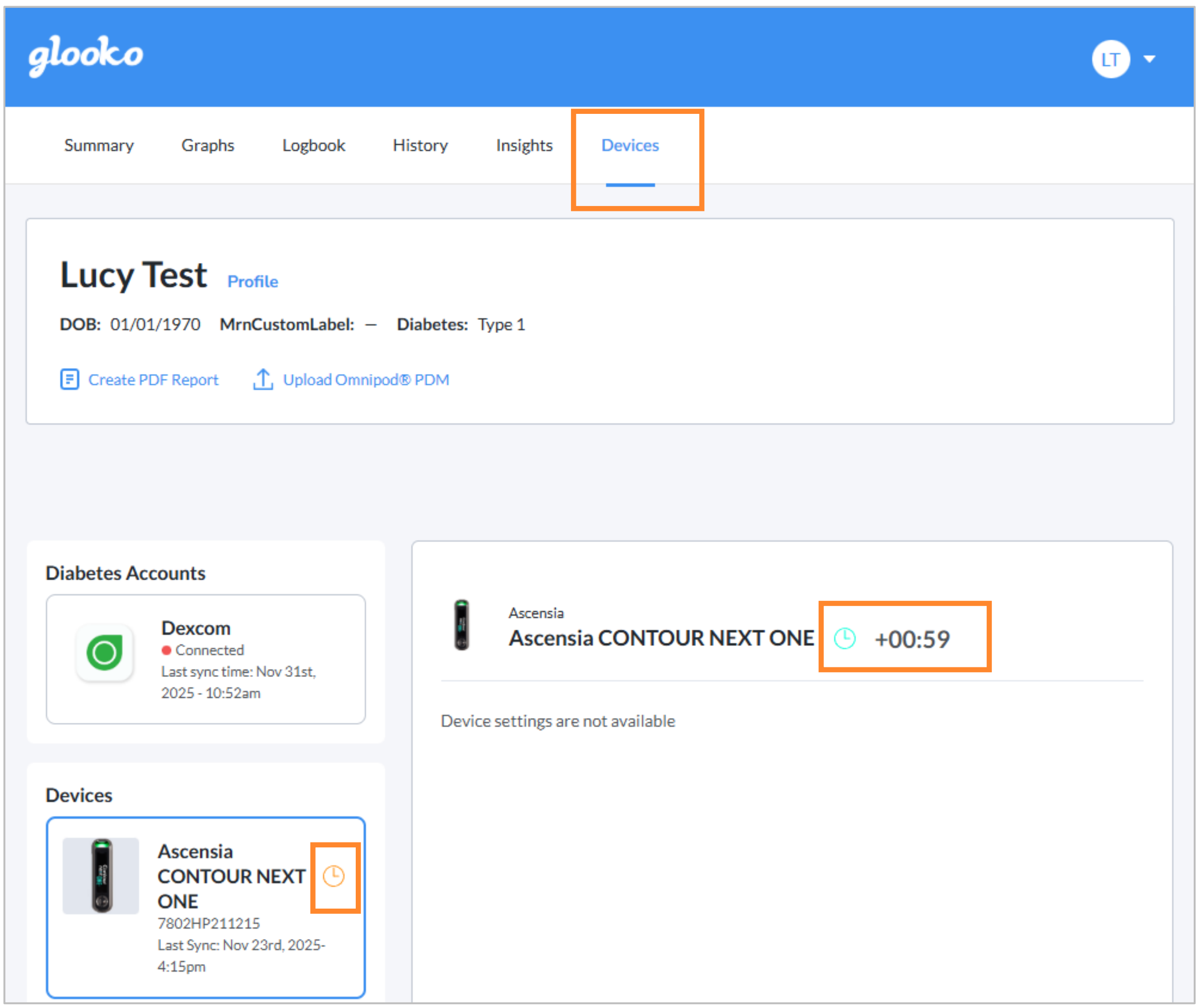
The process for uploading patient diabetes data will vary based upon your clinic's upload tool. Consult the applicable Instructions for Use for detailed instructions on how to use each tool to upload data:

- Glooko Transmitter
- Glooko Uploader

# 1.4. Upload and View Patient Diabetes Data

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

**NOTE**: Having the wrong time or date on the diabetes device can cause issues when trying to sync with Glooko. When first viewing patient data within the Glooko Web App, confirm that the data timestamps within the app correspond to the timestamps on the patient's diabetes device. In the **Devices** tab of the patient's account, you can confirm that there is no time offset alert (clock icon) for physically uploaded devices.

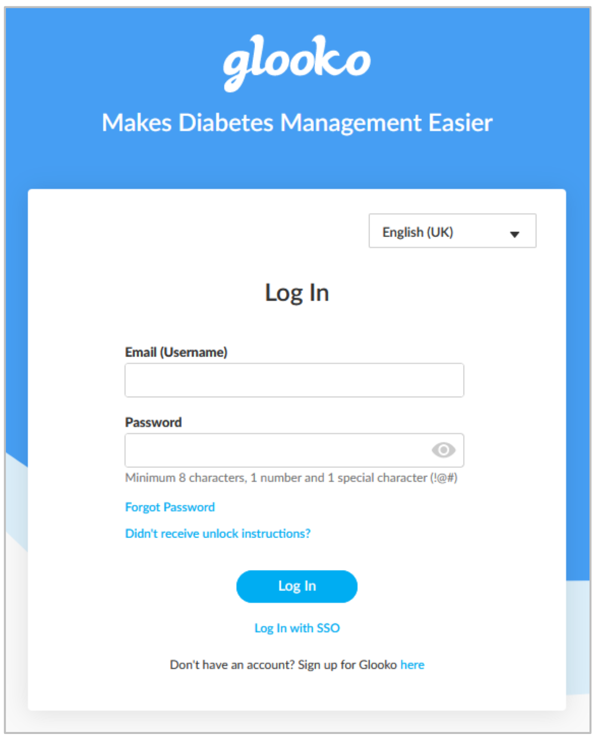


# Step 1: Connect and Upload a Diabetes Device

Connect a patient's diabetes device to your clinic upload tool and initiate the upload process according to the steps outlined in the applicable Instructions for Use.

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 single sign-on is enabled for your clinic, click **Log In with SSO**, enter the email address associated with your account and follow the on-screen prompts.
Healthcare professionals connected to several clinics can sign in with the same credentials and then pick the desired clinic after login. The option to change clinic is located in a drop-down menu in the top right-hand corner where the ProConnect Code is displayed.



# 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.

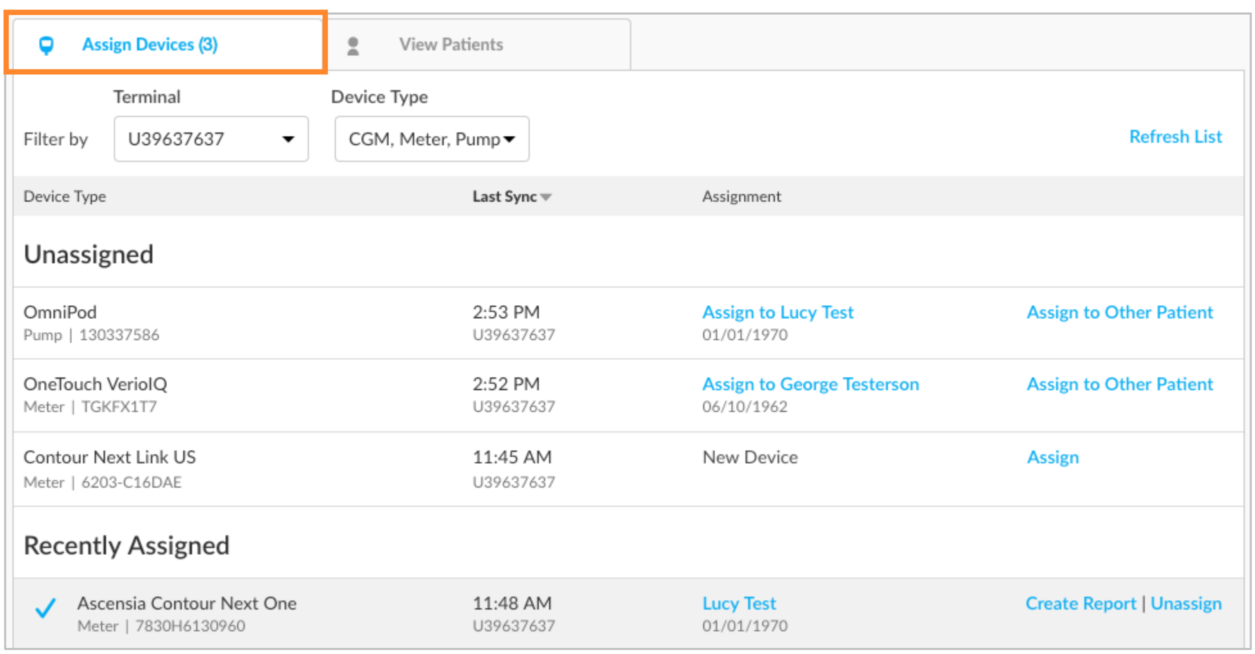
## Assign Devices

Click the **Assign Devices** tab to view a list of all devices uploaded within the last 24 hours. Here, you have the option to filter by **Terminal** (serial number) or **Device Type** (CGM, Meter or Pump).

Glooko will attempt to match uploaded devices to a patient based on the device's serial number.

- **If a match is found:** You will have the option to **Assign to [Patient Name]** or **Assign to Other Patient**.
  - After clicking **Assign to Other Patient**, you will be prompted to search for an existing patient account or create a new patient account.
- **If a match is not found:** The device will be flagged as a **New Device**, and you will have the option to **Assign**.
  - After clicking **Assign**, you will be prompted to search for an existing patient account or create a new patient account.

Once a device is assigned, it will move from Unassigned to Recently Assigned. You will have the option to view the patient account, **Create Report** or **Unassign**.



**NOTE:**

To prevent errors and data inconsistencies, Glooko now blocks multiple device assignments from being made simultaneously for the same patient. If a device assignment is already in progress, all assignment options for that patient will be temporarily disabled until the current assignment is completed or cancelled.

