



GLOOKO® FOR CLINICS
QUICK START GUIDE

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Intended Use

Glooko is a data management software intended for use in home and professional settings to aid individuals with diabetes and their healthcare professionals in review, analysis and evaluation of device data to support an effective diabetes management programme. Glooko connects to compatible medical devices and trackers to allow users to transfer their data to the Glooko system.

Glooko is not intended to provide treatment decisions or to 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 to 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 Compatibility

Glooko supports the following web browser versions:

- Google Chrome version 87 or later
- Microsoft Edge version 94 or later
- Firefox version 78 or later
- Safari version 11.1 or later

For the best performance, we recommend using Google Chrome.

To determine patient diabetes device compatibility, consult 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. Consult the applicable Quick Start Guide for detailed instructions on how to use each tool to upload data:

- [Glooko Transmitter](#)
- [diasend® Transmitter](#)
- [Glooko Uploader](#)

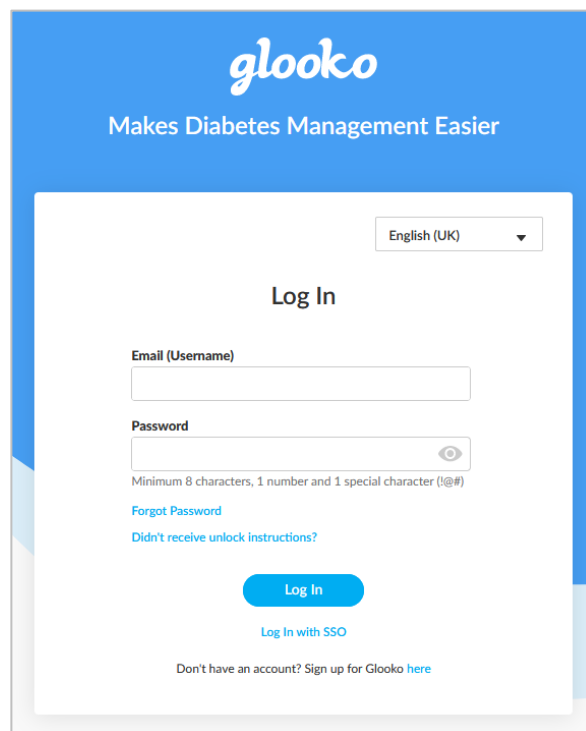
1.3. Upload and View Patient Diabetes Data

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:

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 [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**.

Assign Devices (3)		View Patients	
Terminal	Device Type		
Filter by	U39637637	CGM, Meter, Pump	Refresh List
Device Type	Last Sync	Assignment	
Unassigned			
OmniPod Pump 130337586	2:53 PM U39637637	Assign to Lucy Test 01/01/1970	Assign to Other Patient
OneTouch VerioIQ Meter TGKFX1T7	2:52 PM U39637637	Assign to George Testerson 06/10/1962	Assign to Other Patient
Contour Next Link US Meter 6203-C16DAE	11:45 AM U39637637	New Device	Assign
Recently Assigned			
✓ Ascensia Contour Next One Meter 7830H6130960	11:48 AM U39637637	Lucy Test 01/01/1970	Create Report Unassign

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.

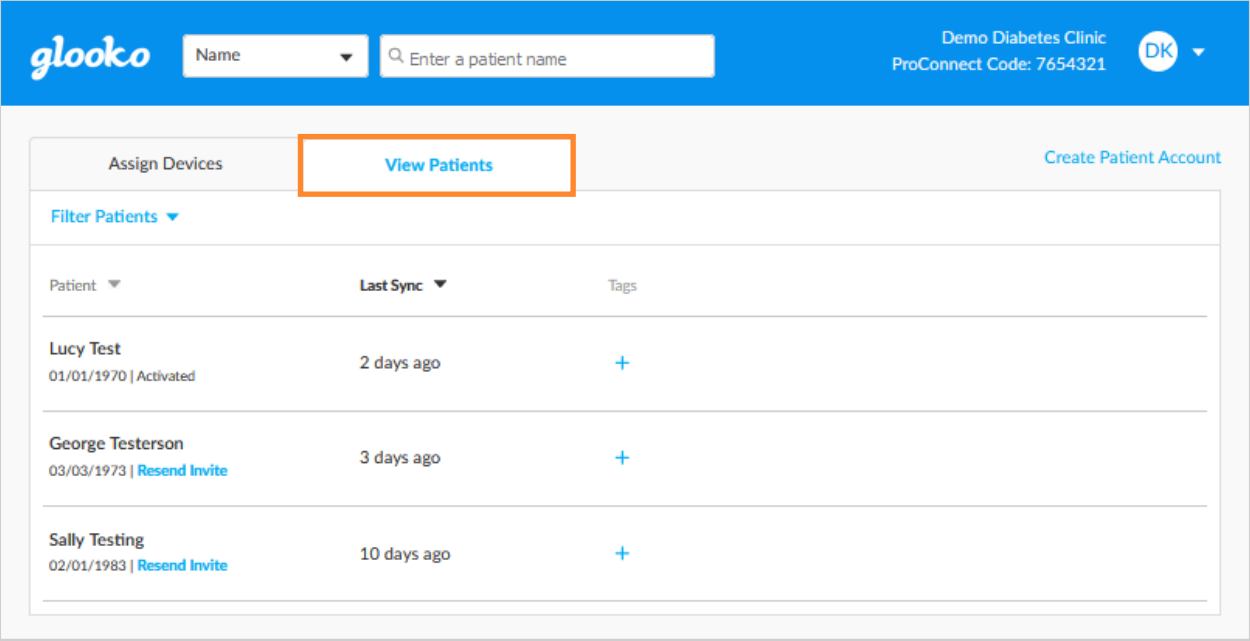
Step 3: View Patient Diabetes Data

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.

