



# DiabetesManager® DiabetesManager®-Rx Patient Mobile Application

User's Manual

Version 1.1

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**WellDoc™**  
**DiabetesManager® and DiabetesManager®-Rx**  
**Patient Mobile Application**

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# Chapter 1: About this Guide

The DiabetesManager® Mobile application helps you manage your type 2 diabetes. It allows you to record daily activities, such as blood sugar readings, exercise, and food consumption. This data is stored so that you and your doctor can review your activity and make the necessary changes to optimize your healthcare. A team of diabetes specialists, educators, and people with diabetes developed DiabetesManager. DiabetesManager is a product of WellDoc™ Inc.

The DiabetesManager mobile application can be used by itself or in conjunction with the DiabetesManager Web-based application. Data entered through either means is stored and available on both the Mobile and Web-based application. See the DiabetesManager Patient Web-based Application User's Manual for instructions on using your Web-based application. This document describes how to use the DiabetesManager Mobile application. It describes features available in DiabetesManager and DiabetesManager-Rx and notes the differences. DiabetesManager-Rx contains additional features that are enabled only upon prescription from a prescribing healthcare provider.

## Key Features

DiabetesManager helps you and your healthcare provider better manage your diabetes. The application provides:

- Motivational and educational feedback when you enter data (such as blood sugars) into your logbook
- Educational articles and type 2 diabetes tips
- A logbook viewable by you and your healthcare provider
- A message center for better communication between you and your healthcare provider
- Personal health history

Using DiabetesManager will help you to:

- Take an active role in managing your diabetes
- Establish a collaborative relationship with your healthcare provider
- Prioritize efforts to improve your health and quality of life
- Make more informed and effective healthcare decisions

### In This Chapter

- Key Features
- Understanding the Web/Phone Relationship
- Understanding the DiabetesManager System
- Intended Audience
- Conventions
- Getting Help

## Understanding the Web/Phone Relationship

WellDoc developed the DiabetesManager system to make managing your type 2 diabetes easy. You're on the move and out and about. You are unique in how you choose to manage your diabetes. You may wish to use the internet to enter your daily activity or you may want to use your mobile phone. You may choose to use both. The DiabetesManager Web-based application and Mobile applications are linked. You can use the Web-based application without ever using the Mobile application. You can use the Mobile application alone (after initial registration), if you choose.

**Note:** The Mobile application is not a required component of DiabetesManager.

When is it recommended to use one or the other? Because of the size of the mobile phone screen, it is recommended to use the Web-based application when you want to read learning library documents or take an extended look at your logbook. Your computer screen is typically bigger than the screen on your mobile phone, so the information may be easier to see; however, the information itself does not change.

## Understanding the DiabetesManager System

The Web-based application and the Mobile application are part of the DiabetesManager system. The system contains the following components:

- A mobile application for patients
- A web-based application for patients
- A web-based application for healthcare providers (HCP)
- A web-based application for account directors (AD)

Each component of the system was built to either stand alone or in conjunction with the other components.

Your healthcare provider has a Web-based application that is similar to your Web-based application and provides them access to the messaging center and your logbook. This is also where they validate changes you have made to medications. Account directors provide administrative support for the Web-based application activities of many healthcare providers.

### Intended Use Of Device

The DiabetesManager is a software system that can be implemented on the web and mobile phone. DiabetesManager functions as an information repository and type 2 diabetes education resource. DiabetesManager-Rx is activated by the actions of a prescribing healthcare provider (pHCP) and provides additional messaging and content. DiabetesManager can be used independently. When DiabetesManager-Rx is activated, the DiabetesManager and DiabetesManager-Rx are combined. The DiabetesManager-Rx is dependent on the DiabetesManager as the foundation and can not be used independently.



### OTC Use (DiabetesManager)

The WellDoc DiabetesManager System (the “System”) is indicated for use by healthcare providers (HCPs) and their adult patients – aged 18 years and older – who have type 2 diabetes. The System is intended to provide secure capture, storage, and transmission of blood glucose data as well as information to aid in the support of effective type 2 diabetes self-management. It includes software intended for use on mobile phones or personal computers in the home or in professional healthcare settings. The software also allows for entry of other diabetes-related healthcare information and provides educational information.

The System is not intended to replace the care provided by a licensed healthcare professional, including prescriptions, diagnosis, or treatment.