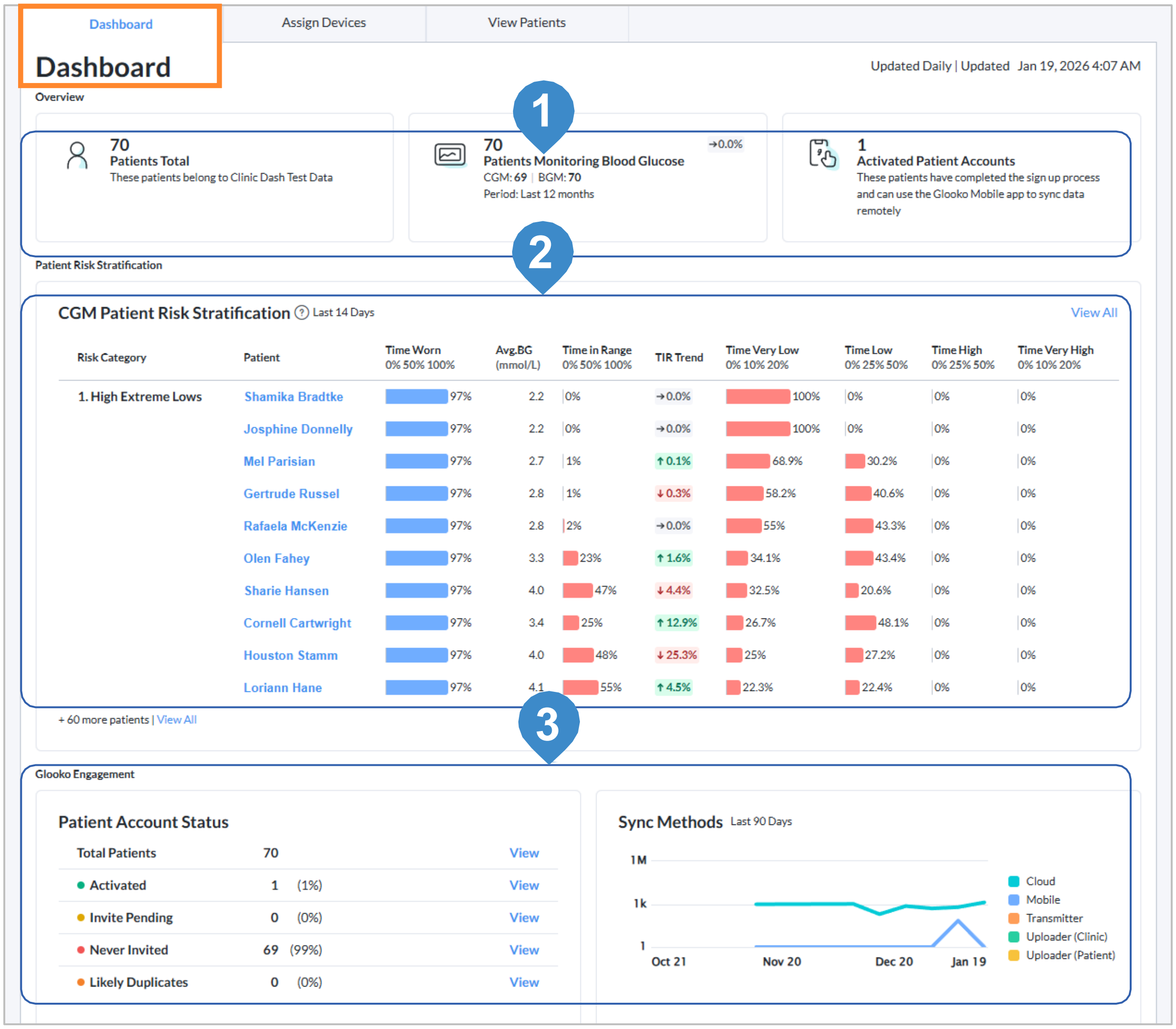
## Unassign Devices

If you assign a device in error and need to unassign it from a patient's account, click **Unassign** beside the device in the Recently Assigned section. The device will move from Recently Assigned to Unassigned, and all data associated with that upload will be removed from the patient account. You will then have the option to assign the device to a different patient.

**NOTE:** Click **Refresh List** to update the list of Assigned and Unassigned devices.

# Step 3: Get an overview of your patient population with the Clinic Dashboard*

The Clinic Dashboard gives healthcare professionals a centralised view of their clinic's patient population. It displays data from the past 14 days and is updated daily.




The dashboard is available as a tab in the Population Tracker and consists of three main sections:

## 1. Overview:

This section displays key metrics that summarise the current status of the clinic's patient population:

- **Patients total:** The total number of patients in the Population Tracker, including the percentage change in the last 14 days.

- **Patients monitoring blood glucose:** Number of patients using CGM or BGM devices, showing the percentage change in the last 14 days. Only patients with at least one data entry in the past year are included.

- **Activated patient accounts:** The total number of patients who have activated their accounts.

## 2. CGM patient risk stratification

This section displays a summary of the top 10 patients ranked by clinical risk, based on CGM data. These patients are sorted into risk groups to help prioritise care. A "View all" option allows users to access the full patient list.

Each patient entry shows:

- Patient name
- Time worn (% of time CGM was worn)
- Average BG (mmol/L)
- Time in range (TIR %)
- TIR trend (Change in TIR compared to the previous 2-week period)
- Time below range:
  - Below 3.9 mmol/L
  - Below 3.0 mmol/L
- Time above range:
  - Above 10.0 mmol/L
  - Above 13.9 mmol/L

Patients are grouped and prioritised by the following risk categories:

1. **High extreme lows:** >1% time below 3.0 mmol/L (CGM worn >50%)
2. **High lows:** >4% time below 3.9 mmol/L (CGM worn >50%)
3. **Very high:** >5% time above 3.9 mmol/L (CGM worn >50%)
4. **Large drop in TIR:** TIR decreased by >15% compared to the previous 2 weeks
5. **High:** >25% time above 10.0 mmol/L (CGM worn >50%)
6. **Low TIR:** TIR <65%
7. **Missing/insufficient data:** CGM worn <50%
8. **No alerts:** Patient does not meet any of the risk criteria above

## 3. Engagement

This section helps track patient interaction with the Glooko platform.

Patient account status:

- Displays how many patients fall into the following categories:
  - Activated
  - Invite pending
  - Never invited
  - Likely duplicate
- Each status can be clicked to filter the patient list.

Sync methods (last 90 days):

- Shows a line graph of how patients have synced data using:
  - Cloud
  - Mobile
  - Transmitter
  - Uploader (clinic)
  - Uploader (patient)

** May not be available in your country*.

# Step 4: View Patient Diabetes Data

## View Patients

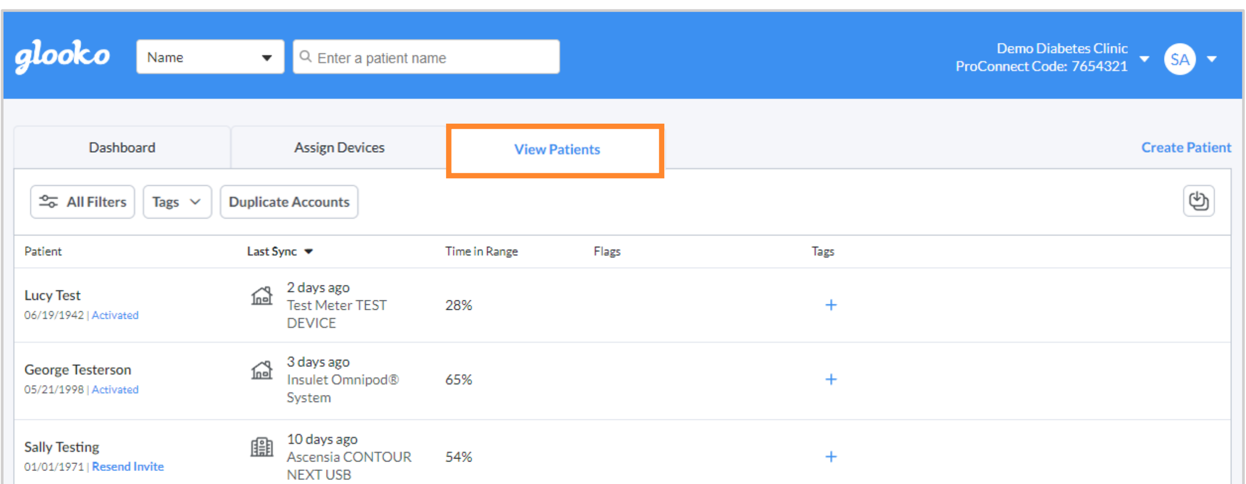
The Patient List displays a list of all patients who are ProConnected to your clinic (connected via your clinic's unique ProConnect Code). This provides an at-a-glance view of your patient population.

To locate specific patients, select **Name**, **MRN** or **Birthdate** from the drop-down menu at the top of the page and enter your search criteria into the search field. You can also click **All Filters** to filter your results by tags or other attributes, or sort patients by clicking on any of the column headers.

The **Last sync** column will display a house icon for patients who last synced at home and a clinic icon for those who last synced at the clinic. It will also show the number of days since the last sync and the name of the synced device.

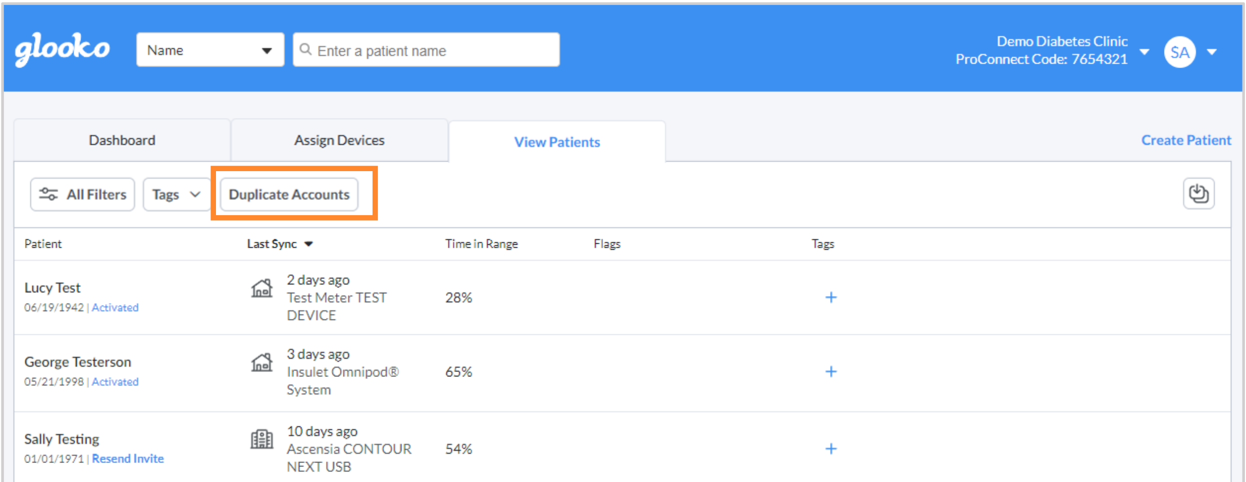
The **Time in range** column will show the percentage of time that the patients are within their target range. If you hover over the percentage, additional details will be provided, such as the date range, average daily readings and target range.

The Population Tracker provides filtering and tracking options, including the ability to create custom tags and invite patients from the Patient List.



## Duplicate accounts

As an administrator at your Clinic, you have the ability to identify and remove duplicate accounts. Follow the steps below to identify possible duplicate accounts and remove them.




1. Click the **Duplicate accounts** button in the **View patients** tab.
2. A list of potential duplicate accounts will appear. Click **Fix** to review further.
3. Review the likely duplicates and their identifiable metrics, such as first name and surname, date of birth and any devices synced in the past. On the right, choose to **Keep** or **Remove** the account.
4. You also have the option to **Edit** the following patient information: first name, surname, date of birth and MRN.
5. When you are done editing and reviewing the accounts, click **Review changes**.
6. A summary of the changes will be displayed. Tick the box confirming that you understand these changes cannot be undone, then click **Save**.
7. The marked duplicates will now be removed.
8. Continue reviewing other potential duplicates or click the **Duplicate accounts X** button to return to the standard **View patients** view.

