

# SUPPORTING YOU THROUGH NEW PATIENT SET-UP

## NEW PATIENT CLINIC START CHECKLIST

In addition to the support you provide to your patients, we have compiled an easy training checklist to help you get your patients off to a great start with their Dexcom G6 Continuous Glucose Monitoring (CGM) System.

Before clinic



In clinic



Handy hints



Support



**dexcomG6**

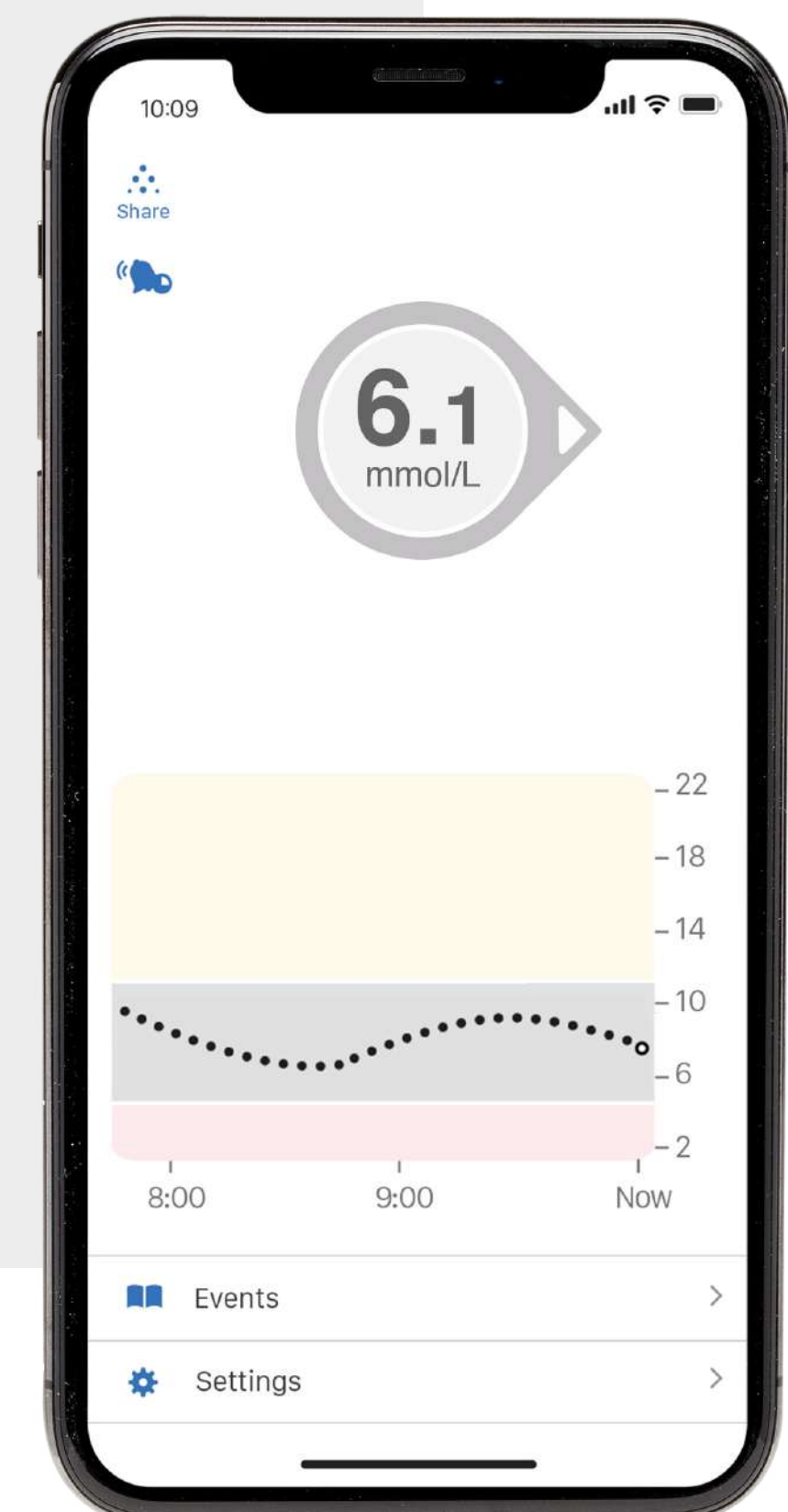


# BEFORE CLINIC



## SET-UP ADVICE FOR PATIENTS USING A COMPATIBLE SMART DEVICE

- Ensure the patient has a phone compatible with Dexcom G6 [dexcom.com/dexcom-international-compatibility](https://dexcom.com/dexcom-international-compatibility).
- Ensure your patient has downloaded the Dexcom G6 App (mmol/L) and set up an account (patients should contact Dexcom Tech Support with any issues ahead of their appointment). Please remind them not to use their email address as their Dexcom username.
- The patient must download the CLARITY App and log in with their Dexcom account details [clarity.dexcom.eu/](https://clarity.dexcom.eu/).
- You should provide the patient with the training checklist or direct them to the website [dexcom.com/UKIStartHere](https://dexcom.com/UKIStartHere).
- You must be over 18 to create a Dexcom App account. If you are setting up Dexcom for a dependant under 18, first set up an account using your own details including your date of birth. You can add a dependant profile for your child's details.



# BEFORE CLINIC



## SET-UP ADVICE FOR PATIENTS USING A DEXCOM RECEIVER

- Advise patient to charge receiver.
- Advise patient to set date and time.
- The patient must create a Dexcom CLARITY account [clarity.dexcom.eu/](https://clarity.dexcom.eu/).
- You should provide the patient with the training checklist or direct them to the website [dexcom.com/UKIStartHere](https://dexcom.com/UKIStartHere).





## EXPLAINING DEXCOM G6 COMPONENTS

- Each Dexcom G6 sensor lasts up to 10 days and each new sensor has a 2-hour warm-up period. Patients will receive a series of alerts before the sensor expires: 6hrs, 2hrs, 30mins, sensor session stopped.
- Each transmitter lasts up to 3 months (4 per year) and patients will receive a warning when there are 2 weeks remaining.
- Data transfer is by Bluetooth.



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# IN CLINIC



## APP SETTINGS FOR PATIENTS USING COMPATIBLE SMART DEVICE ONLY

- Set up Dexcom through app screens, set high and low alerts, consent data, insert sensor and transmitter.