### Prescription Use (DiabetesManager-Rx)

The WellDoc DiabetesManager System (the “System”) is indicated for use by healthcare providers (HCPs) and their adult patients – aged 18 years and older – who have type 2 diabetes. The System is intended to provide secure capture, storage, and transmission of blood glucose data as well as information to aid in the support of effective type 2 diabetes self-management. The System analyzes and reports blood glucose test results and supports medication adherence. In addition, the System provides coaching messages (motivational, behavioral, and educational) based on real-time blood glucose values and trends. It includes software intended for use on mobile phones or personal computers in the home or in professional healthcare settings. The software also allows for entry of other diabetes-related healthcare information and provides educational information.

The System is not intended to replace the care provided by a licensed healthcare professional, including prescriptions, diagnosis, or treatment.

## Intended Audience

This guide is intended for use by people with Diabetes. Basic knowledge of the internet, your meter, your mobile phone, and testing your own blood sugars is assumed.

## Conventions

The following conventions are used in this guide.

Convention	Description
<b>Bold</b>	Actions you should take such as text or data to be typed exactly or items to click.
<i>Italics</i>	Items to type for which you must supply a value.
Screen Name	Screen Names are in initial caps.

### About this Guide

**Note:** Due to the ability of clients to customize DiabetesManager, certain terminology in the screen captures may not match the terminology in the text within this manual; however the functions of the application do not change.

## Getting Help

A help system is available from the main menu of your application by selecting Help. In addition, you can select "\*#" to access help for the currently displayed item.

If you need further assistance, please contact WellDoc Inc. via e-mail at [technicalsupport@welldocinc.com](mailto:technicalsupport@welldocinc.com) or call 888.MYDMHELP (888.693.6435). Telephone support is available 9:00 am to 5:00 pm EST Monday through Friday and is free of charge.

# Chapter 2: Getting Started

This chapter gets you started working with DiabetesManager on your mobile phone and describes the user interface. It assumes that you are already registered and have activated your phone. If you have not done so, see the DiabetesManager Web-based Application User's Manual for information about registration and phone activation.

## Phone Requirements

The DiabetesManager Mobile application can be downloaded to a variety of mobile phones. Your specific phone must be listed in the compatible phone list located in the Web-based application. See the DiabetesManager Web-based Application User's Manual for details about compatible phones.

During the registration process that is performed in the Web-based application, you downloaded and activated your phone. If you need to reactivate your phone or change your phone details, see the DiabetesManager Web-based Application User's Manual.

## Upgrading the Application



This icon appears on your mobile phone when an upgrade to DiabetesManager is available. Select it to install the upgrade.

## Understanding the Interface

### Using the Keypad

Mobile phone keypads differ based upon the type of mobile phone. Some have touch screens and some do not. The diagram below provides a general concept of the types of functionality

### In This Chapter

- Phone Requirements
- Upgrading the Application
- Understanding the Interface
- Accessing the Mobile Application
- Learning Library

## Accessing the Mobile Application

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### Getting Started

available on most keypads. You may need to review your mobile phone's User Manual to evaluate where the specified keys are located on your phone.



Use a combination of soft keys, the back/clr key, and arrow keys as applicable to your mobile phone to navigate through the application. Navigate to a desired item and select it using the OK/Select button.

### Entering Data

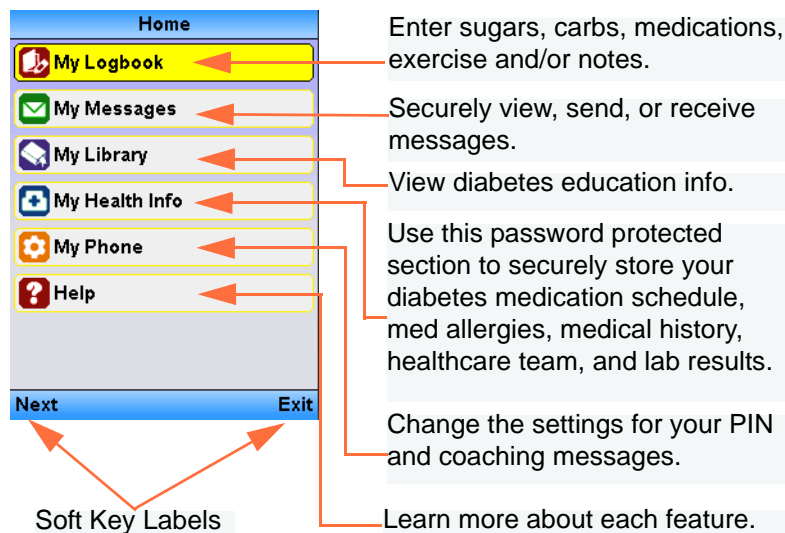
When the application requests that you enter data, such as blood sugar readings, use the keypad text entry method on your phone to type in numbers. When you use the Message Center to communicate with your healthcare provider, use text data entry methods.