NOTE: Your Patient List may look different if you are on our old version of Population Tracker. Consult [A.4. Old Population Tracker](#) for more information.

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



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

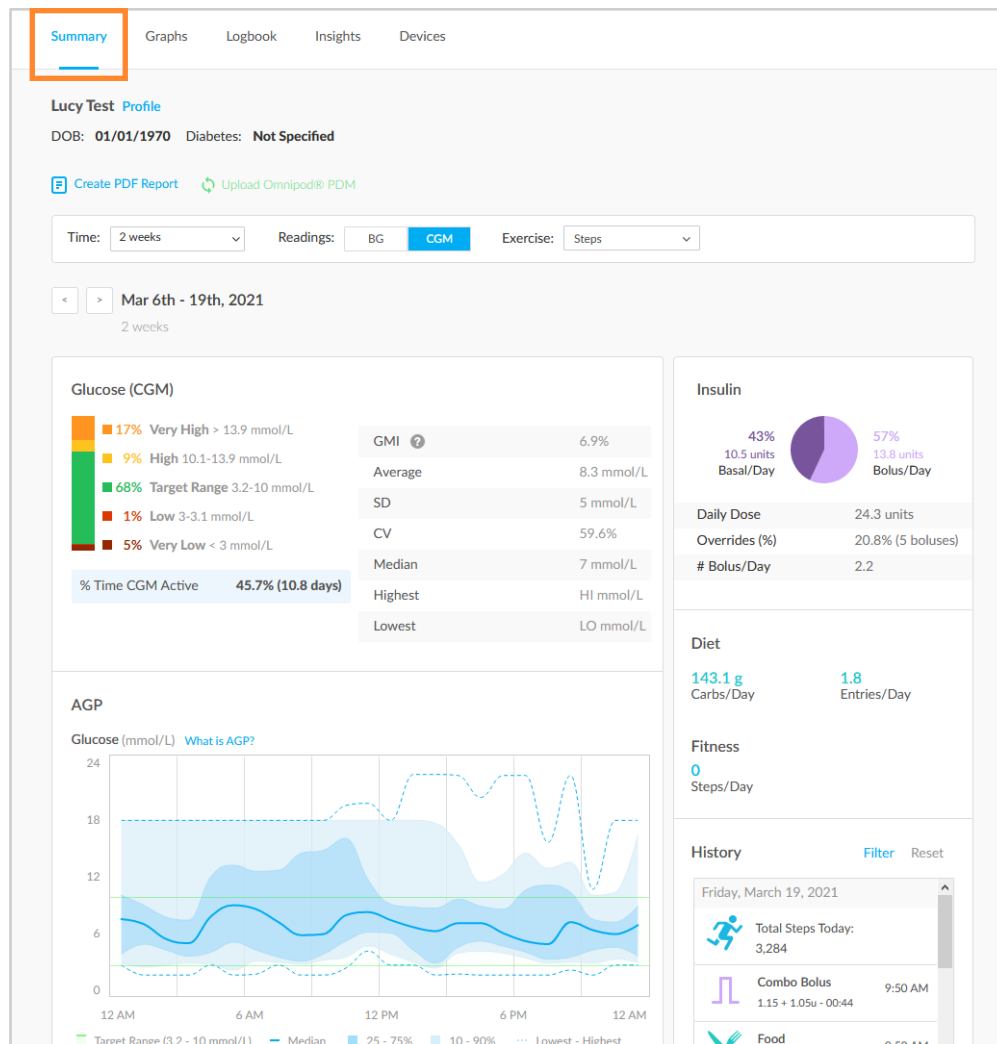
Patient Summary

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.

NOTE: 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](#).



NOTE: All insulin data will be grouped together as **Insulin**, unless the patient has insulin pump and Smart Pen (and/or manually entered) insulin data. In that event, insulin pump data will be

displayed as **Insulin – Pump** while Smart Pen (and/or manually entered) insulin data will be displayed as **Insulin – Other**. If a patient has an Omnipod® 5 pump or a pump with Basal IQ or Control-IQ, 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

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. The Glooko Priming Detection Algorithm detects prime doses that are two units or less within six minutes before another insulin injection.

** 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](#).

NOTE: Your Patient List may look different if you are on our old version of Population Tracker. Reference [A.4. Old Population Tracker](#) for more information.

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)
 - 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.

Create new patient ×

*Indicates a required field

Create account
Fill in the fields below to create a new patient account.

* First name

* Surname

* Date of Birth

* Postcode

Type of Diabetes

Invite patient to remotely connect with your clinic
When patients join Glooko, they can remotely sync their device data at home. Patients will have access to free diabetes management tools and educational content to improve adherence and optimise outcomes.

