

# Starting on a Continuous Glucose Monitor (CGM) Dexcom

## Apps

### For patient's phone:



**Dexcom G6 Mobile:** Allows the person wearing the CGM to receive data on your smartphone.

- Must download to set up Dexcom
- Needs to be on patient's phone or adult that is with child 24/7
- Open app, select create account, verify through email address

NOTE: age of user must be 20 years or older on account; use PATIENT name, but can use parent's DOB, or change year)

**TIP: Please write down/save username and password for dexcom account**



**Dexcom Clarity:** Allows you to share your data with your doctor.

Download the Clarity App on the phone that is being used as the receiver (patient's phone or adult that is with child 24/7).

Log into Clarity using the same username and password as Dexcom G6 app

Please make sure the profile name is under the person wearing the sensor, not the parent.

Generate share code

Tap profile

Tap authorize sharing

Tap generate share code

Select 12 months

Take a screen shot of the share code and have parent send it to the Endo Clinic via MyChart

### For parent's phone:



**Dexcom Follow:** Allows family/friends to remotely see the CGM data.

- Needs to be on family phone (parents, grandparents, siblings, etc.)
- Can have up to 10 followers

## Tips

- Patient needs to be within 15 feet of device retrieving data (phone, receiver)
- Make sure Dexcom G6 app is always running in the background, do not close out of app
- Make sure Bluetooth is always on
- If phone dies – once turned back on, open Dexcom G6 app right away.
- Take photo of Dexcom sensor and transmitter codes
- Dexcom is waterproof – can bathe, shower, swim. May have some loss of data if fully submerged in water. Have patient periodically come out of water for data to return.
- 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.
- Occasionally Dexcom site will bleed. This is okay, "bleeders are readers". Clean site as best as they can and continue with use.
- For technical problems with CGM call (loss of data, sensor errors):
  - Dexcom
  - [www.dexcom.com](http://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



**Glooko app:** Allows the data to be uploaded to our clinic and medical record when sync'd.

- **Download Glooko app on smartphone (Android or iOS)**
- **Create account and enter in clinic's proconnect code: rchsdped**
- **Connecting your Devices from your Smartphone**
- **Sync Menu (upper right hand corner from home screen)**
- **New Device (iOS) or Add Device (Android)**
- **Select Continuous Glucose Monitor**
- **Select Dexcom**
- **Log into Dexcom account with Dexcom username and password**
- **Follow the on-screen prompts to connect account**
- **Once your Dexcom account is connect, it will display as Active on your Sync Screen**

***NOTE: We are not monitoring your glucose numbers. If you would like someone to review your glucose numbers, please send us a MyChart message or call 858-966-4032.***

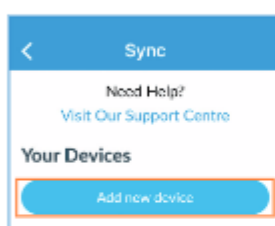
# CONNECT YOUR DEXCOM ACCOUNT VIA THE GLOOKO® MOBILE APP

## TO CONNECT YOUR DEXCOM ACCOUNT:

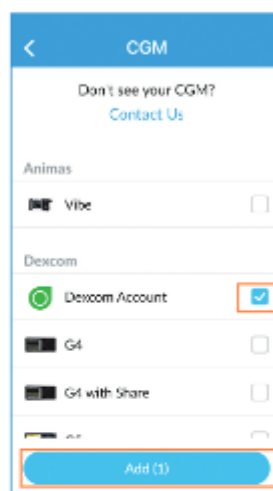
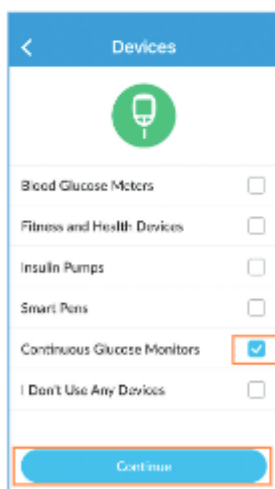
1. Open the Glooko® app on your mobile device.
2. Tap Sync at the top-right of the screen.
3. Tap **Add new device**.
4. Tap to place a **checkmark (✓)** beside **Continuous Glucose Monitor**, then tap **Continue**.
5. Tap to place a **checkmark (✓)** beside **Dexcom Account**, then tap **Add**.
6. Enter your Dexcom **Username** and **Password**, then tap **Login**.
  - If you do not have an account, tap **Sign Up** to create a new account



3. Tap **Add new device**.

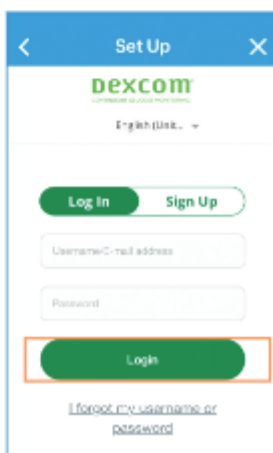


4. Tap to place a **checkmark (✓)** beside **Continuous Glucose Monitor**, then tap **Continue**.



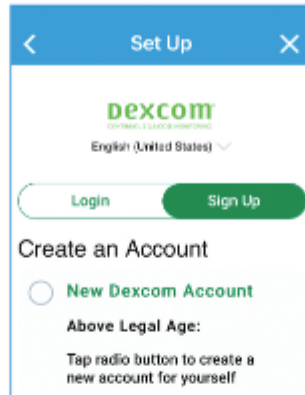
6. Enter your Dexcom **Username** and **Password**, then tap **Login**.

- If you do not have an account, tap **Sign Up** to create a new account

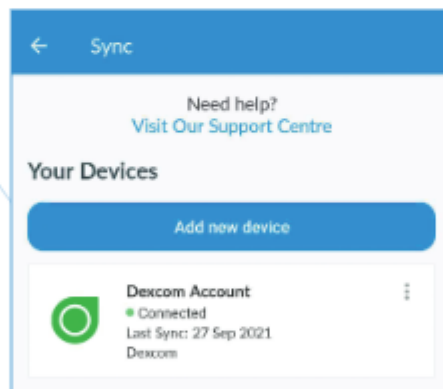


## CONNECT YOUR DEXCOM ACCOUNT VIA THE GLOOKO® MOBILE APP

7. Follow the on-screen prompts to create and/or connect your account.



8. Once your Dexcom account is connected, it will display as "Connected" on your Sync screen.



**IMPORTANT NOTE:** If you have a Dexcom account, you can set up your Glooko® account to receive data (with a 3-hour delay) from Dexcom once every four (4) hours.

NOTE: Glooko® is able to receive both Dexcom G5 and Dexcom G6 data via this connection. You only need one connection from Dexcom to Glooko®, so if you have Apple Health active, please disconnect Glooko® from Apple Health before connecting your Dexcom account.

For further assistance, please contact [help@glooko.com](mailto:help@glooko.com).