## Accessing the Mobile Application

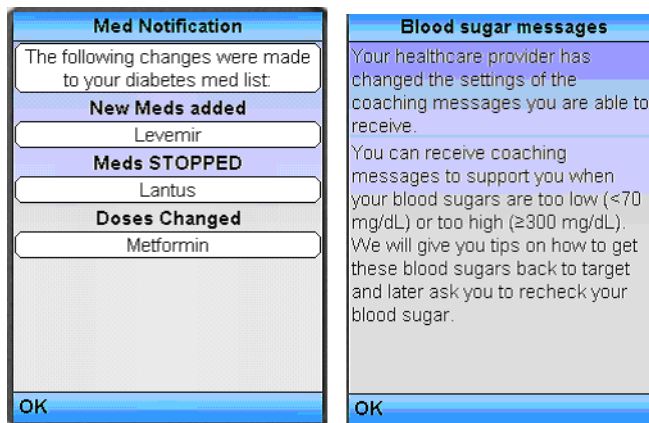
Once the application has been downloaded to your phone (see the DiabetesManager Web-based Application User's Manual for information on downloading the application), you can select it from the location where applications are stored on your mobile phone. Every mobile phone is different. You may need to scroll through your mobile phone's menus until you see DiabetesManager. Open the application by selecting it and clicking the OK/Select key.

### Using the Home Screen

The Home screen is displayed every time you open the application.



When your healthcare provider updates your medication, confirmation screens are displayed right after you login to the application. You must click OK to acknowledge these changes before you can take any other action in DiabetesManager. Sample screen are shown below



### Prescribing HCP Approval

Caution: Federal law restricts the DiabetesManager-Rx device to sale by or on the order of a healthcare provider licensed by the law of the State in which he practices to use or order the use of the device.

During registration on the web or during ongoing use of DiabetesManager on the web, you list and update your medications. All updates are sent to your prescribing HCP for approval. In addition, prescribing HCPs can select the level of Real-time BG Coaching Feedback they want you to receive when you enter BG data into your logbook. When your healthcare provider updates your medication, the Med Notification screen is placed on top of your home screen the next time you access the application. You must select OK to acknowledge these changes before you can take any other action in DiabetesManager. When you click OK, additional features available in DiabetesManager-Rx are activated. When medication is approved, additional

medication details are displayed. When Real-time BG Coaching feedback is set, the appropriate messaging level is activated.

If your prescribing HCP does not approve your medication or does not set your coaching level or if you are not working a prescribing HCP, you can continue to use DiabetesManager without the additional Rx features.

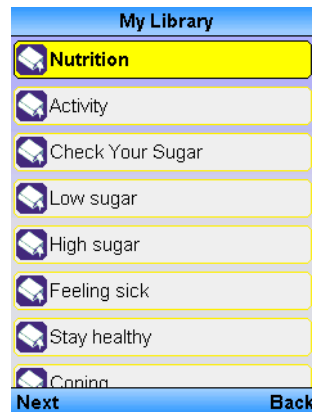
## Learning Library

The learning library contains small articles about nutrition, activity, hypoglycemia, hyperglycemia, sick days, coping with diabetes, and more. The library content was written by diabetes educators and is updated with information on a regular basis. This information is read-only. Visit the library occasionally as new articles are often added. Larger versions of this same information are also available in the Web-based application in PDF and HTML formats.

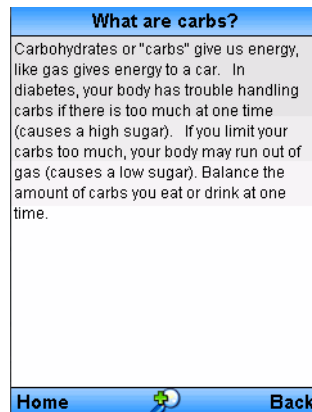
To access Learning Library articles:

1. Select **My Library** from the Home screen.

The Learning Library is displayed.