* Email Address

Decline to add email address (not recommended)

Phone Number

Medical info

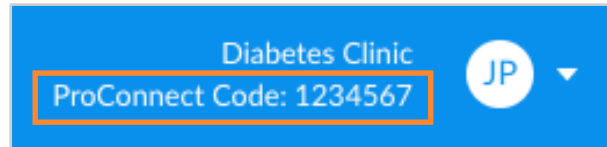
Medical Record Number

Gender

Care Program

2.2. ProConnect Patients

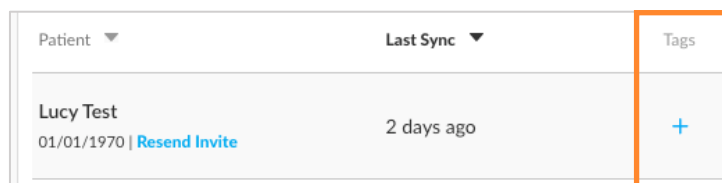
Your clinic's unique ProConnect Code can be found at the top-right of your Population Tracker's Home screen. In order for patients to remotely share their diabetes data with your clinic, your clinic must provide your unique code to them to add to their Glooko patient accounts.



2.3. Tag Patients

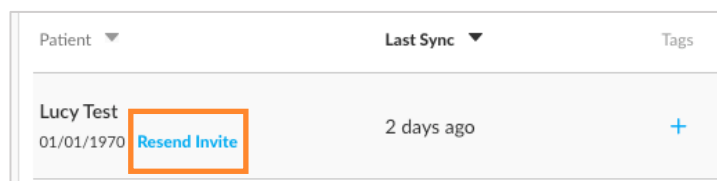
From the Patient List, click on the **plus symbol (+)** to create a custom tag, add an existing custom tag or add a provider tag. If a provider tag is applied, you can hover over the tag to view the first and last name of the provider.

Multiple provider tags can be added to each patient account. You can also create your own customized tags and filter patients by these tags and other attributes by clicking the **Filter Patients** drop-down menu at the top-left of your Patient List.



2.4. 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.



2.5. 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.

The screenshot displays the Glooko user interface. At the top, there is a blue header with the Glooko logo, a search bar for patient names, and user information including 'Diabetes Clinic', 'ProConnect Code: 1234567', and a user profile icon 'JP'. A dropdown menu is open, showing options for 'Jessica Providerly', 'Settings' (highlighted with an orange border), 'Help', and 'Log Out'. Below the header, the 'My Profile' section contains three input fields: 'Professional Designation' (set to 'Physician (MD)'), 'First Name' (set to 'Jessica'), and 'Last Name' (set to 'Providerly'). A 'Save' button is located at the bottom right of this section. The 'Account' section below it includes fields for 'Email Address' (drqa@example.com), 'Password' (masked with asterisks), and 'Language' (English), each with a corresponding 'Change' link. The 'Site Profile' section at the bottom contains fields for 'Site' (Diabetes Clinic), 'Group' (Glooko Medical Group), and 'ProConnect Code' (1234567), along with a 'Site Contact' field.

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.

Data Settings

Unit of Measurement mg/dL mmol/L

Pump BG Entry Settings Restore Default

Include in statistics Yes No

Population Flag Settings Restore Default

Hyper Rate 25 % of readings are above 10 mmol/L

Hypo Rate 25 % of readings are below 3.9 mmol/L

Marked High A Marked High is above 13.9 mmol/L

Marked Low A Marked Low is below 3 mmol/L

These can be changed individually for each patient within their settings.

Save

Terminal Settings

Transmitters

SERIAL NO.	DATE OF LAST SIGNAL CHECK	SIGNAL STRENGTH	SIGNAL QUALITY	NAME
S17540260	2018-11-17 03:24:04	N/A	N/A	S17540260

Save

- **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**.
- **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.
NOTE: 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.
**Currently available only on the [Old Population Tracker](#) or if you have enabled the add-on feature [Population Health](#).*

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.

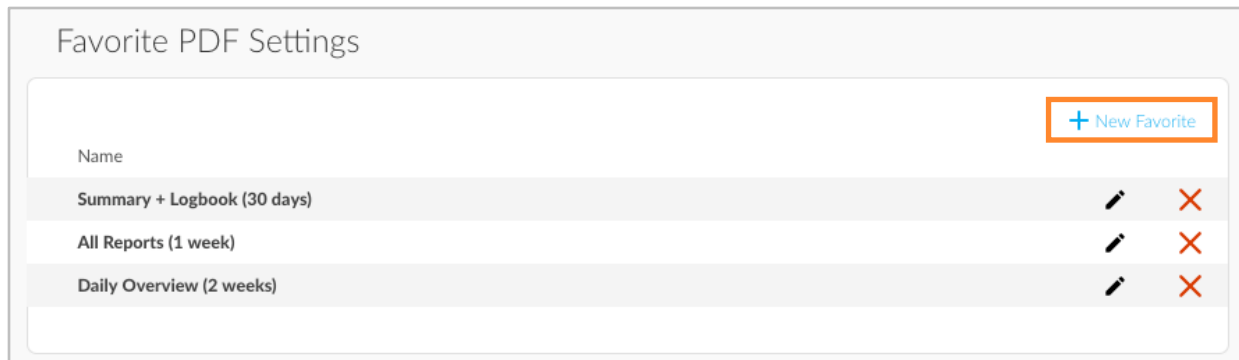
If there are Glooko Transmitters on your account, the Serial Number, Date of Last Signal Check, Signal Strength, Signal Quality and Name will be displayed. If there are Glooko Uploaders on your account, the Serial Number and Name will be displayed.

