A Quick Guide to the RocheDiabetes RemoteCare solution

How to set up and use

Contents

Introduction

Welcome to the RocheDiabetes RemoteCare solution — Proactive care, whenever it's needed.

The RocheDiabetes RemoteCare solution is an integrated, intuitive and secure solution, which helps you provide efficient, personalized diabetes care when and where it is needed, offering a comprehensive picture of how people with diabetes are doing between visits.

The RocheDiabetes RemoteCare solution brings together a wide range of functions including an integrated patient management dashboard, personalized configuration of notifications, the ability to communicate online and the possibility to record and report work done for potential reimbursement. In addition, this solution is constantly evolving, with new features added to enhance the support it can provide you.

To use this solution or the RocheDiabtes Care Platform, please check the RocheDiabetes Care Platform Help Guide available in the platform.

RocheDiabetes RemoteCare and RocheDiabetes Care Platform

The RocheDiabetes RemoteCare solution is a tool that sits within the RocheDiabetes Care Platform.

The RocheDiabetes RemoteCare solution has been designed to enhance the functionality of the RocheDiabetes Care Platform and help improve communication channels between healthcare professionals and patients. You will need access to the RocheDiabetes Care Platform to use the RocheDiabetes RemoteCare solution.

If you don't already have a RocheDiabetes Care Platform account, you should create one. To create a RocheDiabetes Care Platform account, go to www.diabetescareplatform.com, click "Create Account" and follow the on-screen instructions.

Once you create your account, follow the steps below to set up your password.

1

Personalize your password

When your account is ready, you will receive an email asking you to set up your account password.
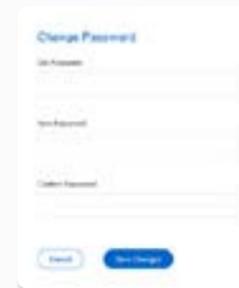
1. Click the link to set up a password.
2. Click **Save Changes**.
3. In the password confirmation alert, click **Back to Sign In**.

For added security, the link will expire in 24 hours. If the link expires before you have set up your password, visit www.rochediabetes.com and click **Forgot Password**.

2

Give consent and verify account

1. Enter your email address and password, read the Terms & Conditions and select the check box to give your consent.
2. Click **Accept** to agree to the Security of Personal Information statement.
3. When you receive the account verification email, click **Verify Account** to re-enter your email and password and sign in.

3

To access your account after setup

1. Visit hcp.myrdcp.com.
2. Enter your email and password.
3. Click **Sign In**.

NOTE: Once you create your RocheDiabetes Care Platform account, you can order the RocheDiabetes RemoteCare solution by contacting your sales representative or calling 1-800-628-3346.

Configure your RocheDiabetes RemoteCare program

You can adapt the program to your needs in terms of name, duration and compliance settings.

To configure your program name, duration and compliance settings

1. **Log in** to the RocheDiabetes Care Platform to see Patient Management.
2. Click the **Settings button** (A) and select **Remote Patient Monitoring — Program Settings**.
3. On the Program Settings page (B), enter **Program Name** (for example, Health Clinic RemoteCare program).
4. To select the **Program Duration**, manually enter the number of days/weeks/months then select Days/Weeks/Months from the drop-down menu.
5. In **Program Compliances Settings**, set the rules and parameters related to the program.
6. The first lets you designate the number of hours/days, after which, if a patient has not uploaded any data, an automatic email will be sent to them about upload requirements.
7. The second setting lets you configure an alert for yourself for when the patient is not uploading a sufficient amount of data to the system. If a patient is marked non-compliant in this way, the RPM box (see page 6 for details) in Patient Management will turn red.
8. Click **Save**.