2. Navigate through the library and select the desired articles.
3. Review the articles.



## Changing the Display Text Size

You can use the OK/Select button once you are in an article to increase or decrease the size of the text displayed.





# Chapter 3: Settings and Security

The My Phone screen allows you to set the personal identification number (PIN) used to protect your personal information and to control coaching messages.

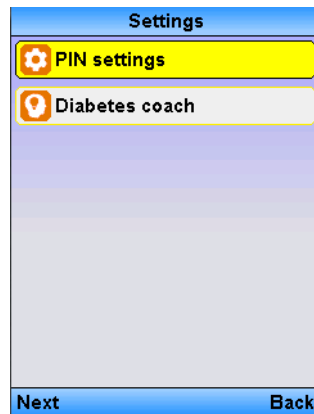
## PIN Settings

You can enable PIN protection for the entire DiabetesManager application or just for your personal health information. The PIN number is 4 numbers.

To set PIN protection:

1. Using the arrow keys navigate to **My Phone** on the Home screen.
2. Select **OK/Select**.
3. Select **Settings**.

The settings screen appears.

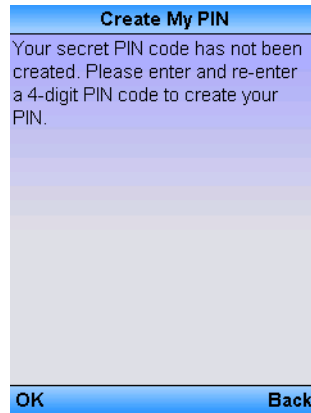


4. Select **PIN Settings**.
5. Select **PIN Options**.

### In This Chapter

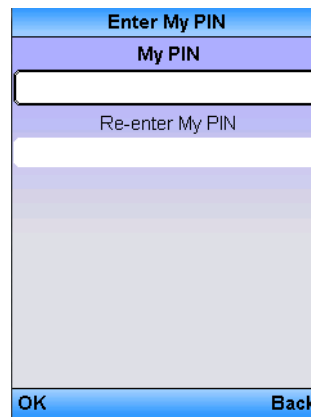
- Pin Settings
- Real-time BG Coaching Feedback

If you have not created PIN settings, the following message appears.

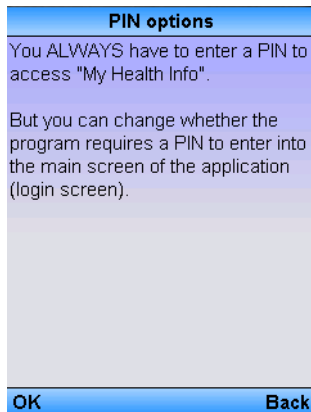


6. Click **OK/Select** to acknowledge the message.

The PIN entry window appears.

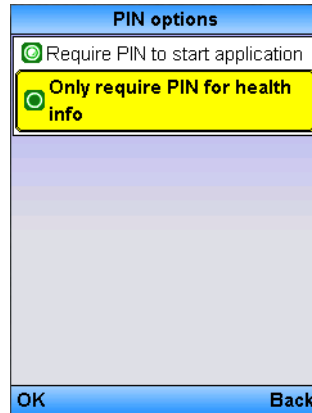


7. Enter and re-enter the PIN number.
8. The PIN Type message appears.



9. Click **OK/Select**.

The PIN Options window appears.



10. Select the desired PIN level protection.  
You can protect the entire application or only the information located in My Health info.
11. Click **OK/Select**.

To change the existing or enter a new pin number:

1. Using the arrow keys navigate to **My Phone** on the Home screen.
2. Select **OK/Select**.
3. Select **Settings**.
4. Select **PIN Settings**.
5. Select **PIN Number**.
6. Enter the existing pin number (if applicable).
7. Enter the new PIN number.
8. Re-enter the new PIN number.
9. Select **OK/Select**.

## Real-time BG Coaching Feedback



*Leaving these messages  
On helps you see how  
your activities affect  
your Diabetes.*

Real-time BG Coaching Feedback appears on screen when you perform an action that triggers them, such as entering blood sugar readings. Real-time BG Coaching Feedback varies from messages of encouragement (e.g., Great Job!) to warnings about data that is out-of-range (i.e., low blood sugar).