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](#) 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**.

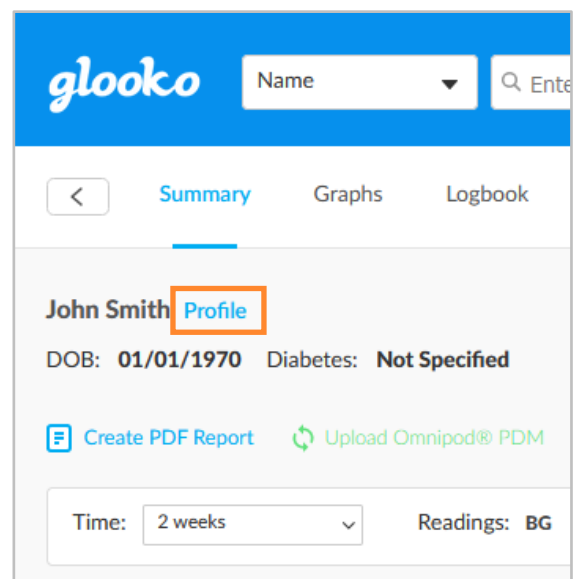


2.6. Manage Patient Settings

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.

Lucy Test Profile

First Name Lucy	Last Name Test	Date of Birth July 9 1964		
Type of Diabetes Type 2	Gender Male	Height 6 ft 2 in <input checked="" type="radio"/> feet <input type="radio"/> cm		Weight 228 lbs <input checked="" type="radio"/> lbs <input type="radio"/> kgs
Medical Record Number 3254	Update Patient Account			

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.

Account

Status Invited (07/13/2019) Resend Invite	Email lucytest1@sample.com Change Email
--	--

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.

The screenshot displays the 'Data Settings' interface with the following sections:

- Unit of Measurement:** Radio buttons for 'mg/dL' and 'mmol/L' (selected).
- Pump BG Entry Settings:** Includes a 'Restore Default' link and a toggle for 'Include in statistics' (set to 'No'). A note indicates that 'A' is a BG reading manually entered into the patient's insulin pump.
- Target BG Ranges:** Input fields for 'Lower Limit' (3.9 mmol/L), 'Before Meal Upper Limit' (7.2 mmol/L), and 'After Meal Upper Limit' (10 mmol/L).
- Patient Flag Settings:** Includes a 'Restore to Population Settings' link and four flag settings: 'Hyper Rate' (25% above 10 mmol/L), 'Hypo Rate' (10% below 3.9 mmol/L), 'Marked High' (above 13.9 mmol/L), and 'Marked Low' (below 3 mmol/L).
- Daily Time Ranges*:** A horizontal timeline with segments for MORNING (05:00-10:00), AFTERNOON (10:00-15:00), EVENING (15:00-21:00), NIGHT (21:00-MORNING), and MORNING.
- Footer:** A 'Save' button and a note: '*Events that occur before Morning will appear in the previous Night. To confine events strictly to calendar days, set Morning to start at midnight.'

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 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.

NOTE: 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.

**Currently available only on the [Old Population Tracker](#) or if you have enabled the add-on feature [Population Health](#).*

- **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 or connect a patient's iGlucose device(s) 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.

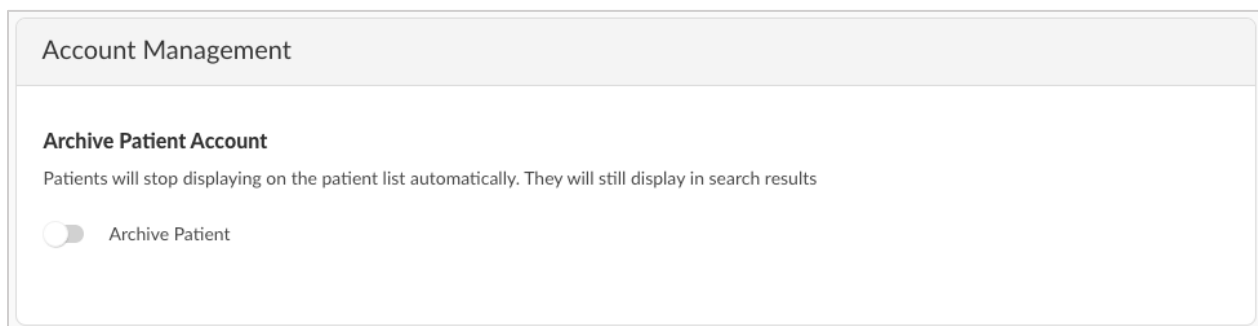
To connect an iGlucose meter:

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.

Account Management

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.