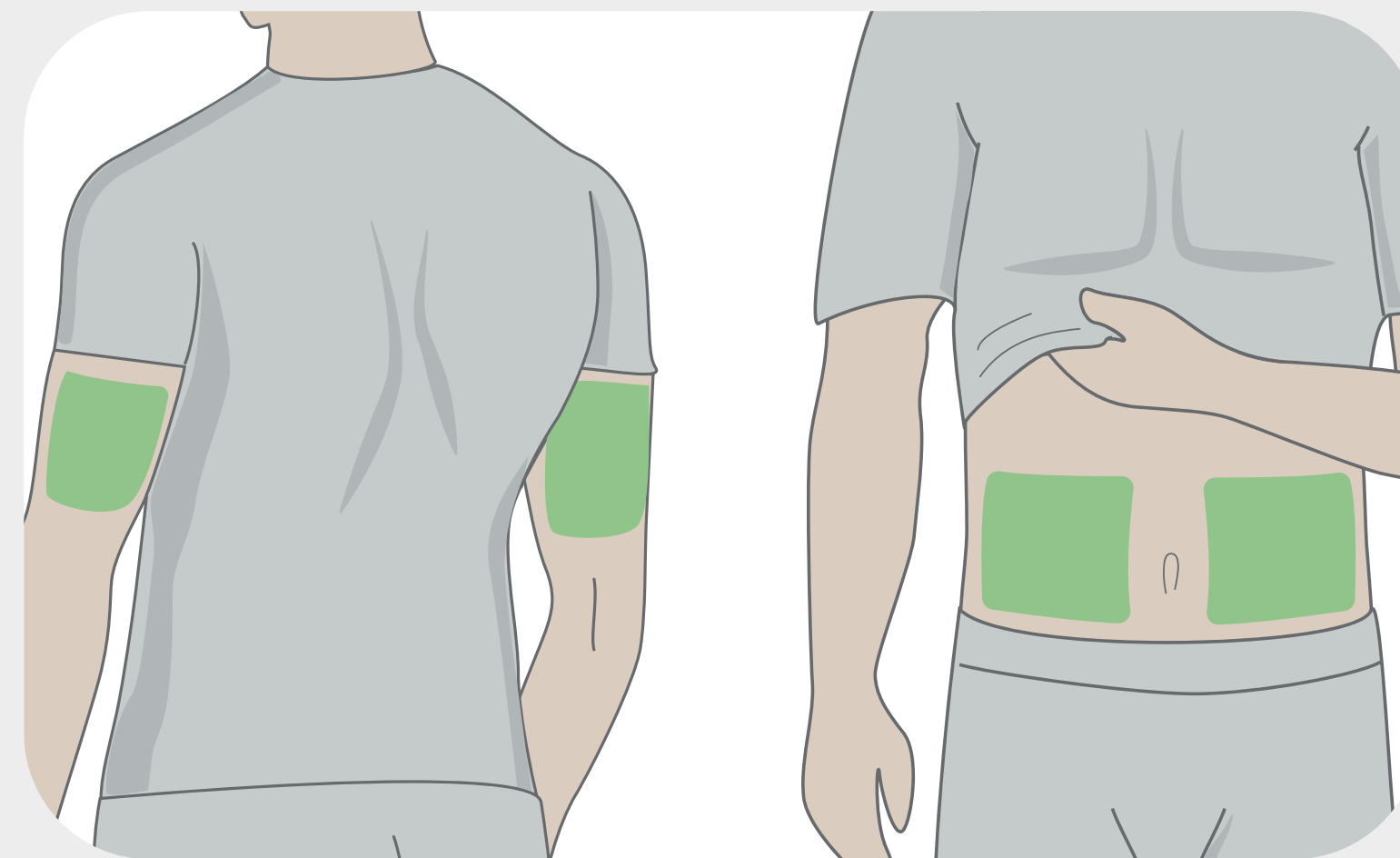
## RECEIVER SETTINGS FOR PATIENTS USING RECEIVER SETTING

- Set up Dexcom receiver, set high and low alerts, insert sensor and transmitter.



