

# Starting on a Continuous Glucose Monitor (CGM) - Are You Ready?

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- Do you understand what CGM is?
- Do you agree to wear your CGM at least 4-5 days a week?
- Have you seen your diabetes doctor in the last 6 months?
- Are you checking your blood sugars at least three times a day?
- Do you know how to reach your diabetes team?

**If you did not answer yes to all of the questions above**, talk to your doctor or nurse for help to reach these goals. You may schedule an appointment with the nurse for more education by calling 858-966-5999.

**If you answered yes to the above questions**, CONGRATULATIONS, you are ready for a CGM.

## Starting on a CGM

- An order has been sent for the CGM to the company or your pharmacy.
- The company or your pharmacy will contact you to get your information.
  - Sometimes CGM is not covered or there may be certain requirements you have to meet. Approval may take 2-6 weeks
- Once insurance has approved the CGM you will either pick it up at the pharmacy or it will be mailed to your home.
  - You will need to reorder supplies. Please record where your CGM comes from. Try taking a picture of the label to remember.

## Training

- Watch the video included in the CGM box or available online at the CGM website. **If you feel you need more support or instruction on insertion or CGM use, call 858-966-5999 to schedule an appointment with a diabetes nurse educator.**
- Decide whether you will be using the receiver or a smart phone to receive the CGM data. If you choose to use a smart phone, this phone will need to be within 25 feet of the person wearing the CGM to receive data.

## Apps

- Dexcom apps



### Dexcom G6 Mobile

- Allows the person wearing the CGM to receive data on your smartphone.



### Dexcom Follow

- Allows people (parents or other caregivers) to remotely see the CGM data.



### Dexcom Clarity

- Allows you to share your data with your doctor. Needs to be downloaded on the patient's phone. Please generate a share code and share it with us. **We will not be watching your glucose numbers.** If you would like someone to review your glucose numbers, please send us a MyChart message or call. **Please make sure the profile is under the person wearing the sensor, not the parent.**

- Freestyle apps

- Create a LibreView account at [www2.libreview.com](http://www2.libreview.com)



### Freestyle Librelink

- Allows the patient to scan the CGM to receive glucose numbers. Sign into the app with your Libreview. All data that is scanned will then be transferred to your Libreview account.

- Share your data with Rady's.
  - Log into your LibreView account
  - Click on settings
  - Click on My Practices
  - Enter code **00231145** and click add

If you are using a Medtronic Guardian sensor, you will be receiving supplemental training from Medtronic.

## Trouble shooting

- For supply issues please call the pharmacy or company.
- For problems with CGM call:
  - Dexcom  
www.dexcom.com  
Technical support for equipment issues: 1-844-607-8398  
Dexcom Care for issues with the sensor or apps: 1-877-339-2664
  - Medtronic  
www.medtronicdiabetes.com  
Technical support: 1-800-646-4633
  - Freestyle Libre  
www.freestylelibre.us  
Customer Service: 1-855-632-8658
- For help understanding the glucose data please contact your doctor's office for tips and advice.
- An adhesion tip sheet is available on our website at <https://www.rchsd.org/programs-services/endocrinology-diabetes/>. Click on patient/parent education and scroll down to CGM section, taping tips.