NOTE:

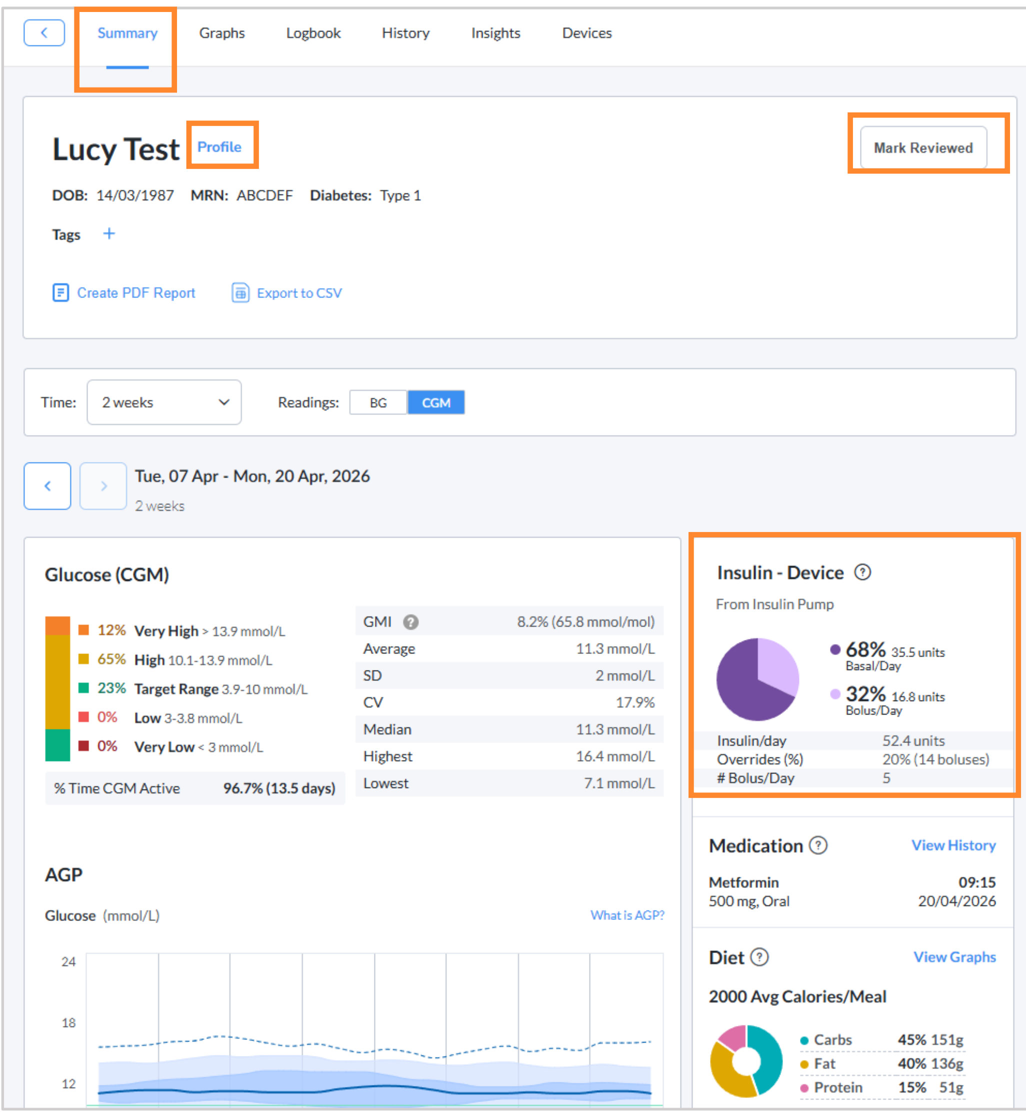
- It is recommended to maintain at least one patient account per unique user.
- If a patient account has a status of **Not activated** and you choose to remove this account, it will be permanently deleted.
- If a patient account has a status of **Activated**, the patient will be notified via email that their account is no longer connected to your clinic through ProConnect. The patient will retain access to their Glooko account and personal data. However, they will lose access to any third-party applications enabled by the clinic.

## 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. On all patient pages, the date of birth and Medical Record Number (MRN) are displayed below the patient's name to help ensure that you're viewing the correct patient.

**NOTE:** If the patient has a cloud connection with Senseonics Eversense or Medtrum, you may need to navigate to the **Devices** page and click the **Sync device** button to be able to see the most recent data. Data from these cloud connections are synchronised automatically every night. But if you want to see data from the current day, you need to click the button to retrieve this data.

Click **Profile** at the top-left of the screen to view and manage Patient Settings.



### Mark as reviewed:

To indicate that a patient's profile has been reviewed, click **Mark Reviewed** in the patient header. The button is replaced by text displaying the date and time of the most recent review. A new icon appears next to the text, which can be used to mark the profile as reviewed again. Hover over the review date to view additional details, including the name of the clinician who performed the review.

### Insulin information:

Insulin pump data and Smart Pen data will be displayed as **Insulin – Device** and manually entered insulin data will be displayed as **Insulin – Manual**. If a patient has a pump with advanced technology to automatically stop the pump and/or automatically deliver insulin, the summary page will display an additional information card with the title **System details** below Insulin. Please consult Appendix 2: Device-specific Features for more information.

## Prime detection*

**General information (applies to most compatible Smart Pens and pen accessories with insulin)**

Insulin pen data from Smart pens that was detected as a prime dose by the Glooko's Priming Dose Algorithm will be denoted as Primed in the History log. The Glooko Priming Detection Algorithm detects prime doses that are two units or less within six minutes before another insulin injection.

Information for Novo Nordisk Mallya / Mallya®[D]

These devices detect and report prime doses directly to Glooko. For detailed information on how each device identifies and reports prime doses, refer to the respective device and pen instruction manuals.

**May not be available in your country*. *Currently not available in the U.S.*

# 2. Population Tracker Overview

The availability of the features below will vary based upon your subscription model and region. For additional information about any of the features detailed here, contact your Glooko account representative directly or email us.

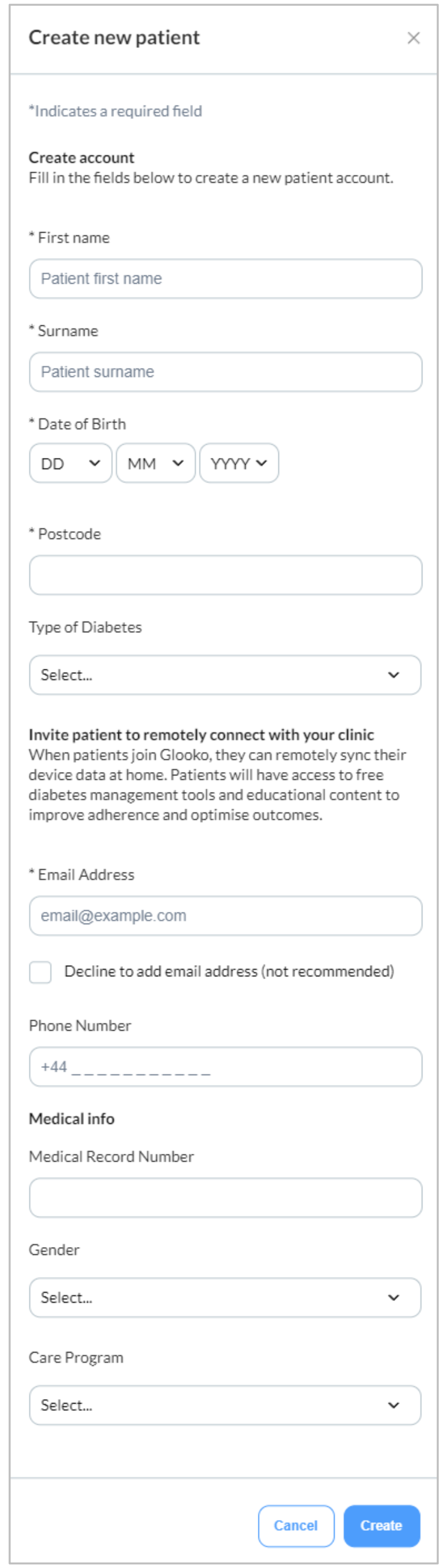
## 2.1. Create Patient Accounts

If the patient is new to your clinic, you have the option to create a new patient account from the Patient List.

To create a patient account:

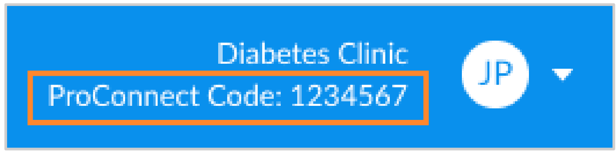
1. Click **Create Patient Account** at the top-right of the screen.
2. Enter the following information:
   - First Name
   - Surname
   - Date of birth
   - Email Address*
   - Postcode
   - Medical Record Number (Optional, but may be required for your specific clinic)
   - Phone Number*
   - Type of Diabetes (Optional)
   - Gender (Optional)
   - Care Program (Optional)

   ***NOTE:** The email address and telephone number can be omitted even if they are required fields. To bypass these fields, tick the decline box below the field and select the reason why this information will not be provided. If you are creating an account outside the U.S., you will also be required to confirm the patient's consent to share data.
3. Click **Create**.
   - The patient will receive an email with a link to set a password for the new account.



# 2.2. ProConnect Patients

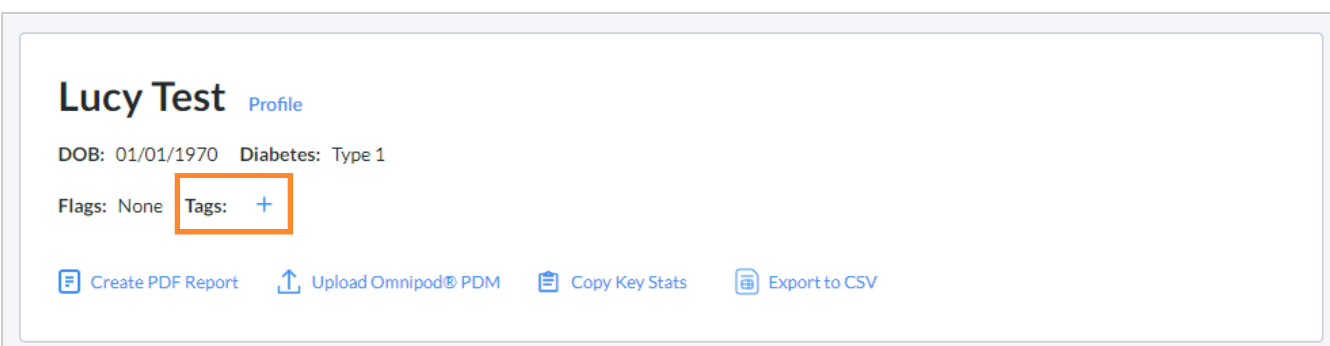
Your clinic's unique ProConnect Code can be found at the top-right of your Population Tracker's Home screen. In order for patients to remotely share their diabetes data with your clinic, your clinic must provide your unique code to them to add to their Glooko patient accounts.




# 2.3. Tag Patients

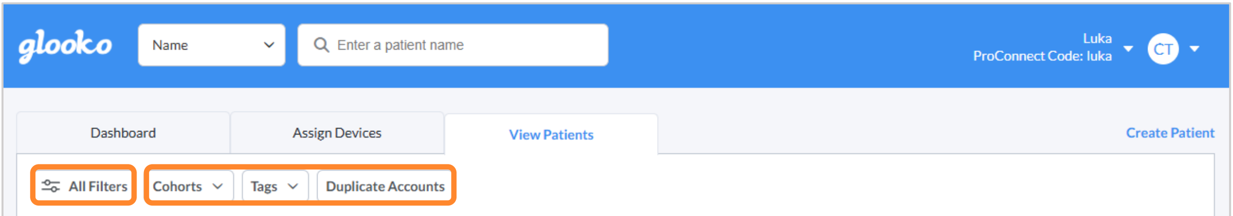
From the Patient List or the top of a patient page, click on the **plus symbol (+)** to create a custom tag, add an existing custom tag or add a provider tag. If a provider tag is applied, you can hover over the tag to view the first and last name of the provider.

Multiple provider tags can be added to each patient account. You can also create your own customised tags and filter patients by these tags and other attributes by clicking the **All Filters** button at the top-left of your Patient List.

# 2.4. Filter and Segment Patients

Under **View Patients**, the Population Tracker includes an enhanced filter panel to further support your needs and workflows.




- **Quick Filters:** Use predefined quick filters at the top of the list to instantly view high-priority segments, such as **Cohorts***, **Tags** and **Duplicate Accounts***.