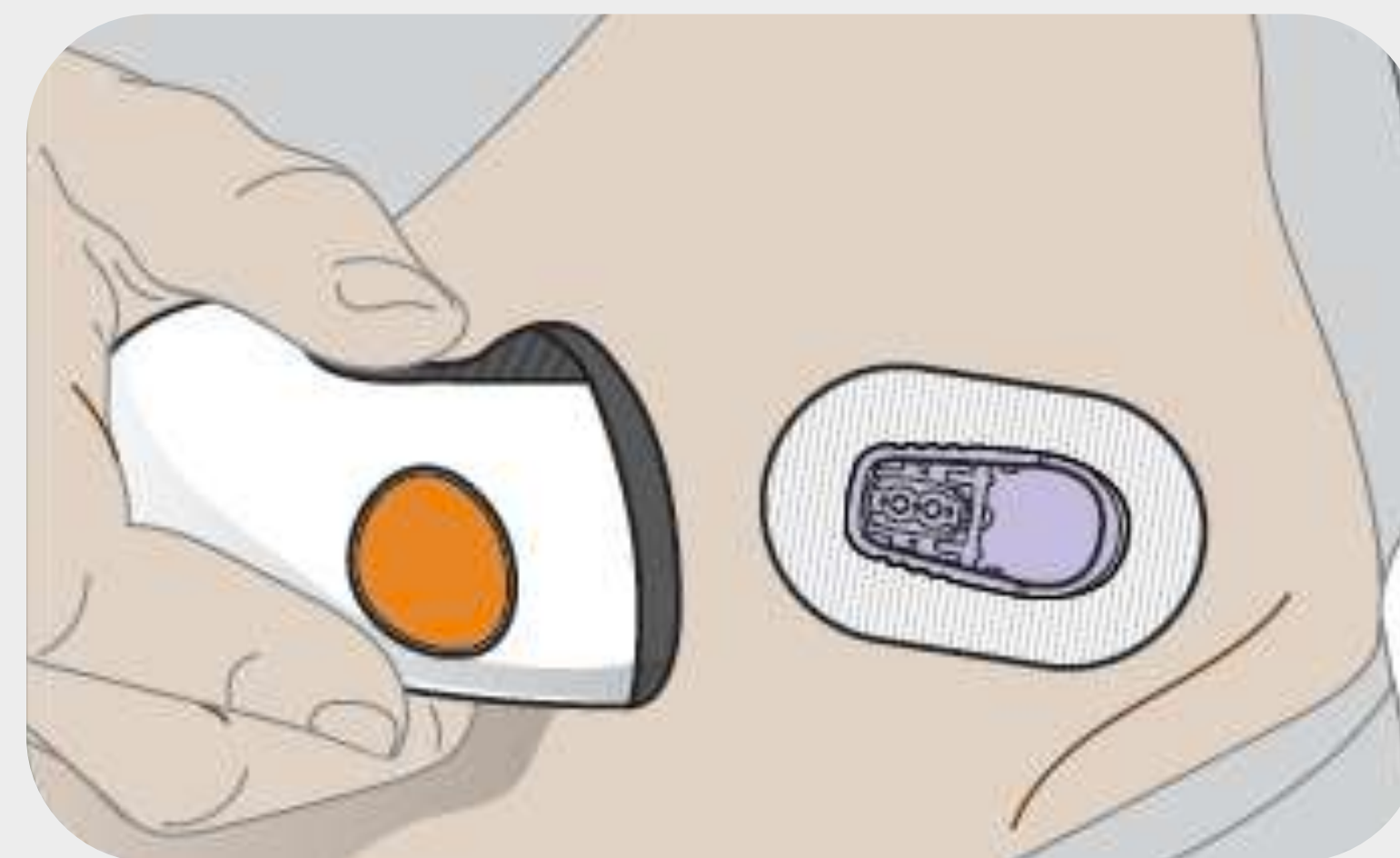
## DEXCOM G6 APPROVED INSERTION SITES

- The sensor can be worn on the abdomen, back of the upper arm and for children ages 2-17, on the upper buttocks