NOTE: Only Administrators have access to archive 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
- 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](#).

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

Create PDF ✕ Close

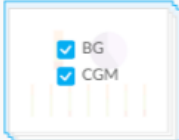
Lucy Test
DOB: 01/01/70 Diabetes: Type 2

Preferred PDF Setting
No Profile Selected ▼

[Manage Favorites](#)


Time: 2 weeks ▼ 04/24/2019 - 05/07/2019

Summary




2 pages

Logbook




2 pages

Overview




1 page

Daily Overview




1 page

Overlay



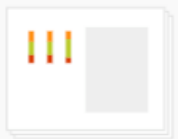
1 page

Calendar



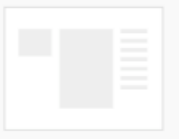
1 page

Insights



1 page

Devices



1 page

Estimated report length: 6

Print mode: Black and White
 Color

Type comment here! Comments will appear in the Summary report section.

Save selection as Favorite Profile

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



Glooko Inc.
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Palo Alto, CA 94301
USA



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Sweden

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. 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 Patient List in 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 synchronised 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 important follow-up actions (such as upcoming visits or reminders to review data) related to a patient. These statuses are customisable and can be managed at the population level in [Provider Settings](#).

*Currently only available in [the Old Population Tracker](#)

A.2. Mobile Insulin Dosing System (MIDS)*

Using Glooko's Mobile Insulin Dosing System (MIDS), clinicians can configure an insulin prescription for people with type 2 diabetes who are starting on or need adjustments to their long-acting insulin dose. After the configuration, Glooko's Mobile App will automatically prompt, recommend, and remind them of their insulin adjustments based on their fasting glucose readings and the Treatment Plan set up by the clinician.

MIDS is only available for patients whose healthcare provider prescribes the programme. MIDS is for prescription use only. MIDS is designed to work with glucose readings that are reported in mg/dL and cannot safely be used with mmol/L values. To avoid harm please ensure that any glucose meters being used with the Glooko system are set for glucose values in mg/dL.

With the MIDS feature enabled, a new MIDS tab will display on each patient account, and MIDS statuses will be visible on the Patient List in your Population Tracker.

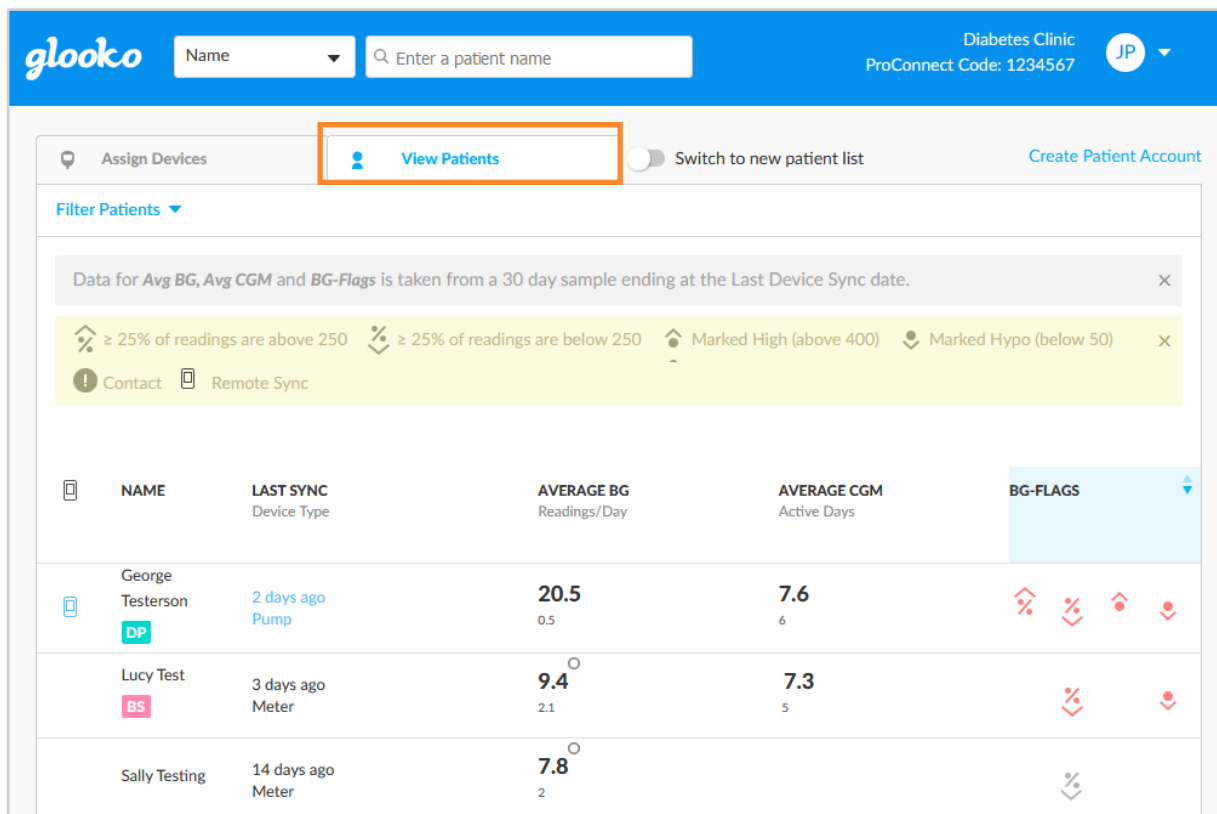
To learn more about MIDS, view the [Glooko MIDS for Clinics User Guide](#).