NOTE: Each patient you enroll in your RocheDiabetes RemoteCare program will be assigned the same parameters you set.
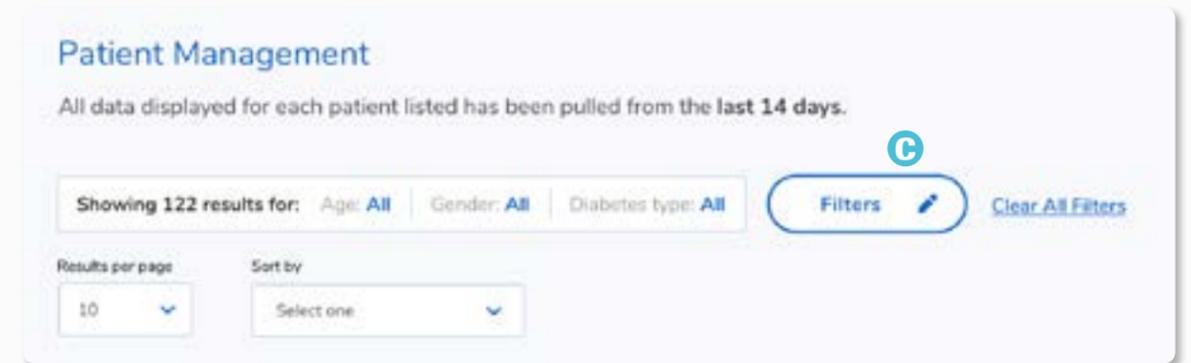
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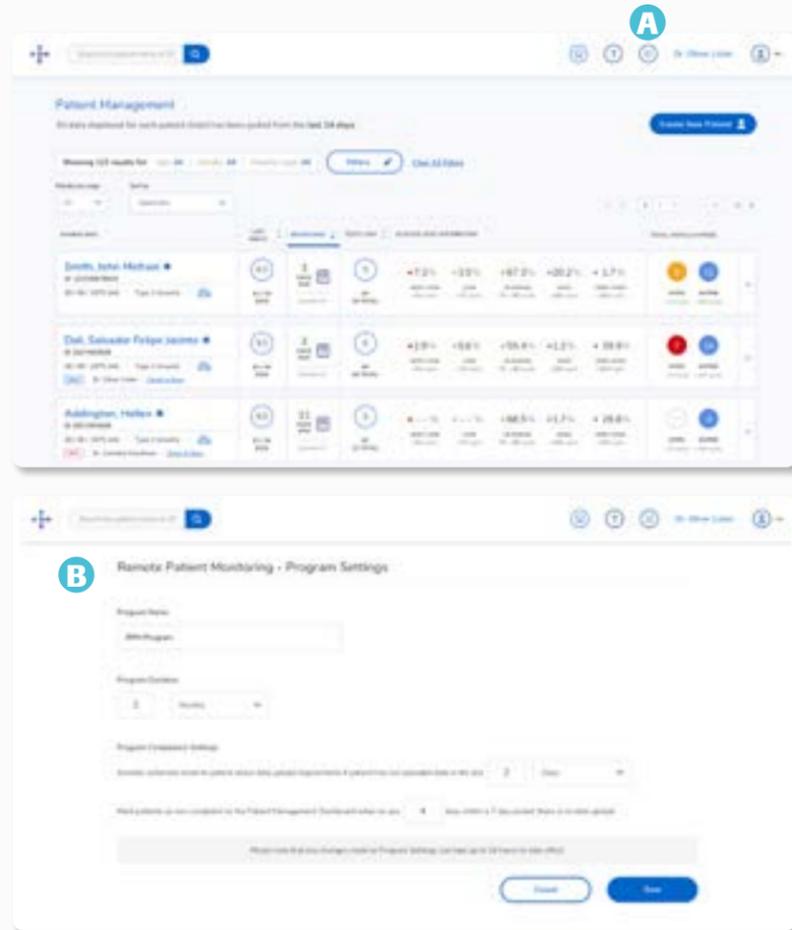
Using the Patient Management function

Use the Patient Management function to see your entire population at a glance and use filters to review patients according to different criteria.