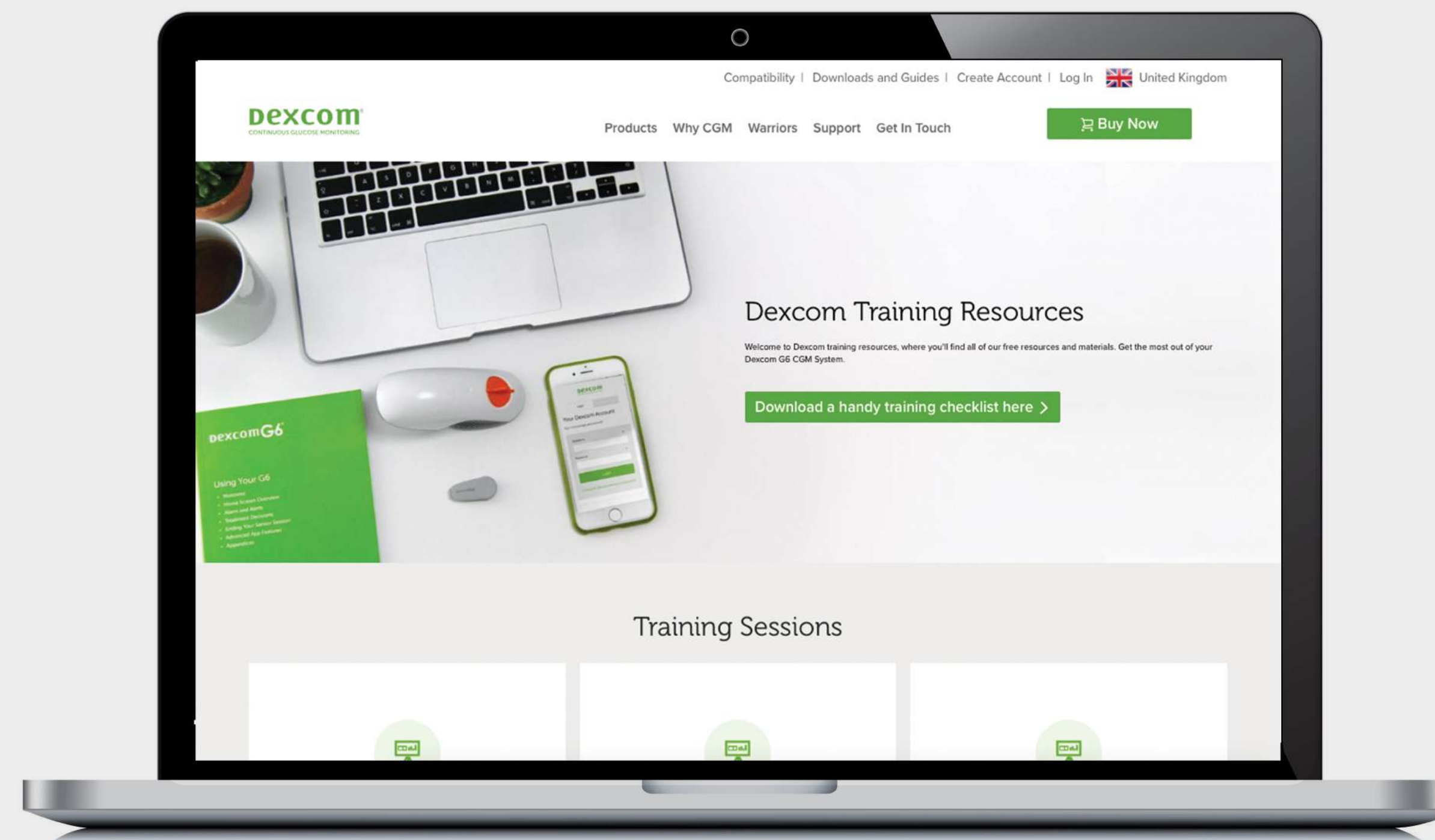
## INSERTION AND REMOVAL TECHNIQUES

- Demonstrate correct insertion and attach transmitter.
- Demonstrate correct removal.