- **"All Filters" button:**
    - **Cohorts*:** Filter by your saved cohorts.
    - **At-Risk Status:**
        - **Glucose Risk Categories:** Filter by the predefined risk categories (e.g. *High Extreme Lows* and *Large Drop in TIR etc.*). Hover over the category to view the specific definitions and thresholds.
    - **Tags:** Filter by tags previously created by your clinic.
    - **Account Management:**
        - **Glooko Patient Account Status:** Filter by *Activated*, *Invite Pending* or *Not Invited*.
        - **Account Creation:** Filter by a selected time range (e.g. *Any Time* or the past 7–180 days).
        - **Cleanup:** Filter by *Duplicate Accounts** or *No EHR Link**
    - **Devices:** Filter by *Last Synchronisation* and *Device Category*.
    - **Care Management:** Filter by *Provider* and *Care Programmes* (if applicable).
    - **Demographics:** Filter by *Diabetes Type* and *Age*.

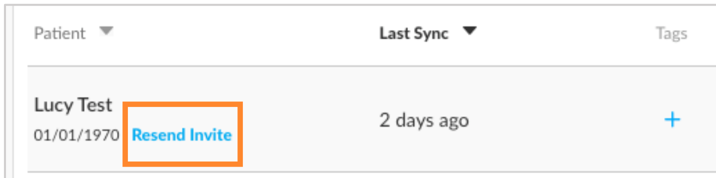
    After selecting your desired criteria under **All Filters**, click **Apply**. The patient list will refresh to show only those patients meeting the selected logic.

* NOTE:

- The ***Cohorts*** filter is only visible if you have added this feature to your subscription. Read more about cohorts in [A.8. Create Patient Cohorts](#) (add-on feature).
- *Duplicate Accounts* are only visible if you are an admin at your clinic.
- *No EHR Link* is only visible if your clinic has an active EHR integration.
- Applied filters will not persist after logout.

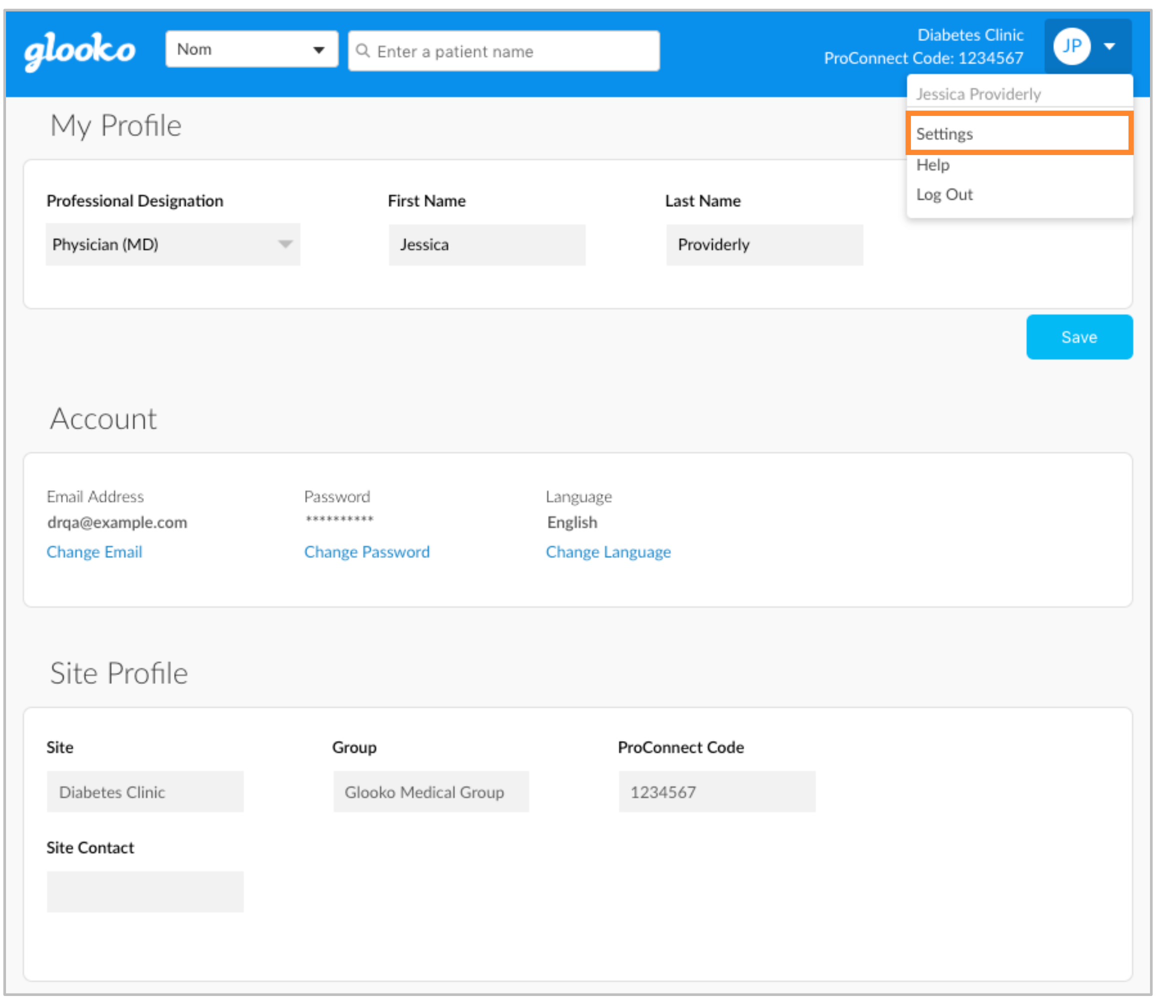
# 2.5. Invite from Patient List

If an account is not activated, you have the option to **Invite**, 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, you have the option to **Resend Invitation** and/or edit existing email address.




# 2.6. Manage Provider Settings

Access Provider Settings by selecting **Settings** from the drop-down menu at the top-right of your Population Tracker's Home screen. You have the option to update your 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 Surname. Click **Save** to register any changes.

# Account

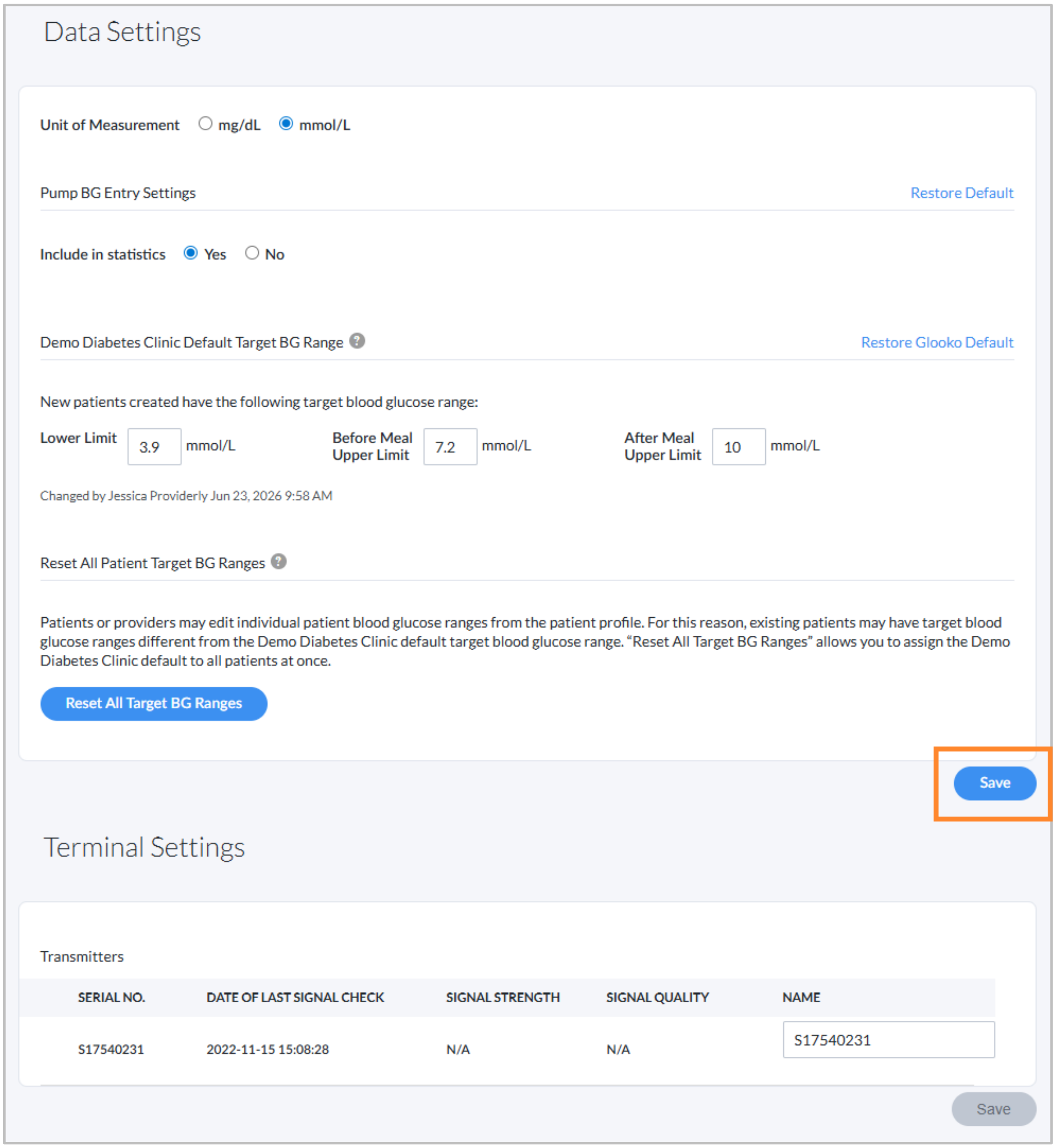
In Settings > Account, you have the option to update the Email Address, Password and default Language setting associated with your account.

# 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 Unit of Measurement, Pump BG Entry Settings, Clinic Default Target BG Range and Population Flag parameters. Click **Save** to register any changes.



The following Settings display:

- **Unit of Measurement:** This can be toggled to **mg/dL** or **mmol/L**. For users in Canada, this setting is locked to mmol/L and cannot be toggled to mg/dL.

  **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.

  **NOTE:** 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.

- **Clinic Default Target BG Range:** This allows the administrator at your clinic to change the Target BG Ranges for all new patient accounts, including the Lower Limit, Before Meal Upper Limit and After Meal Upper Limit.
  **NOTE:** The Target BG Ranges can also be changed at an individual level in **Patient Settings** > Data Settings. Settings at the patient level always take precedence over settings at the population level. To assign the Clinic Default Target BG Range to all of your patients, you need to click **Reset All Target BG ranges**.

# 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.

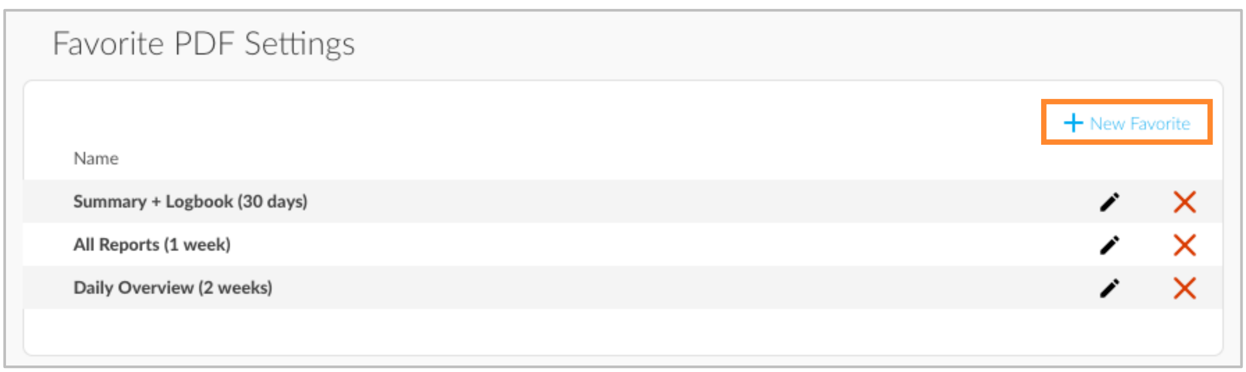
If there are Glooko Transmitters on your account, the Serial Number, Date of Last Signal Check, Signal Strength, Signal Quality and Name will be displayed. If there are Glooko Uploaders on your account, the Serial Number and Name will be displayed.