Review your population data

1. Click **Filters** (C) to select the patients you want to see.

2. Click **Search now**.
3. Use these filters to evaluate at-risk patients (for instance by looking at their glucose variability and how often they upload data).
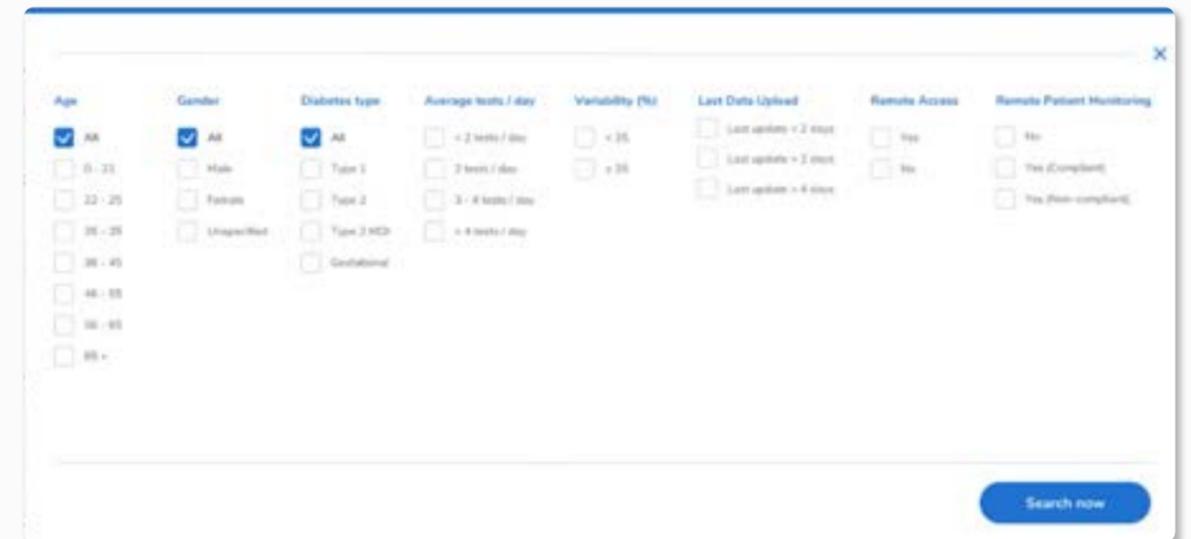
Enroll patients in the program

Once you have identified at-risk patients from your existing population, you can prioritize them by enrolling them in the program. You can also create and enroll a new patient.

Enroll existing patients

1. Open the Patient Info page for the patient you want to enroll.
2. Click **Enroll Now** (D).

3. This opens the Profile page. Under **Additional Options**, check the box next to RPM Program (E).
4. Click **Save**.

NOTE: Patient Portal Access is required for all patients to upload data to you via their home PC via USB Cable — and to send patient communications using the onboard communication "chat" tool.

To allow patients to upload data from devices that are not Accu-Chek devices, you must also select Open Connectivity.

For patients using Accu-Chek devices (recommended), select mySugr Data Sharing. You will also need to select Patient Portal Access to be able to use the onboard "chat" tool with your patients.
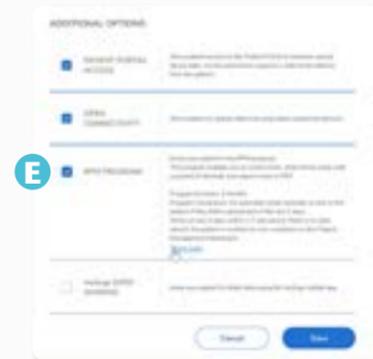
Create and enroll new patients

1. Click **Create New Patient**.
2. On the Profile page, under **Additional Options**, check the boxes next to Patient Portal Access, Open Connectivity and RPM Program.
3. Follow and complete the remaining three steps:
   a. Patient Info (personal details)
   b. Health Info (includes diabetes type and date of diagnosis)
   c. Confirmation.

NOTE: If your patient uses Accu-Chek devices and will share data with you through mySugr, make sure the email you enter in Step 3 above is the same email that your patient used to create their mySugr account.

Once a patient is enrolled in the RocheDiabetes RemoteCare program, a small box with the letters RPM will show in the Patient Management dashboard with their key diabetes information. RPM stands for 'remote patient monitoring', which is the overall function of the RocheDiabetes RemoteCare solution.

Receive patients' diabetes data

Once a patient has been enrolled in the RocheDiabetes RemoteCare program, they can remotely share their diabetes data with you.

When you enroll a patient, they receive an email inviting them to share data using a compatible device, app or other solution through a Patient Portal. As well as being a tool for remote data sharing, each Patient Portal contains information regarding blood glucose levels for the patient to see.

1. When a patient wants to upload data, they open the Patient Portal and click **Upload Data**.

NOTE: For patients using Accu-Chek devices, consider having them use the mySugr smartphone app to share their data with you.