## ADDITIONAL SUPPORT

- Advise patients to read through the Dexcom G6 User Guide when they receive it.
- Advise patients to visit the Dexcom website for training materials/information and tutorials/webinars.
- Explain CLARITY (how to upload if using receiver) and send invitation to share data.



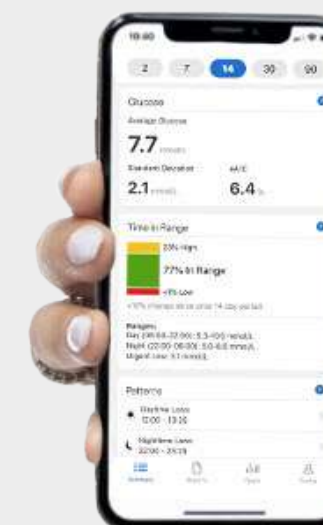


# HANDY HINTS



## TO GET THE MOST OUT OF DEXCOM G6

- Parents/partners download the Dexcom Follow App.
- App must be kept open in the background on the phone at all times.
- Ensure your patient downloads the Dexcom CLARITY App.
- The transmitter holds 3 hours of retrospective data that will back fill if you have been away from the phone for a length of time.
- Dexcom G6 is indicated to dose insulin against the sensor reading, however, if symptoms do not match glucose readings check with a blood glucose meter.  
**If in doubt, get your meter out.**



dexcomG6





# HANDY HINTS



## CONT...

- No need to calibrate.
- CGM and blood glucose meters sometimes have different readings. Your BG meter and Dexcom G6 reading can both be considered accurate even when they differ.
- Turn off automatic updates on phone.
- Delete all old Bluetooth history.
- Transmitters/sensors are water-resistant up to 8 feet/3.6meters for 24hrs.
- Sensor and transmitter must be removed for MRI/CT scan and surgery.



# SUPPORT



## NEED HELP?

### **Dexcom support**

The support doesn't end here – if you or your patients have any further questions about our device, or need technical questions answered, we are at the end of the phone.

### **Experiencing issues with your Dexcom G6?**

Your patients can visit our Technical Support Portal at any time to log a product issue [dexcom.com/UKIETechSupport](https://dexcom.com/UKIETechSupport).

### **Contact our Tech Team**

Monday - Friday 07:00 - 18:00

Saturday - Sunday 08:30 - 16:30

UK: 0800 031 5763

IE: 1800 827 603

### **Your patients should contact the hospital for any diabetes issues**

We have collated our training materials and webinars to help your patients get the most from their Dexcom G6, visit [dexcom.com/UKIEStartHere](https://dexcom.com/UKIEStartHere).

## dexcomG6

For detailed, step-by-step instructions on how to use the Dexcom G6 Continuous Glucose Monitoring System, please refer to your user guide. Failure to use the Dexcom G6 Continuous Glucose Monitoring System (G6) and its components according to the instructions for use provided with your device and available at <https://www.dexcom.com/en-gb/safety-information> and to properly consider all indications, contraindications, warnings, precautions, and cautions in those instructions for use may result in you missing a severe hypoglycemia (low blood glucose) or hyperglycemia (high blood glucose) occurrence and/or making a treatment decision that may result in injury. If your glucose alerts and readings from the G6 do not match symptoms, use a blood glucose meter to make diabetes treatment decisions. Seek medical advice and attention when appropriate, including for any medical emergency. Dexcom, Dexcom G6, Dexcom Follow, Dexcom Share, and Dexcom CLARITY are registered trademarks of Dexcom, Inc. in the U.S. and may be in other countries. © 2020 Dexcom International Ltd. All rights reserved. Dexcom International Ltd and its affiliated European entities. This product is covered by U.S. patent. [www.Dexcom.com](http://www.Dexcom.com) | +1.858.200.0200 | Dexcom, Inc. 6340 Sequence Drive San Diego, CA 92121 USA | MDSS GmbH Schiffgraben 41 30175 Hannover, Germany. LBL019520 Rev001.