** May not be available in your country.*

A.3. Old Population Tracker

The Legacy patient list in the old Population Tracker 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 diabetes data for your patient population.

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



The screenshot shows the Glooko interface for a Diabetes Clinic. At the top, there is a search bar with a dropdown menu set to 'Name' and a search field containing 'Enter a patient name'. The clinic name 'Diabetes Clinic' and 'ProConnect Code: 1234567' are displayed, along with a user profile icon 'JP'. Below the search bar, there are navigation options: 'Assign Devices', 'View Patients' (highlighted with an orange box), 'Switch to new patient list', and 'Create Patient Account'. A 'Filter Patients' dropdown is visible. A notification banner states: 'Data for Avg BG, Avg CGM and BG-Flags is taken from a 30 day sample ending at the Last Device Sync date.' Below this, there are filter criteria: '≥ 25% of readings are above 250', '≥ 25% of readings are below 250', 'Marked High (above 400)', and 'Marked Hypo (below 50)'. There are also icons for 'Contact' and 'Remote Sync'. The main table displays patient data with columns: NAME, LAST SYNC (Device Type), AVERAGE BG (Readings/Day), AVERAGE CGM (Active Days), and BG-FLAGS. The table lists three patients: George Testerson (DP, 2 days ago Pump, Avg BG 20.5, Avg CGM 7.6), Lucy Test (BS, 3 days ago Meter, Avg BG 9.4, Avg CGM 7.3), and Sally Testing (14 days ago Meter, Avg BG 7.8).

NAME	LAST SYNC Device Type	AVERAGE BG Readings/Day	AVERAGE CGM Active Days	BG-FLAGS
George Testerson DP	2 days ago Pump	20.5 0.5	7.6 6	⚠️ ⚠️ ⚠️ ⚠️
Lucy Test BS	3 days ago Meter	9.4 2.1	7.3 5	⚠️ ⚠️
Sally Testing	14 days ago Meter	7.8 2		⚠️

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 uses the Glooko mobile app. A blue device indicates data was last synchronised remotely, and a grey device indicates data was last uploaded in the clinic.

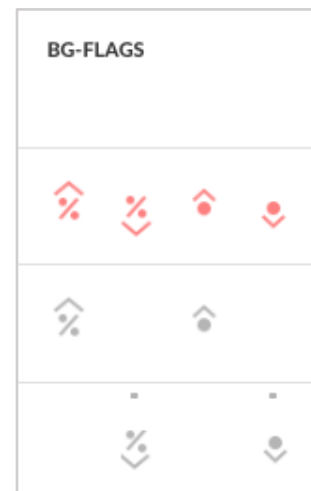
- **Last Sync:** This shows the number of days since the patient’s last synchronisation, as well as the last synchronised device type. Hover over the Last Sync to view device name and location of last synchronisation.
- **Average BG:** This shows the patient’s average blood glucose (BG) reading during the 30 days prior to the last device synchronisation 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 synchronisation 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 synchronisation date that fall outside the preset ranges.

Colours 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 of the Last Sync date.
- **Grey 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:

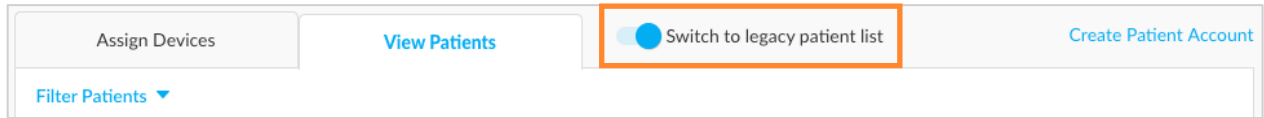
- Number or percentage of readings that are above or below the target range.
- Whether or not the BG flag is based upon a patient-specific setting.



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

Switch to legacy patient list *

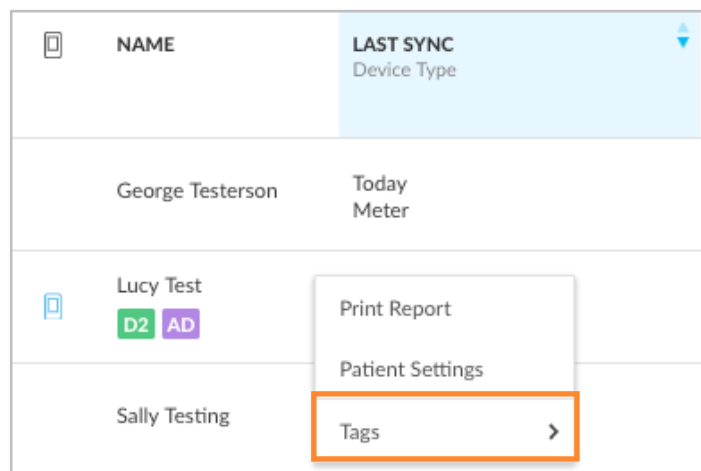
If your clinic has the New Population Tracker activated, you have the option to toggle between the legacy (old) version and the new Patient List from your Population Tracker dashboard.