Patients using the mySugr App will still need access to the Patient Portal to receive chat messages from you via the RocheDiabetes Care Platform.
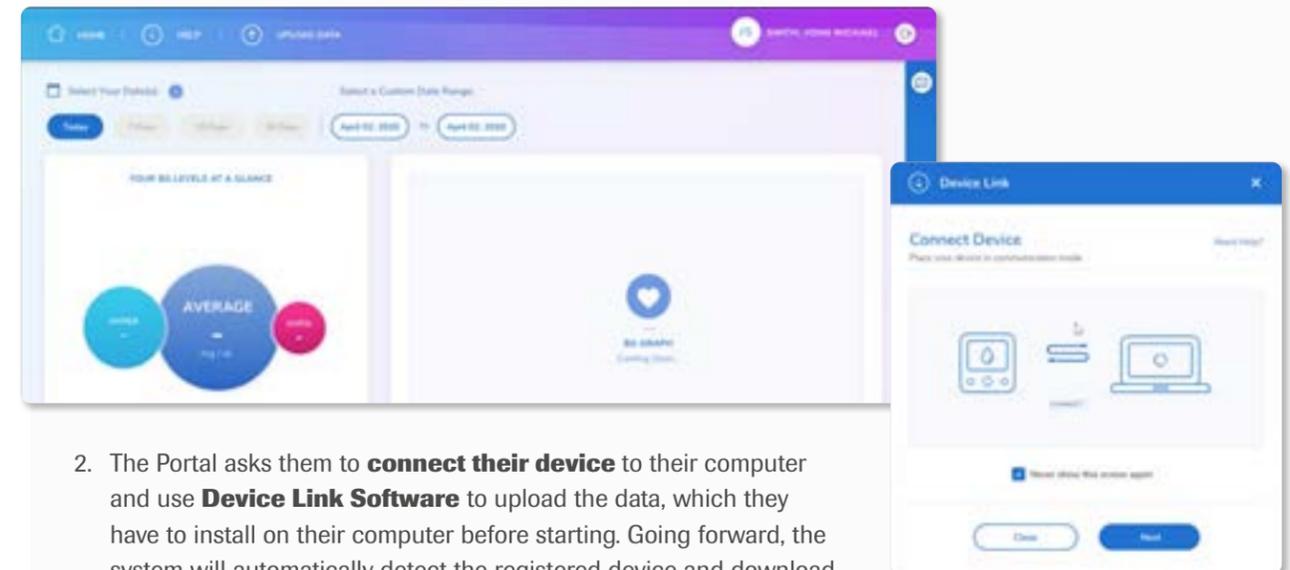
2. The Portal asks them to **connect their device** to their computer and use **Device Link Software** to upload the data, which they have to install on their computer before starting. Going forward, the system will automatically detect the registered device and download data in an instant.
3. Once completed, they click **Close Device Link**.
4. When data has been successfully uploaded, the information will display in the program.
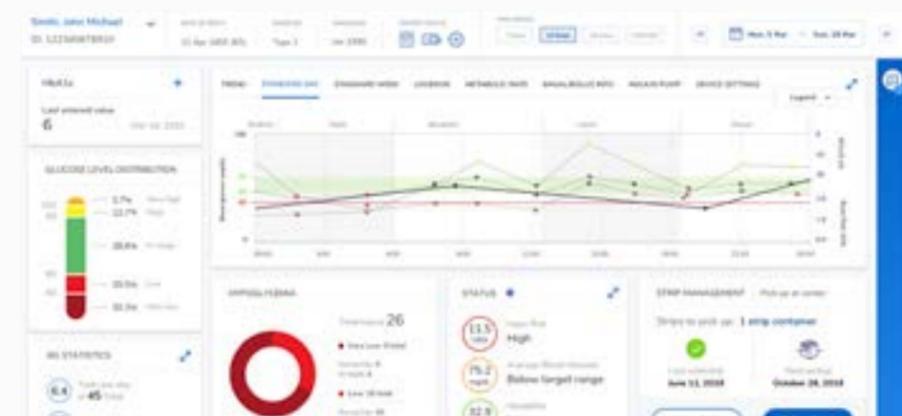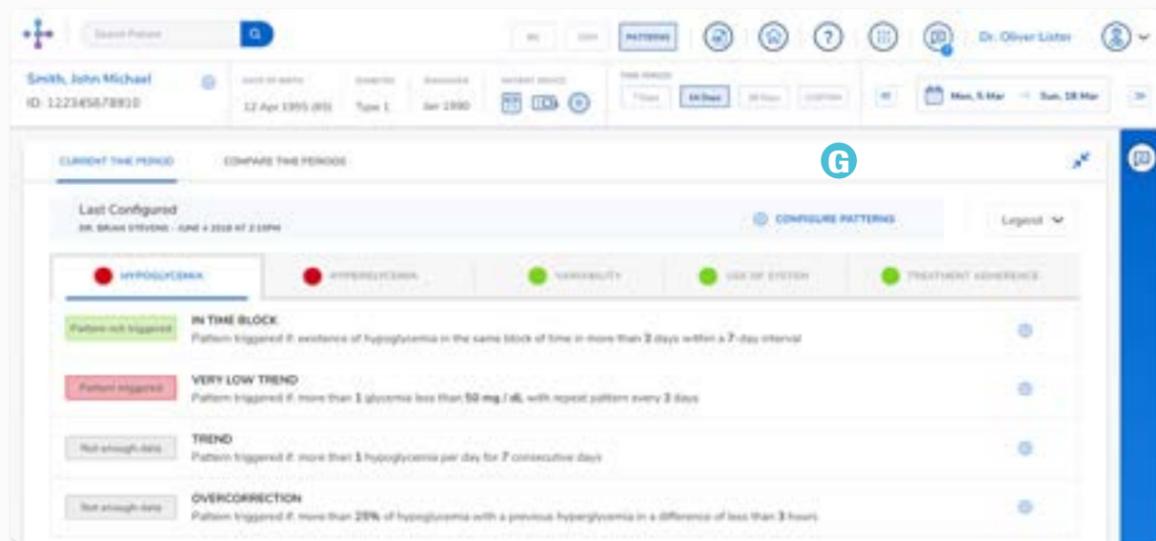
Set up patient pattern parameters