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.

# Favourite PDF Settings

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

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

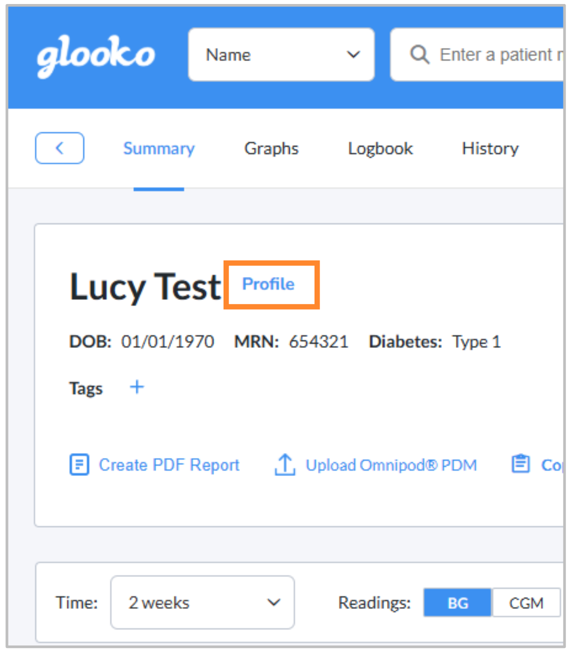


# 2.7. Manage Patient Settings

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

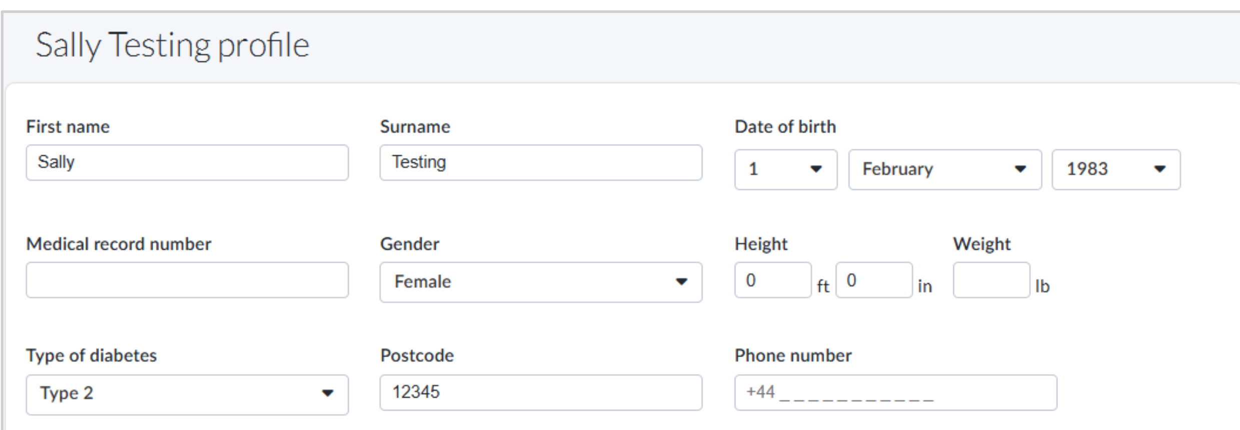
To view or update a patient's account settings:

1. Locate or search for a patient on the Patient List.
2. Click on the patient's name to be routed to the **Patient Summary** screen.
3. Click on **Profile** next to the patient's name.



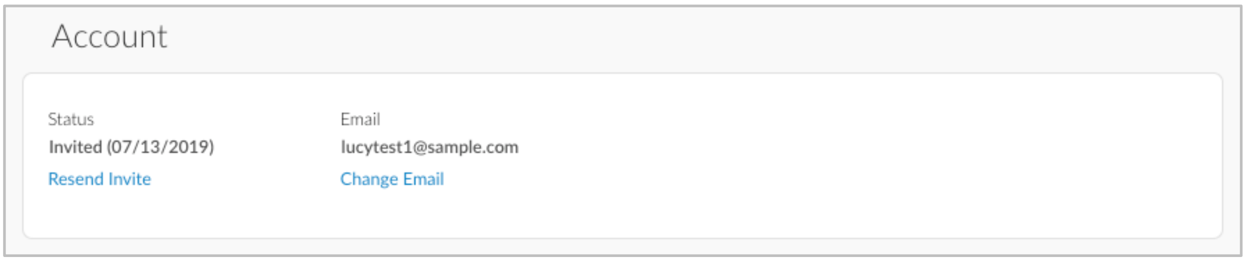

## Profile

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

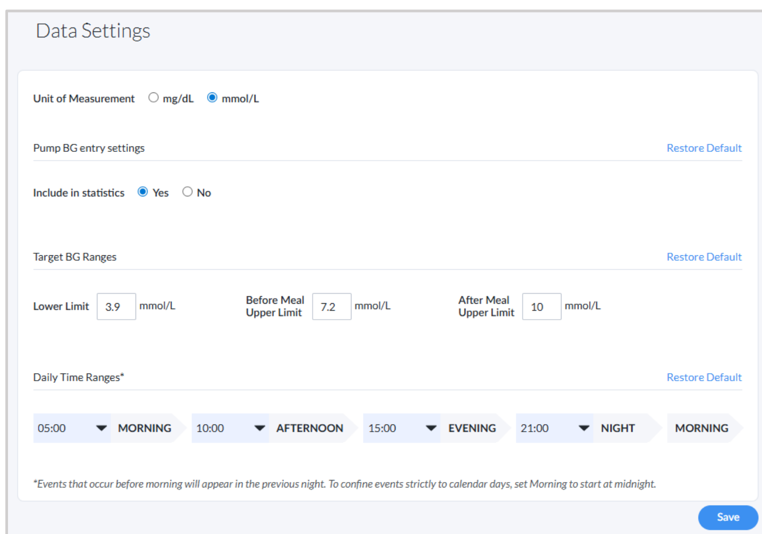
In Patient Settings > Account, you can view a patient's account status and add, change or view the email address on file. If an account is not activated (Status: Not Activated), you have the option to **Add Email Address**, which triggers an activation request to the patient via email to set up a personal Glooko account. If an activation request has been sent to the patient (Status: Invited), you have the option to **Resend Invitation** 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 Unit of Measurement, Pump BG Entry Settings, Target BG Ranges, Flag settings and Daily Time Ranges. Click **Save** to register any changes.

The following Settings display:




- **Unit of Measurement:** This can be toggled to **mg/dL** or **mmol/L.** For users in Canada, this setting is locked to mmol/L and cannot be toggled to mg/dL.
- **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.

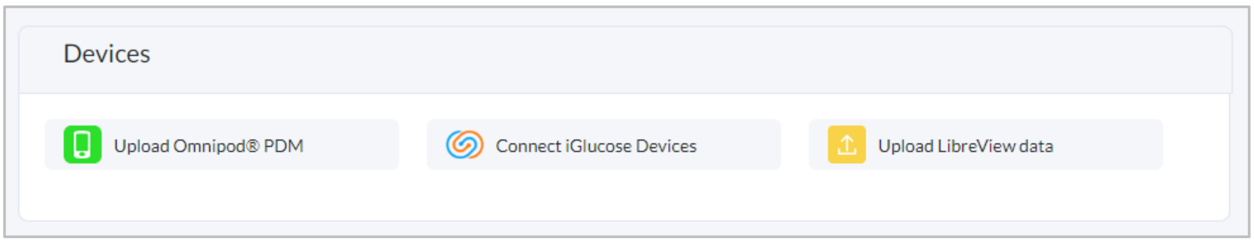
  **NOTE:** You can also adjust the Pump BG Entry Settings for all patients at the population level in Provider Settings > Data Settings. Settings at the patient level always take precedence over settings at the population level.

- **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

- **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 option to upload data from a patient's Omnipod® system, connect a patient's iGlucose device(s) or upload a patient's LibreView data to Glooko.



## 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 synchronise an Omnipod DASH™ System on a Mac computer, you will be prompted to install the Glooko Uploader to synchronise 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 help@glooko.com.

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

**NOTE:** If the patient has synchronised 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 the patient's account.

## Connect iGlucose Devices

You can connect a patient's iGlucose meter(s) to his or her Glooko account to synchronise data from iGlucose in real time.

**NOTE:** Before connecting an iGlucose meter to Glooko, the patient must have at least one reading on his or her meter.

To connect an iGlucose meter:

1. In Patient Settings > Devices, click **Connect iGlucose Devices**.
2. Enter the patient's iGlucose meter's Serial Number and Last Reading (value), then click **Next**.
3. Follow the on-screen prompts to connect the meter.

## Upload LibreView data*

To upload a LibreView CSV file to a patient's Glooko account:

1. In **Patient settings** > **Devices**, click **Upload LibreView data**.
2. Follow the on-screen prompts to upload the CSV file.
3. Confirm that the CSV data has been uploaded to the correct Glooko account.
4. Click the **View data** button to be redirected to **Assign devices**, where the data needs to be assigned to the patient.

**May not be available in your country*.

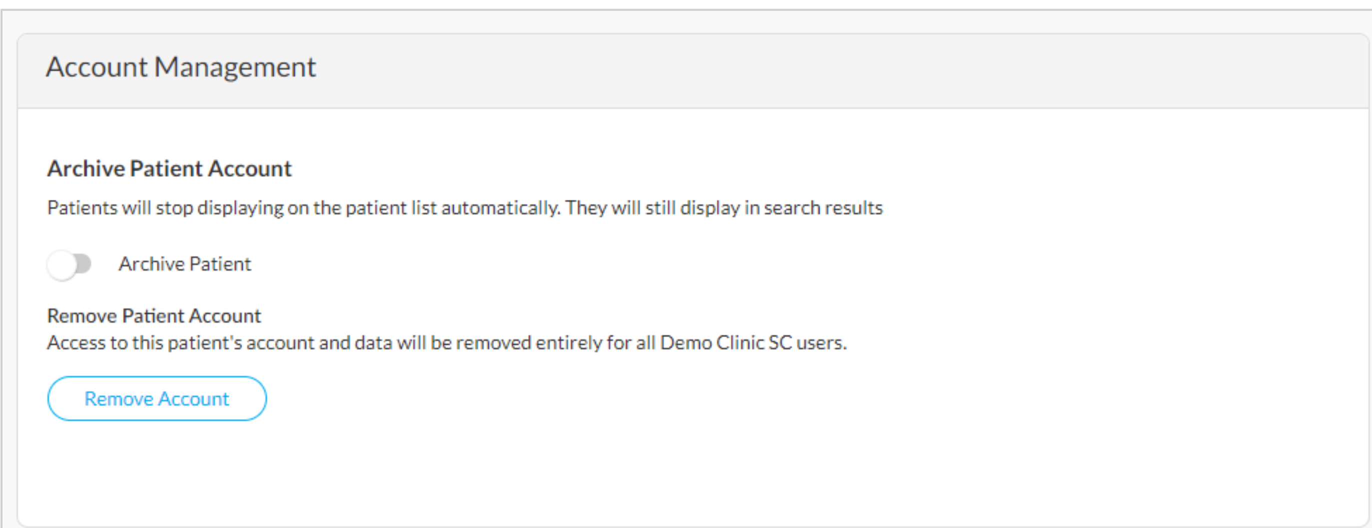
# Account Management

How to archive a patient account:

In Patient settings > Account management, toggle the **Archive patient account** option on. Once a patient account has been archived, that patient will no longer display on your Patient List, but the patient will still display in search results.