* Currently available only in the U.S.

Tag Patients

From the Patient List, 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 provider from the list, and an automatically generated, coloured box containing the provider's initials will display below the patient's name, indicating the tag has been added.

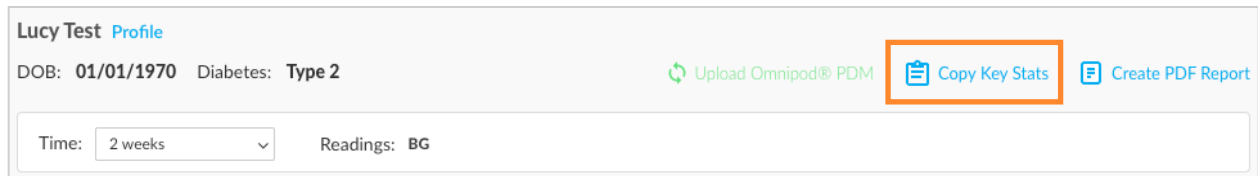


Multiple provider tags can be added to each patient account. You can filter patients by tags and other attributes by clicking the **Filter Patients** drop-down menu at the top-left of your Patient List.

A.4. 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.

** Currently only available in the U.S.*

A.5. Glooko Clinical Research

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

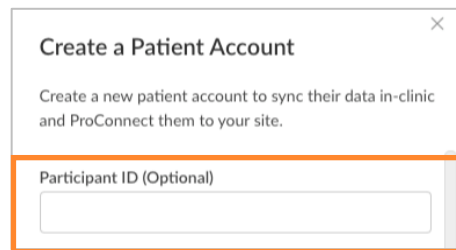
NOTE: In order to keep research participant accounts separate from your existing patient accounts, your clinic is assigned a new ProConnect Code specifically for research, and your clinic users are required to use separate accounts to access the platform. In order for research participants to share their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

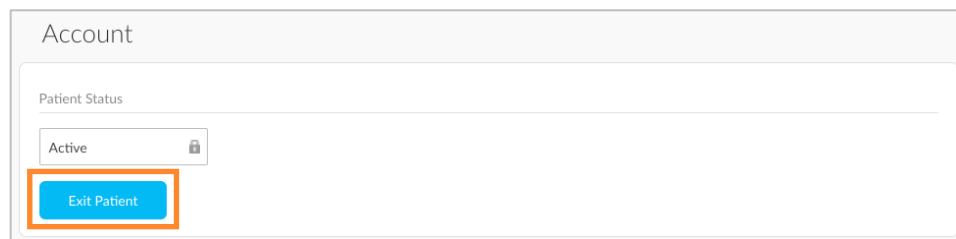
research participants. You also have the ability to search by Participant ID in the Population Tracker.



The image shows a dialog box titled "Create a Patient Account" with a close button (X) in the top right corner. Below the title is a short instruction: "Create a new patient account to sync their data in-clinic and ProConnect them to your site." Below this is a text input field labeled "Participant ID (Optional)". The input field and its label are highlighted with an orange border.

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.



The image shows a settings panel titled "Account". Under the heading "Patient Status", there is a dropdown menu currently set to "Active" with a lock icon to its right. Below the dropdown is a blue button labeled "Exit Patient", which is highlighted with an orange border.

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.

A.6. 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.

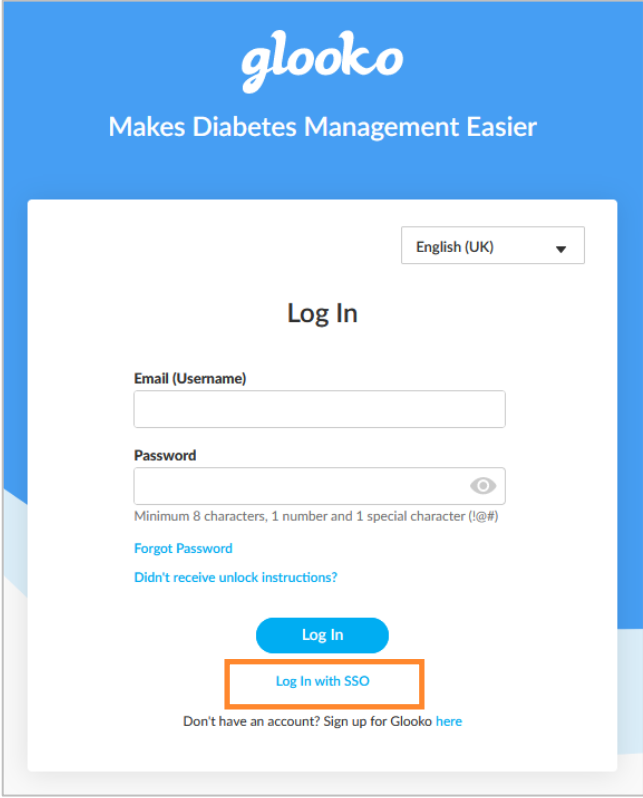
With this feature enabled, the user will receive a one-time password (OTP) via email or App Authentication that must be entered upon logging into Population Tracker. The user has the option to save this OTP for 30 days; otherwise, a new OTP will be required each time the user accesses his or her account.