You can configure patterns to automatically detect and alert you regarding data that deviates from the set pattern.
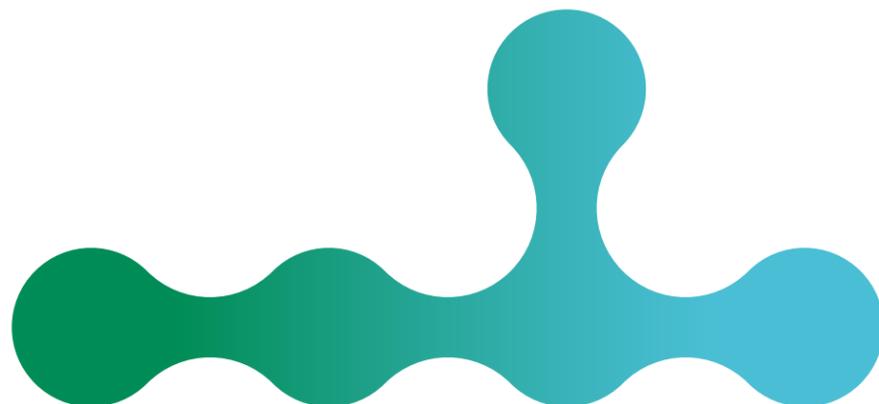
1. Click **Patterns** (F).

2. Click **Configure Patterns** (G).

3. Under Select Pattern Parameters, set **Profile Options** (select the relevant device), and **Calculation Periods** (2, 4 or 6 weeks).

4. Next, return to **Configure Patterns** (G) to set patterns related to: Hypoglycemia, Hyperglycemia, Variability, Use of System, and Treatment Adherence.

Using Patient View

Each of your patients has an in-depth dashboard, which lets you review data in detail as well as record your observations.

See the data uploaded by your patients and keep track of their glucose levels. Two options are available: BG (blood glucose) and CGM (continuous glucose monitoring), depending on what is appropriate for each patient (H).