Your prescribing HCP must set the level of feedback allowed in order for you to have access to this feature. When your prescribing HCP sets the level and you accept it as

### Settings and Security

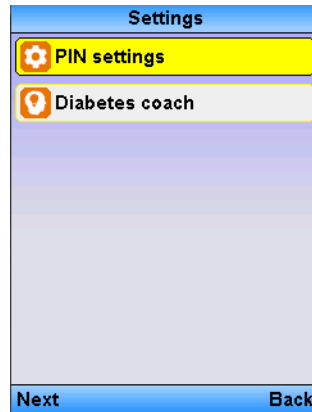
described in “Prescribing HCP Approval” on page 2-7, DiabetesManager-Rx is activated. Based on those default settings, you can decide what you want to show.

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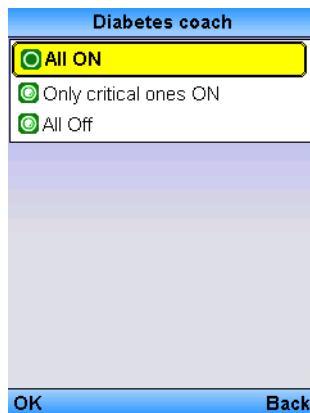
To change coaching feedback settings:

1. Using the arrow keys navigate to **My Phone** on the Home screen.
2. Select **OK/Select**.
3. Select **Settings**.

The settings screen appears.



4. Select **Diabetes Coach**.
5. The Diabetes Coach screen appears.



6. Select the desired level of messaging.

Option	Description
All On	All messages are displayed. This the default setting.
Only Critical	No messages of encouragements are displayed. Messages are only displayed when the value entered is out of target range.
All Off	No messages are displayed regardless of urgency.

7. Select **OK/Select**.



# Chapter 4: Using the Message Center

The Message Center provides secure communication between you and the DiabetesManager system and between you and your healthcare provider. It works in a similar fashion to many other e-mail clients in that it has an inbox, outbox, as well as sent, drafts, and saved items folders. The DiabetesManager may send you messages that require your attention or provide general information. Some messages are based on defined thresholds set in the system. The message system has the following features:

Feature	Description
Inbox	Message are received from the DiabetesManager system or from the Healthcare provider. Messages can be general communication or items that need your attention.
Compose	Ability to compose messages for communication with your healthcare provider(s).
Sent Items	Record of messages that were composed.
Outbox	Messages that are currently being sent.
Drafts	Messages that were composed but not sent. Messages were saved to this folder.
Saved	Messages that have been specially marked to save.

## In This Chapter

- Composing Messages
- Reading Messages
- Deleting Messages

## Composing Messages



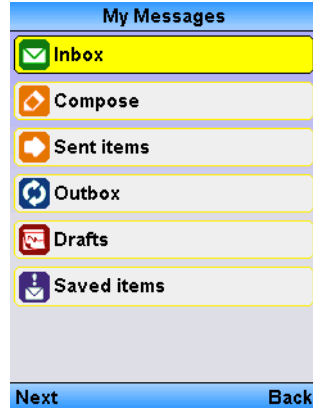
*Use the message system in between appointments when you have non-urgent questions.*

You can compose messages that are sent directly to your healthcare providers.

### Using the Message Center

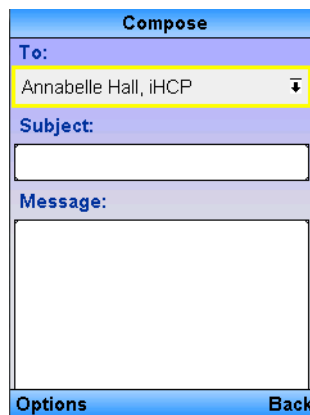
To compose new messages:

1. Select **My Messages** from the Home screen.



2. Click **Compose New**.

The New Message screen appears.



3. Select the recipients from your healthcare provider list by selecting the OK/Select button, selecting the desired provider and selecting OK/Select again.

Remember that only your healthcare providers can receive e-mail from this system. Use your regular e-mail clients for communication with other people.

4. Enter a subject for the e-mail using standard text entry means for your mobile phone.

**Note:** This method of communication is not to be used for emergencies. If this communication regards an emergency, call 911 or your healthcare provider now.