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.7. 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.



The screenshot shows the Glooko login interface. At the top, the Glooko logo is displayed in white on a blue background, with the tagline "Makes Diabetes Management Easier" below it. A language dropdown menu is set to "English (UK)". The main heading is "Log In". Below this are two input fields: "Email (Username)" and "Password". The password field includes a toggle for visibility and a password strength indicator: "Minimum 8 characters, 1 number and 1 special character (!@#)". There are two links: "Forgot Password" and "Didn't receive unlock instructions?". At the bottom, there are two buttons: a blue "Log In" button and an orange-bordered "Log In with SSO" button. A link "Don't have an account? Sign up for Glooko here" is located below the buttons.

A.8. 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.

NOTE: Your clinic must be using the [New Population Tracker](#) to use this feature.

A.9. Pregnancy Package

The Glooko Pregnancy Package allows your clinic to monitor pregnant women with diabetes. With this feature enabled, the estimated due date can be entered on the patient's Profile page. This will result in a pregnancy tag in the Clinic's Patient List where the patient's current pregnancy week + day is displayed for easy monitoring of the diabetes management during the entire pregnancy.

The patient list can be filtered by pregnancy package, which will display a complete list of patients with an active pregnancy period.

When viewing a patient account with a set due date, the pregnancy week + day will also appear on the Summary page, Graphs page and History page.

A.10. Population Health*

Identifying at-risk patients

Glooko Population Health is a population analytics tool where clinics can harness Beyond A1c metrics from their patient population to identify and target at-risk patients with timely care and interventions. This is achieved by allowing clinics to run custom data queries across their entire patient population via the At-Risk tab and then have the option to save these queries as cohorts (risk profiles). There is also an option for exporting a CSV of the patients in the cohort.

An example of a cohort would be: Type 1 patients with <40% time in range.

By creating different cohorts, clinics also have the ability to create their own custom flags. These flags will update once a day and appear on the Population Tracker, making it possible to risk-stratify the patients based on these flags. In addition to the custom flags there are also a set of existing Glooko-defined flags available, e.g., Hypo Risk, Hyper Risk, Dropout Risk, Marked High and Marked Low.

NOTE: Your clinic must be using the [New Population Tracker](#) in order to use this feature.

Pre/post outcomes

The Population Health platform also allows clinics to access aggregate before and after outcomes (such as average glucose) for their patient population via the Pre/Post tab. For example, pre/post: **Started on Glooko** or pre/post: **Last Clinic Visit**.

If your clinic has added the Glooko Population Health to your existing subscription model, the Population Health platform is accessed via the Glooko web app (my.glooko.com) under the provider dropdown.

To learn more about Population Health, please reference this article in the Glooko Help Center: [What is Population Health and how do I use this feature?](#)

** May not be available in your country.*

Appendix 2: Device-specific Features

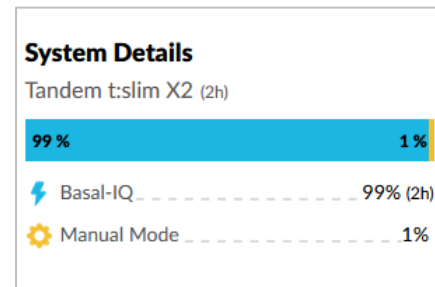
B.1. Basal-IQ

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.



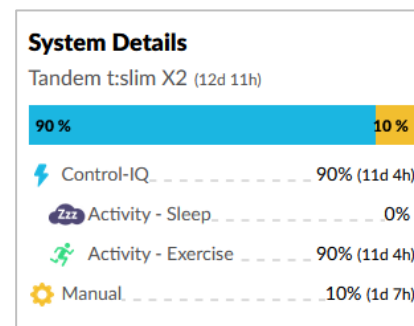
B.2. Control-IQ

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.

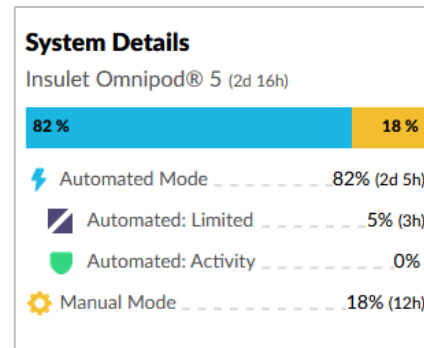


B.3. Omnipod® 5 System*

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: HypoProtect
- 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.

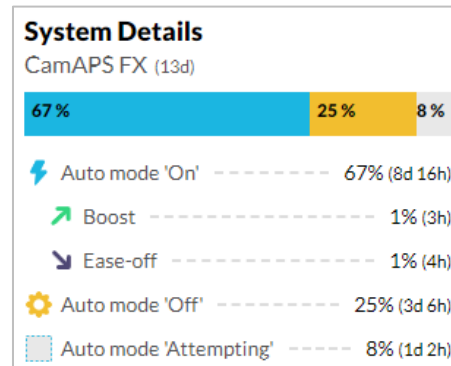
* *May not be available in your country.*

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.*