How to remove a patient account:

In Patient settings > Account management, press the **Remove account** button. Once a patient account has been removed, it will not be possible for your clinic to access or view this data any longer.




NOTE: Only Administrators have access to archive and remove patient accounts.

# 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:

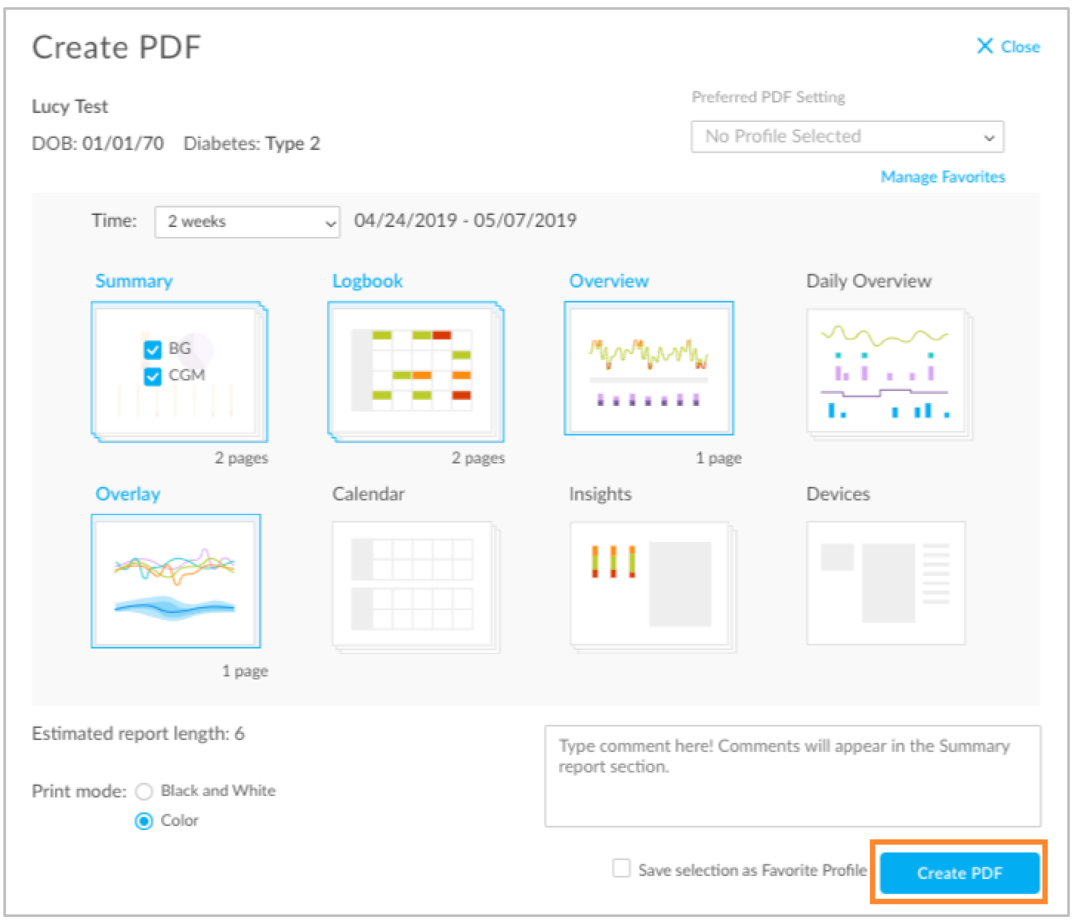
- Summary
- Logbook
- Overview
- Daily Overview
- Overlay
- Week View
- Calendar
- Devices
- Insights

# 3.2. Create Reports

To create a PDF report, follow these steps:

1. From the Patient List, click on a patient's name to be routed to the **Patient Summary** screen. Click **Create PDF Report** at the top-left of most screens within the patient's account.
2. Select a date range, which reports should be included and the desired Print mode.

   **NOTE:** To save a report selection as a new Favourite Profile, place a **tick (✓)** in the **Save selection as Favourite Profile** box, enter a name for the favourite and click **OK**. You also have the option to select a Favourite Profile from the Preferred PDF Setting drop-down menu at the top-right of the window. To view, modify or add new Favourite Profiles, click **Manage Favourites** or go to Provider Settings > [Favourite 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. You can reach out to us in any of the following ways:

- Web Support: www.support.glooko.com
- Email Support: help@glooko.com

Any serious incident that has occurred in relation to the device should be reported to the Glooko Support Team and the competent authority of the Member State in which you and/or your patient is established.

In the event where the Glooko System is malfunctioning, please discontinue use of the product and contact Glooko Support. Examples of malfunctions include incorrect assignment of device data to a patient, incorrect device time data and incorrect units of measurement.

CE 2862

MD

EC REP

REF REF-0001

REF REF-0002

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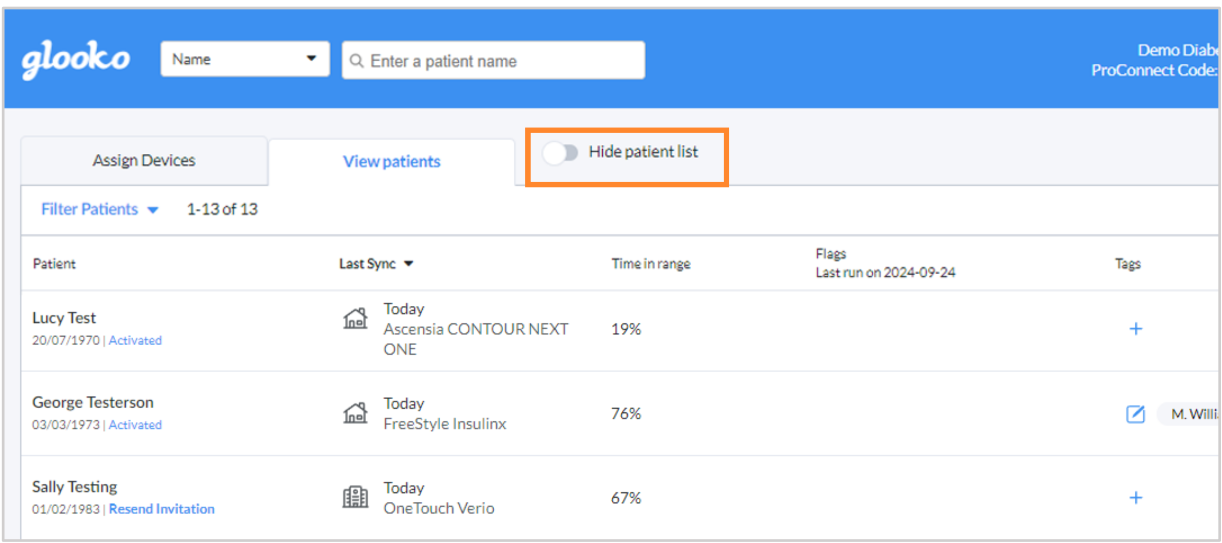
# Appendix 1: Add-On Features

The features below are available as add-on options to your 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 us.

## A.1. Hide patient list

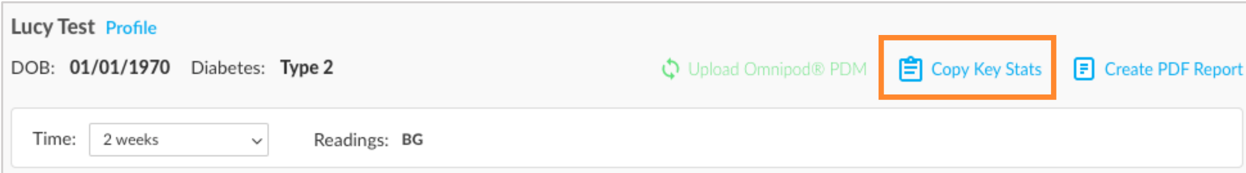
The Hide patient list feature allows professional users to hide or unhide the patient list using a toggle switch. When this feature is enabled, it ensures that during a doctor's appointment, a patient cannot inadvertently view the population list and see the Protected Health Information (PHI) of other patients.




## A.2. Copy Key Stats*

The Copy Key Stats feature allows you to copy key patient information (such as patient demographics, device details, pump settings and glucose data), if available, from patient accounts in plain text format.

With the Copy Key Stats feature enabled, you can click the **Copy Key Stats** button, which will display at the top-right of the Summary and Devices screens of patient accounts, to copy the information found on these screens to your clipboard.




**NOTE:** Since this feature copies protected health information (PHI) to your clipboard, Glooko recommends following your organisation's rules for handling this information.

** May not be available in your country.*

# A.3. Glooko Clinical Research*

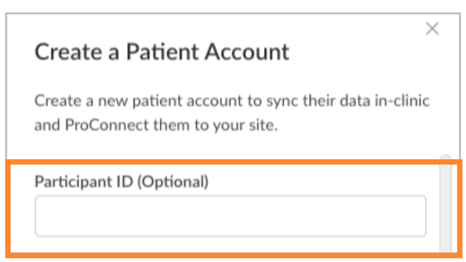
The Glooko Clinical Research feature allows your clinic to monitor research participants within your Population Tracker.

**NOTE:** In order to keep research participant accounts separate from your existing patient accounts, your clinic is assigned a new ProConnect Code specifically for research, and your clinic users are required to use separate accounts to access the platform. In order for research participants to share their data, they need to use one of the two methods below:

1. Upload data to the Glooko Clinical Research platform using the Glooko Research Uploader software.
2. Download the Glooko Clinical Research mobile app and connect to your Clinical Research ProConnect Code.

## Participant ID

With the Glooko Clinical Research feature activated, you have the option to enter a **Participant ID** as part of the Create Patient Account workflow. The Participant ID can be used to track your research participants. You also have the ability to search by Participant ID in the Population Tracker.



## Exit Patient

In Patient Settings, the new Account section gives you the ability to **Exit Patient**, which removes the research participant from the clinical research study and deactivates the account.


## Research Uploader

While using Glooko Clinical Research, your clinic has access to a separate Research Uploader specifically designed for uploading research participant device data to the Glooko Clinical Research platform.

** May not be available in your country.*

# A.4. Two-Step Verification

The two-step verification feature allows your clinic to require two forms of authentication for Professional users accessing their accounts. This adds an additional layer of security for your clinic and your patient data.