5. In the message area, enter your message.

If you wish to save a draft of the message before it is sent, click the **Options** left soft key and select **Save**. The draft is then stored in the Drafts folder.

6. Select the **Options** left soft key and then **Send**.

## Reading Messages

Your inbox is displayed when you enter the Message Center or when you select **Inbox**. To read a message, select the message's subject. You can reply to messages sent by your



HCP by selecting Reply and following the instructions in “Composing Messages” on page 4-1 to compose a message. You cannot reply to messages sent by the system.

To return to your inbox, select **Inbox**.

## **Deleting Messages**

From any of your mail folders, you can delete messages by clicking the checkbox in the message summary line and then clicking **Delete**.



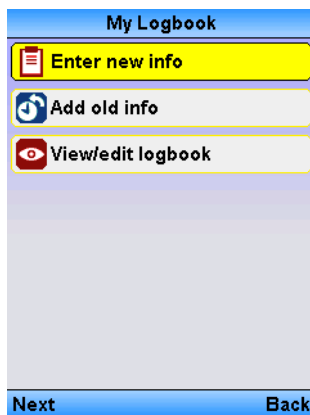
# Chapter 5: Understanding Your Logbook

The DiabetesManager Logbook provides a single location where information about daily Diabetes-related activity is stored. Information such as blood glucose readings, carbohydrate intake counts, medication taken, and exercise can be entered into the logbook. This information can be entered as it happens or at a later date. The logbook is viewable and modifiable.

## Entering New Information

You can enter information about current activity, such as blood sugar readings, eating, and exercising. A time stamp is added to the data when you enter it.

1. Select **My Logbook** from the home screen.

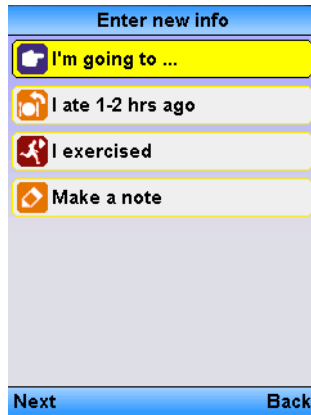


2. Select **Enter New Info**.

### In This Chapter

- Entering New Information
- Adding Old Information in Your Logbook
- Viewing/Editing Information in Your Logbook
- Understanding Real-time BG Coaching Feedback (Rx Only)

The Enter New Info Screen appears.

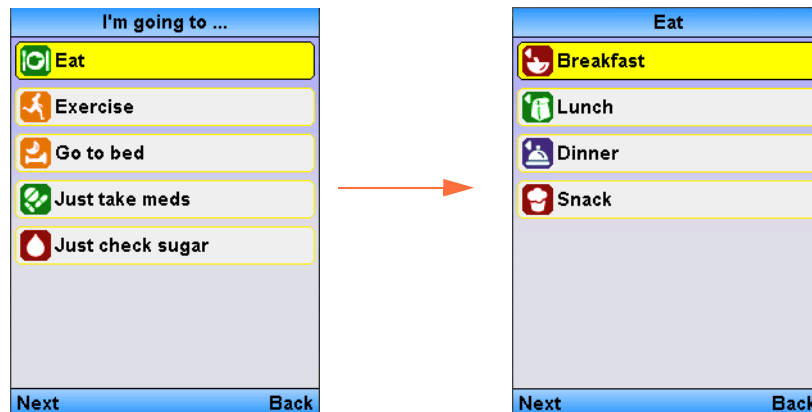


3. Select the desired menu item and submenu item (if required).

The following menus are available:

Menu item/Submenu item		Description
I'm going to...	Eat	Enter information before you eat your meal.
	Exercise	Enter information before you exercise.
	Go to bed	Enter information before you go to bed.
	Just take meds	Only enter the medications you are taking.
	Just check sugars	Only enter your blood sugar reading.
I ate 1-2 hours ago	Enter Information related to 1-2 hours after the start of your meal.	
I exercised	Enter information related to the exercise you just did.	
Make a note	Add a note to your entry about your eating, medications, feelings, schedule, activity, and anything else you feel is important to note.	

An example of a submenu is the Eat info submenu.



- Continue navigating through the screens until you reach the desired data entry screen.

**Note:** If you are recording entries at times different than the times you specified during registration you may receive a message as shown below. Select the desired response and continue to the next step. If you wish to change your designated time, you can do so in the Patient Web-based application. See the Patient Web-base application User's Manual for more information.