1. Click the **relevant button** (BG or CGM).
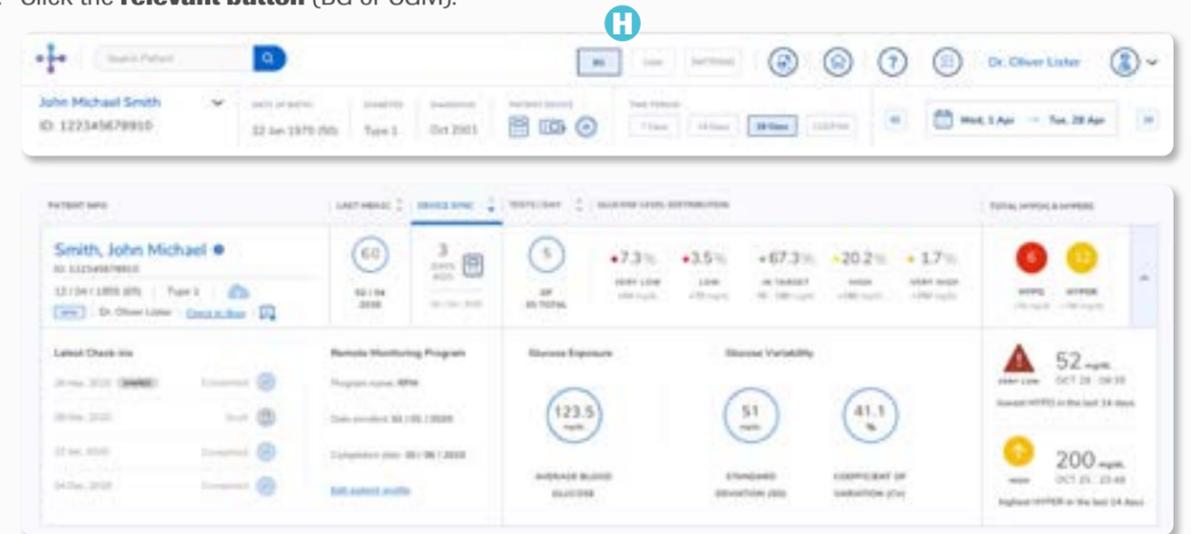
2. To record your observations, click **Check In Now** (I). This will open a window where you can write in your notes.
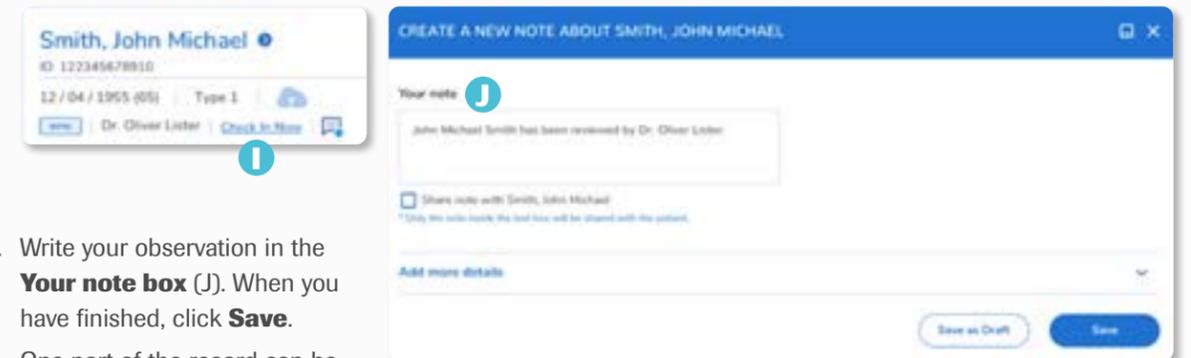

3. Write your observation in the **Your note box** (J). When you have finished, click **Save**.

4. One part of the record can be shared with the patient (see page 10 for details), whereas some sections will be kept private.

Communicate with patients using the online chat

A key feature of the RocheDiabetes RemoteCare solution is being able to communicate online with patients, for example, regarding therapy adjustments.