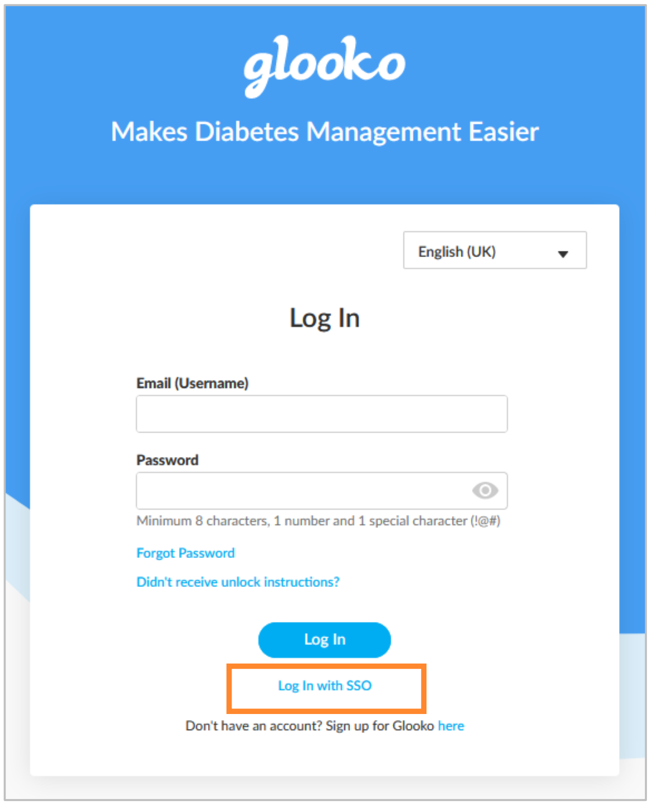
With this feature enabled, the user will receive a one-time password (OTP) via email or App Authentication that must be entered upon logging into Population Tracker. The user has the option to save this OTP for 30 days; otherwise, a new OTP will be required each time the user accesses his or her account.

**NOTE:** Only the Administrator has the ability to manage this setting for all Professional users at your clinic. There may however be regional/national regulatory requirements that demands the Two-Step Verification to always be enabled. In which case, it can't be disabled by anyone at the clinic.

# A.5. Single Sign-On

The Single Sign-On (SSO) feature allows your Professional users to log into their Population Tracker accounts via a secure authentication service managing access to multiple applications.

With this feature enabled, users can select **Log In with SSO** on the Glooko login screen, enter their Glooko account credentials and follow the on-screen prompts to connect their accounts.



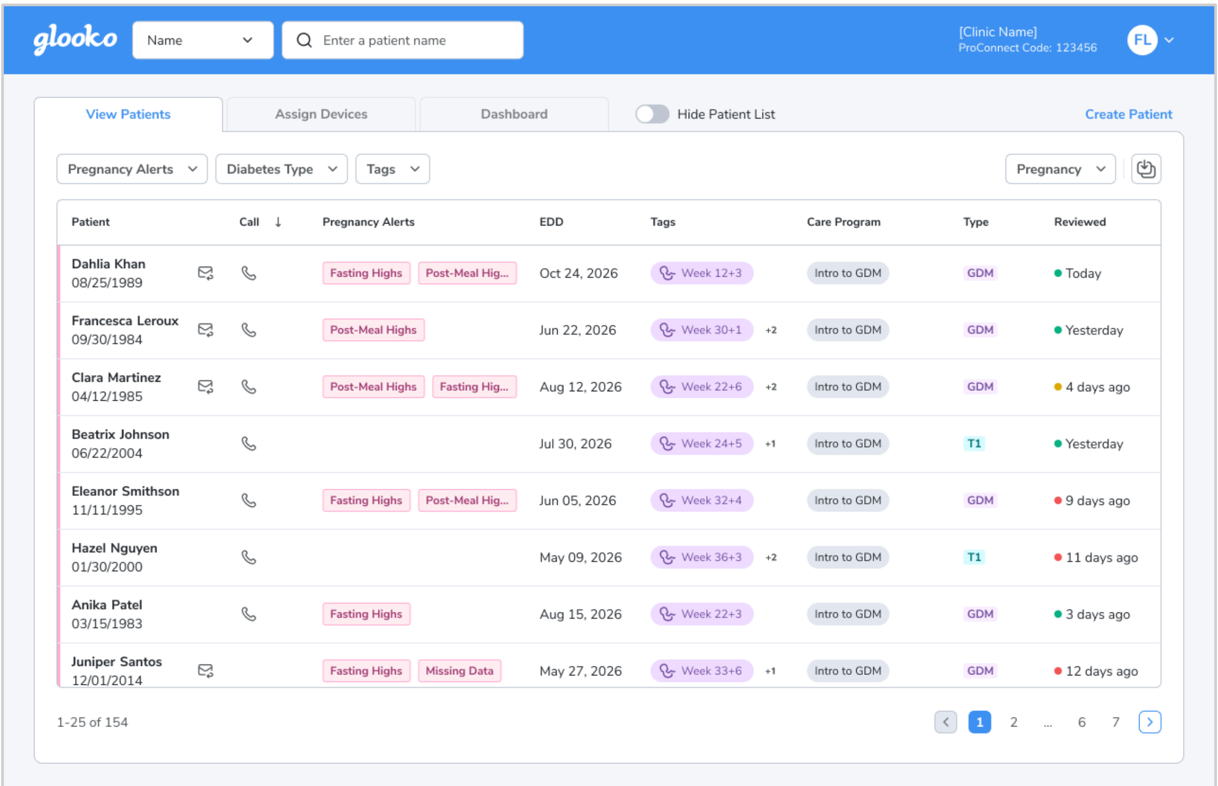
# A.6. Care programmes

Glooko Care programmes allow your clinic to manage your patient population more effectively by assigning tailored programmes for specific diabetes needs. These programmes provide you and your patients with helpful resources for understanding their unique types of diabetes and guidance for using Glooko to improve diabetes management.

With Care programmes enabled for your clinic, you have the option to assign programmes to patients from your Population Tracker. Once a programme is assigned to a patient, he or she will receive an email with instructions for accessing the programme online.

# A.7. Pregnancy Package*

The Pregnancy Package gives healthcare professionals advanced population management tools designed specifically for tracking patients with gestational, Type 1, or Type 2 diabetes during and after pregnancy.




## Activation Logic

Once the Pregnancy Package is added to your clinic's subscription, it can be activated for patients in two ways:

- **New Patients:** During the account creation workflow, the package is activated automatically for any patient registered with the diabetes type **"Gestational"**. For other diabetes types (Type 1 or Type 2), the selection field **"Is the patient pregnant?"** will dynamically appear only when the patient's gender is set to **Female**.
- **Existing Patients:** A new pregnancy session can be manually activated at any time directly within the **Patient Profile Settings.**

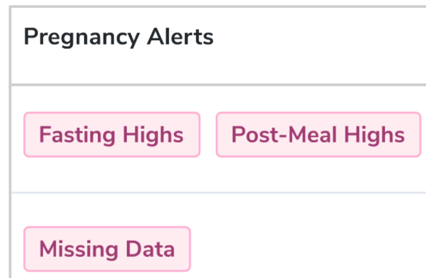
## Managing pregnancies directly from the patient list

All of the following clinical tracking workflows can be managed from the Patient List:

1. Population Management & Filtering

- **Pregnancy View:** Professionals can toggle their standard patient list to a specialized pregnancy/postpartum population view.
- **Filtering & Risk Stratification:** Filter the active population by specific pregnancy alerts, diabetes types, or customized tags. A vertical red bar highlights patients requiring immediate attention (e.g., an unreviewed triggered alert or an open call request). The indicator bar is automatically removed once the patient has been marked as reviewed and there are no active call requests.

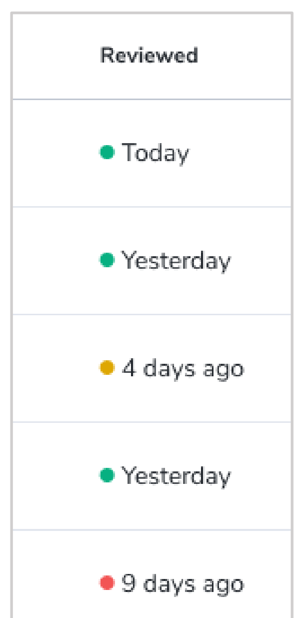
2. Automated Pregnancy Alerts




The system flags three key data trends over a rolling 7-day period. With the most recent alert displayed first.

- **Fasting Highs:** Triggered by $\geq 3$ fasting blood glucose readings above the set target threshold (e.g., $140$ mg/dL or $7.8$ mmol/L) in the last 7 days.
- **Post-Meal Highs:** Triggered by $\geq 3$ post-meal readings for the exact same meal type above the threshold in the last 7 days.
- **Missing Data:** Triggered when a patient syncs fewer than 19 blood glucose readings over the last 7 days.

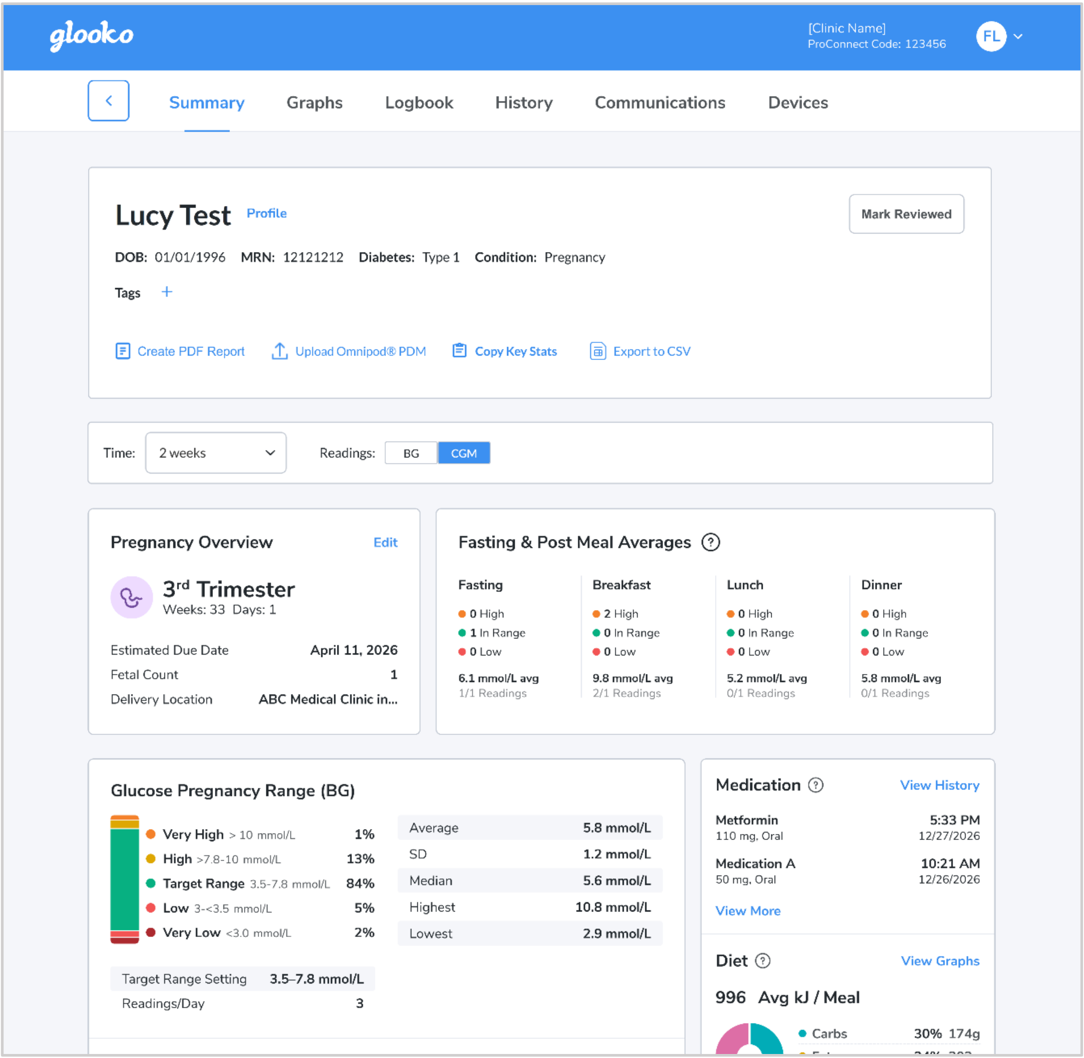
3. Patient Review & Status Tracking




- **Review Status:** Allows clinicians to mark a patient as "**Reviewed**" on the patient summary page and then filter the pregnant population based on Reviewed Status in the Patient List. The system records the provider's name and a localized timestamp. Color-coded status dots reflect the length of time since the last review.
    - **Green:** reviewed $< 4$ days ago
    - **Yellow:** reviewed between 4 to 7 days ago
    - **Red:** reviewed $> 7$ days ago
- **Call Requests:** Displays a designated telephone icon if an open callback requested by the patient exists. Clinicians can clear the notification icon by marking the task as called/completed.