- Enter all the data you wish to record.

You can Add More data to the entry by selecting **Add More Info**. If you wish to add notes, click **Add Notes**. The following screen appears, click the desired notes or add your own. Select **Add to Entry**.

### Understanding Your Logbook

If you wish to add a medication, click **Add Medication**. Add the medication from the lists of medications you are currently taking. Click **Save**.

**Note:** If your prescribing HCP has approved medications, the full details of the medication (such as schedule and dosage) will be shown, as the DiabetesManager-Rx is activated. If they have not approved your medications or if you are not working with a prescribing HCP, just the name of the medication is shown.

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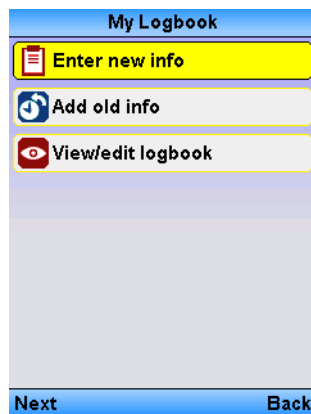
If your prescribing HCP has set Real-time BG coaching Feedback (see “Real-time BG Coaching Feedback” on page 3-4 and “Real-time BG Coaching Feedback” on page 3-3), and you have accepted their changes (see “Prescribing HCP Approval” on page 2-3), you may receive coaching feedback to encourage your progress or instructions to recheck your blood glucose.

6. After all data has been entered, select **Save**.

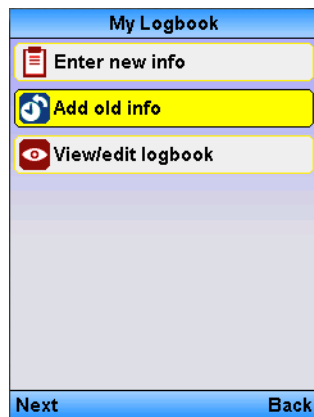
## Adding Old Information in Your Logbook

You can enter information that happened earlier, such as blood sugar readings you took. You can enter information from anytime after you completed registration of the product.

1. Select **My Logbook** from the left navigation menu.



2. Select **OK/Select**.
3. Select **Add old info**.



A calendar is displayed.

**Reading Time**

Enter your date:

<< Sept-2009 >>

S	M	T	W	T	F	S
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30			

Next Back

4. Select the date the activity occurred using the arrow keys.
5. Select **OK/Select**.

A time entry window appears.

**Select the Time**

When was this info from?

12/03/09

12 : 00 AM

Next Back

6. Select the time the activity occurred using the arrow keys. Include hours, minutes, and am or pm.
7. Select **Next**.

The How Would You Describe this info screen appears.

**How would you describe this info?**

Before a meal

1-2 hrs after meal

Only my meds

Time of day

Exercise

Other

Next Back

8. Select the desired menu item and submenu item (if required).

### Understanding Your Logbook

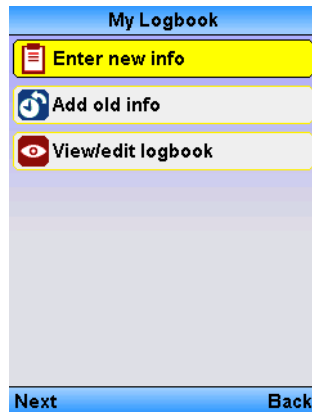
See “Entering New Information” on page 5-1 for details on menu selections and entering data.

9. Enter the data such as blood sugar number or carbohydrate count.
10. Select **Save**.

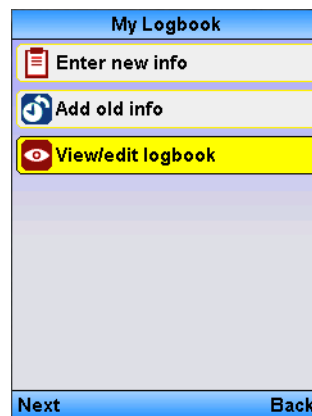
## Viewing/Editing Information in Your Logbook

Your last two weeks worth of entries are displayed in your logbook by default. You can search for specific logbook entries by date range or other criteria. High or low sugar readings are shown in red.