Send a message to a patient

1. Click **Check In Now** and write your message in the **Your note box**.
2. Click the box **Share note with [Patient Name]** (K).
3. If you want to review your patient's data before sending the message, click **Save as Draft** (L). Click **Edit** when you are ready to work on the draft again.
4. Click **Save** to send the note to the patient via the Patient Portal.
5. If you send a message, the note will be flagged as **Shared with patient** in the Notes window. Once a patient has read your message, it will be flagged as **Seen by patient**.
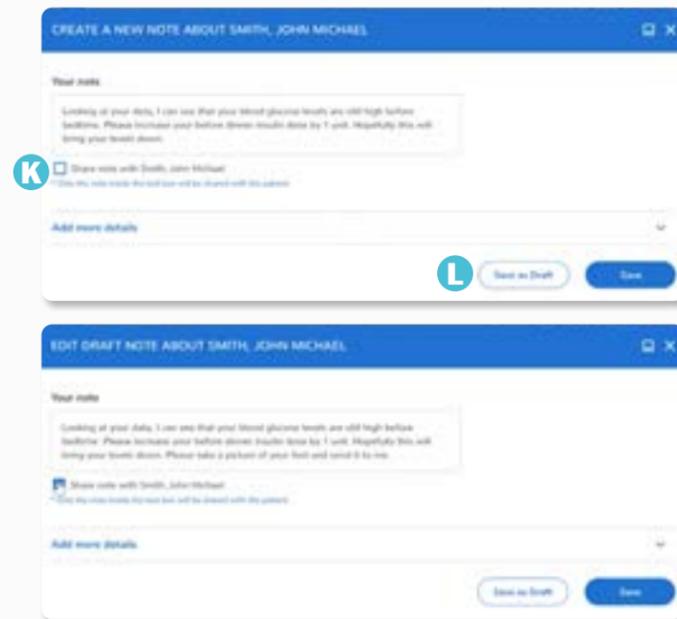
Receiving messages from patients:
- Your patients can send you messages and attachments (e.g. photos) through the Patient Portal.
- When you have a new message, a small dot is shown by the Note icon.
- Reply to messages by clicking **Create a new note**.

Please note that at the top of the Notes window in the Patient Portal, a message will always appear telling patients not to use this online chat in the event of an emergency and instead to seek medical attention.

Export reports for reimbursement

When you create a note, you can record a report of services provided that can later be printed or shared for potential reimbursement.

Create a report of services provided

1. In Create a new note, click **Add more details** (M).
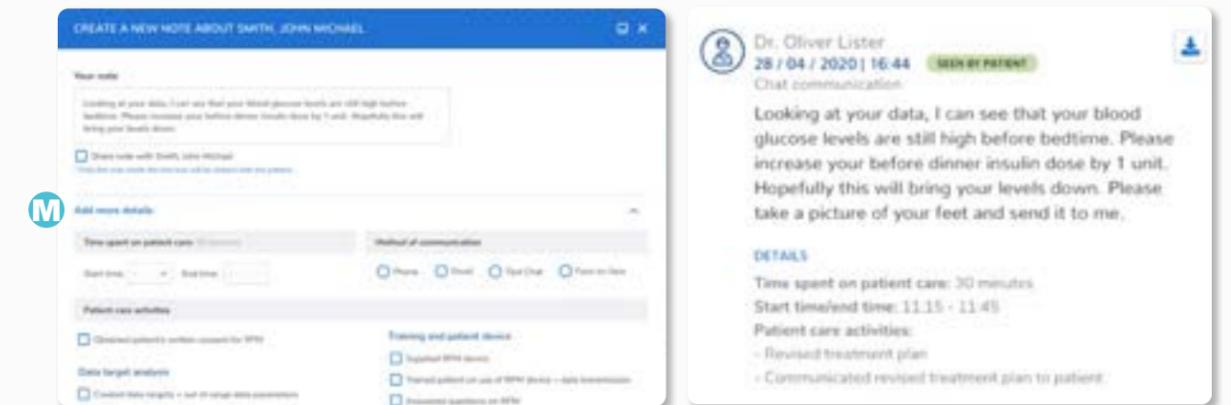
2. Complete each section: **Time spent on patient care, Method of communication**, and **Patient care activities**.
3. Click **Save**. Once saved, you will see a summary of this information attached to the respective Note (under Details).

Create a PDF of a note and report of services

1. Click the **Download button** to export a PDF containing the note and report of services.
2. This PDF can then be saved as you need it (for example, as part of a patient's clinical file).
3. Share the PDF to receive reimbursement for the services provided, when and where available.

Additional support

To use this solution or the RocheDiabtes Care Platform, please check the RocheDiabetes Care Platform Help Guide available in the platform.

For a full list of Customer Support numbers and contact information, refer to the RocheDiabetes Care Platform Help Guide.

Want more information?
diabetescareplatform.com | 1-800-628-3346
Or work with your sales rep directly.