

Starting on a Continuous Glucose Monitor (CGM)

Dexcom

Apps

For user's phone:



Dexcom G7: Allows the person wearing the CGM to receive data on your smartphone

- Must download to set up Dexcom
- Needs to be on child's phone or adult that is with child most of day (there will be loss of data if child is not near the phone)
- Open app, select create account, verify through email address
- ***Parent sets up account then adds child as a user***

TIP: Please have write down/save username and password for Dexcom account and take picture to save on phone

User name:_____ Password:_____

After setting up Dexcom account:

Go to *Connections* tab

1. Click on *Clarity Clinic* and add clinic code: **rchsdped**s
 - This will allow us to see you/your child's data when requested.
2. Click on *Share* to invite family and friends to remotely see the CGM data.



Glooko: Allows data to be automatically sync'd into your electronic health record.

- Download Glooko app on the phone
- Create an account using the patients name, date of birth and clinic's Pro connect code: **rchsdped**s
- Set up Dexcom by clicking Sync in upper right corner – New Device or Add Device – select Dexcom. Next step will ask you to enter in username and passcode of Dexcom account.
- This will only need to be sync one time

TIP: Please have write down/save username and password for Glooko account and take picture to save on phone

User name:_____ Password:_____

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

- The person wearing the CGM needs to be within 15 feet of device retrieving data (phone, receiver).
- Make sure Dexcom G7 app is always running in the background, do not close out of app.
- Make sure Bluetooth is always on.
- If the cellphone dies – once turned back on, open Dexcom G7 app right away.
- Take photo of Dexcom sensor codes.
- Dexcom is waterproof – you can bathe, shower, swim. May have some loss of data if fully submerged in water. Have child periodically come out of water for data to return.
- Compression low blood sugars can happen when pressure is placed on the device while sleeping. This is not a true reading of the person's blood sugar. You will want to move the person to release pressure of the device.
- 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”. You can clean the site as best as you can and continue with use.
- Keep track of usernames and passwords.
- For technical problems (loss of data, sensor errors) with CGM, contact Dexcom:
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

Insurance/Pharmacy Tips:

- An order will be sent for the Dexcom to your local pharmacy of your choosing.
- The pharmacy will contact you to get your information. If you do not hear from the pharmacy, please call them.
- Once insurance has approved the Dexcom, you will either pick it up at the pharmacy or it will be mailed to your home.
- You will need to reorder supplies every month or 90 days (about 3 months) depending on insurance. Please record where your Dexcom comes from. It is helpful to take pictures of shipping labels.