## Making full use of the adaptive Patient Summary Page & Workspace

When a pregnancy session is active, the patient workspace automatically updates with specialized modules:




- **Pregnancy Header & Overview:** Displays current trimester, gestational age counter (e.g., Week 33+1), Estimated Due Date (EDD), fetal count, and delivery location.
- **Fasting & Post-Meal Averages:** A visualization grid breaking down high, low, and in-range reading counts by meal category.
- **Gestational TIR & Graphs:** Automatically updates to pregnancy-specific target ranges (default: 3.5--7.8 mmol/L or 63--140 mg/dL). Clinical graphs plot these specialized thresholds alongside individual readings.

## Advanced Clinical Visualization (Graphs & History Tabs)

- **Visualizing Averages:** To view blood glucose readings associated with post-meal or fasting averages alongside other key data points, navigate to either the **Graphs** or **History** tab.
- **Graph View:** Displays blood glucose averages relative to pregnancy-specific target thresholds. It also graphs key health variables such as carbohydrates and weight tracking. Additionally, the dedicated **Week View** displays a synchronized historical log of patient call requests, internal provider notes, and messaging events.
- **History Log:** Provides a chronological history displaying all blood glucose readings, patient-submitted data, logged activities, care program updates, call requests, and provider communications.

## Postpartum Transition

When a pregnancy session ends, all target thresholds immediately reset to standard baseline parameters. Patients remain on the pregnancy list view for two additional days. After this period, gestational-only accounts are automatically archived, while Type 1 and Type 2 accounts migrate back to the standard patient list with a **Postpartum Tag**.

A patient can be transitioned into postpartum care in the following three ways:

- **Patient Initiated:** The patient can mark their pregnancy as complete from the mobile app.
- **Provider Initiated:** The provider can mark the pregnancy as complete from the web app and input specific pregnancy outcome details.
- **Auto Transition:** At 42 weeks, the system will automatically transition the patient to postpartum care.

## Clinical Communications Tab**

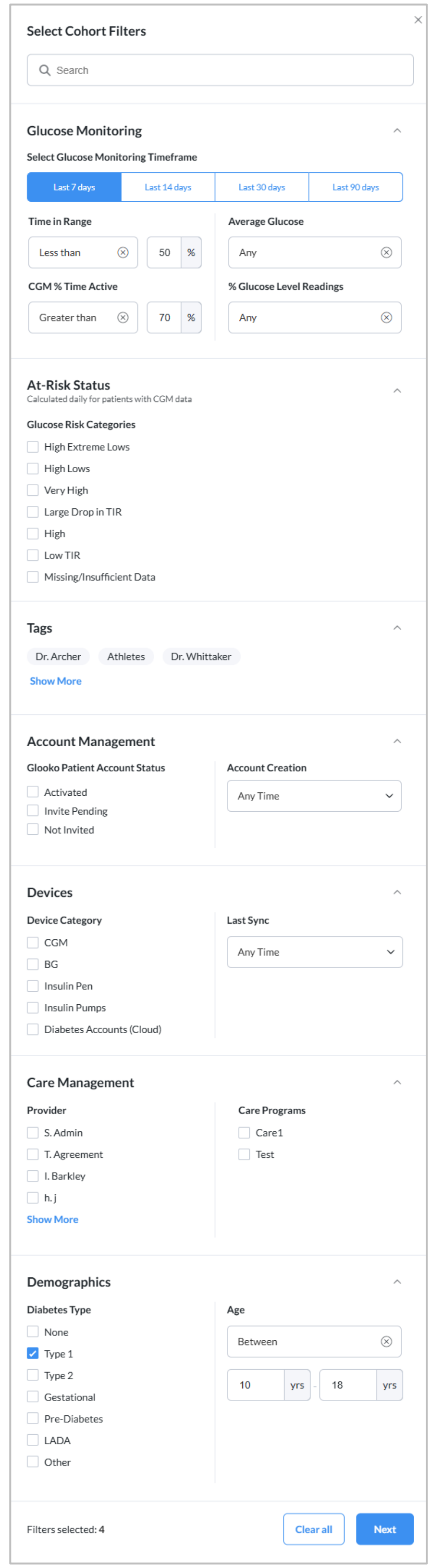
The communications tab contains Direct Messaging and Internal Notes. Both provide distinct communication streams:

- **Direct Provider-to-Patient Messaging:** Enables clinicians to send free-text, one-way medical advice or notifications directly from the web platform to the patient's mobile application. Detailed clinical read receipts record the exact date and timestamp when the patient opened the message on their device. Patients cannot reply to these messages.
- **Internal Clinical Notes:** Allows care teams to post private notes (up to 1,000 characters) directly within the patient's history timeline. These notes are strictly internal to professionals within the practice and are completely hidden from all patient-facing mobile apps or web views.

**** Note:** The Clinical Communications Tab is a separate feature from the Pregnancy Package and must be activated independently.

** The Pregnancy Package is currently only available in the UK.*

# A.8. Create Patient Cohorts




Clinics that have added the Cohorts functionality to their subscription can save custom filter sets for recurring use. This supports more effective population analysis, personalised interventions and streamlined care workflows.

Once your clinic has purchased this add-on, the feature will be enabled for your site by Glooko. While basic filtering is available to all users, this is an advanced tool for cohort management.

- For example, you can create and save a cohort of ***patients aged 10–18*** with ***glucose data from the last 7 days*** who have a ***Time in Range of less than 50%*** and a ***CGM % Time Active greater than 70%.***

In the Patient List filter section, you can then quickly filter your patient list using the saved cohort.

To create a new cohort:

1. Go to the Settings page from the top right menu and scroll down to **Cohorts**.
2. Click **Create Cohort** and select your desired filters (see image to the right).
3. After selecting your filters, click **Next**.
4. Enter a name and description for the cohort, then click **Save**.

**Cohort Visibility:** All users in your clinic can view and use created cohorts. However, only the creator and the admins can edit and delete them.

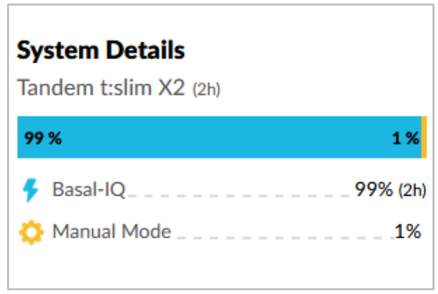
**Identify by Cohort:** A **Cohorts** column will be added to the Patient List, showing all cohorts a patient currently belongs to. If a patient meets the criteria of one of the cohorts, their profile will be flagged with the Cohort name, visible also on the Patient Summary Page.

**Exporting Cohorts:** When a filter containing a cohort is active, clicking the **Export to CSV** button in the top right of the patient list will generate a report that includes only the patients in the current filtered view.

# Appendix 2: Device-specific Features

## B.1. Basal-IQ

Patients using a Tandem t:slim X2 pump together with a CGM have the option to activate a technology called Basal-IQ. It is an advanced technology that predicts and helps prevent low blood sugar. Basal-IQ allows a patient to let the pump automatically suspend and resume insulin delivery based on the CGM readings.



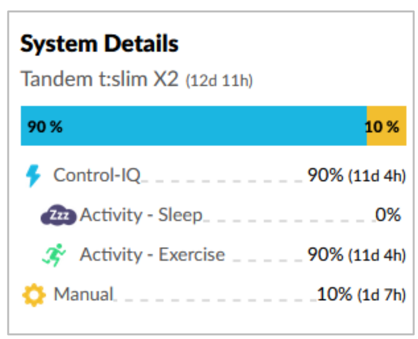

A patient with Basal-IQ installed on the pump can choose between 2 modes:

- Basal-IQ
- Manual Mode

In Glooko, if Basal-IQ data exists for a patient, this is featured on the Summary page in form of an information card called: **System Details**. Basal-IQ is also presented in the day view of the **Graphs** section.

## B.2. Control-IQ

Patients using a Tandem t:slim X2 pump together with a CGM have the option to activate a technology called Control-IQ. It is an advanced hybrid closed-loop technology that predicts and helps prevent both highs and lows. Control-IQ allows a patient to let the pump automatically adjust insulin levels based on the CGM readings.



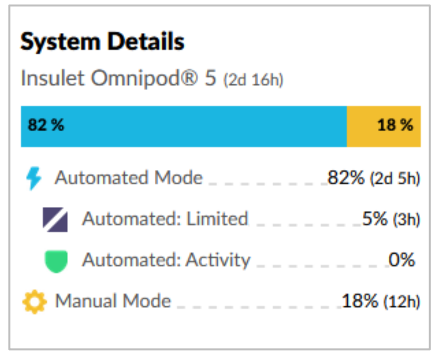

A patient with Control-IQ installed on the pump can choose between 4 modes:

- Control-IQ
- Sleep
- Exercise
- Manual

In Glooko, if Control-IQ data exists for a patient, this is featured on the Summary page in form of an information card called: **System Details**. Control-IQ is also presented in the day view of the **Graphs** section.

# B.3. Omnipod® 5 System*

Patients using an Omnipod 5 pump together with a Dexcom CGM have the option to activate the closed-loop technology developed by Insulet. This is an advanced hybrid closed-loop technology that predicts and helps prevent both highs and lows. It allows a patient to let the pump automatically adjust insulin levels based on the CGM readings.




A patient with an Omnipod 5 and a Dexcom CGM can choose between 4 modes:

- Automated mode
- Automated: Limited
- Automated: Activity
- Manual mode

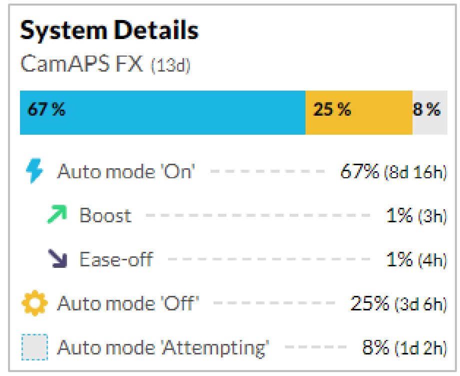
In Glooko, if closed-loop data from the Omnipod 5 System exists for a patient, this is featured on the Summary page in form of an information card called: **System details**. Closed-loop data is also presented in the day view of the **Graphs** section.

**NOTE:** The Omnipod 5 System is a cloud-to-cloud integration. The connection with Glooko is established at www.omnipod.com, where the users need to authorise the connection between their Omnipod 5 System and Glooko. Once the connection is made, data will stream regularly into Glooko with an hour's delay.

** May not be available in your country*.

# B.4. CamAPS FX*

Patients using a pump compatible with both Glooko and the CamAPS FX app have the option to use CamAPS FX's advanced adaptive hybrid closed-loop technology, which automatically adjusts insulin delivery to the insulin pump based on the sensor glucose readings.




The following 5 modes are visualised in Glooko:

- Auto mode 'On'
- Boost
- Ease-off
- Attempting
- Auto mode 'Off'

In Glooko, if closed-loop data from the CamAPS FX app exists for a patient, this is featured on the Summary page in form of an information card called: **System details**. Closed-loop data is also presented in the day view of the **Graphs** section.

**May not be available in your country.*