1. Select **My Logbook** from the home screen.



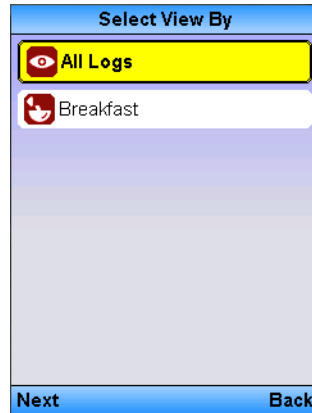
2. Select **OK/Select**.



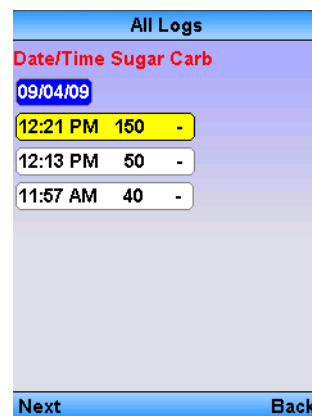
3. Select **View/Edit Logbook**.



- Select **OK/Select**.



- Select **All Logs** or a specific log.



- Review the log or edit the data shown using normal data entry methods for your mobile phone.
- To modify entries, select the entry in the logbook.
- Select **Save** after you have modified your information.

You can also Add More Info, such as notes, or additional medication, to this entry or Delete it, by clicking those buttons.

See “Entering New Information” on page 5-1 for more information on entering logbook information.

## Understanding Real-time BG Coaching Feedback (Rx Only)

Caution: Federal law restricts the DiabetesManager-Rx device to sale by or on the order of a healthcare provider licensed by the law of the State in which he practices to use or order the use of the device.

If your prescribing HCP has set Real-time BG coaching Feedback (see “Real-time BG Coaching Feedback” on page 3-3), and you have accepted their changes (see “Prescribing HCP Approval” on page 2-3), you may receive coaching feedback to encourage your progress or instructions to recheck your blood glucose.

This feedback appears on screen when you perform an action that triggers them, such as entering blood sugar readings. Feedback varies from messages of encouragement (e.g., Great Job!) to warnings about data that is out-of-range (i.e., low blood sugar). The DiabetesManager system monitors the information you enter and looks for patterns and

### Understanding Your Logbook

notifies you when it believes you need take a specific action. Based on what your prescribing HCP has set, you can control the feedback displayed to you. See “Real-time BG Coaching Feedback” on page 3-3. Sample feedback is shown below.

**Coaching**

Good thing you checked Jane! By knowing it's high, we can work on getting it down!

Next

**Coaching**

Insulin stacking. Apidra will lower your sugar over 3 hours. Don't use it more than every 3 hrs. Insulin stacking means taking your short acting insulin too soon after the last time you took short acting insulin. For most people, Apidra peaks 1-2 hours after taking it but it actually stays active in your body for 4-6 hours. Cc Remember to ree they have improve.

Next

# Chapter 6: Viewing Your Personal Health Information

The information you entered during registration or during on-going use of the Patient Web-based application about your health and your support team is available for you to review.

This information is protected by a PIN number. You must enter the PIN number to view the information. Your PIN number must be created the first time you enter this menu. To change the PIN number see “PIN Settings” on page 3-1.

## In This Chapter

- Personal Health Record

## Personal Health Record

You can view information that has been saved in your personal health record (PHR). This personal health record is accessible by selecting **My Health Info** and contains:

My Meds	This medication list is a list of the medication you have entered in the PHR.
Med Allergies	Medication allergies a list of medication allergies that you entered in the PHR.
Lab reports	A list of entered recent report values entered in the PHR.
My Healthcare Team	The HCPs you listed.
My Support Team	The support team members you listed.

This information was entered during registration or in subsequent uses of the Web-based application and is not modifiable in this application.

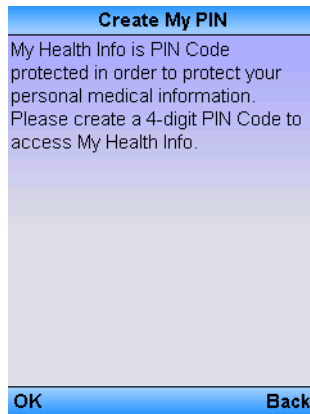
Your health information is always PIN protected.

To view your personal health information:

1. Select **My Health Info** from the Home screen.

Viewing Your Personal Health Information

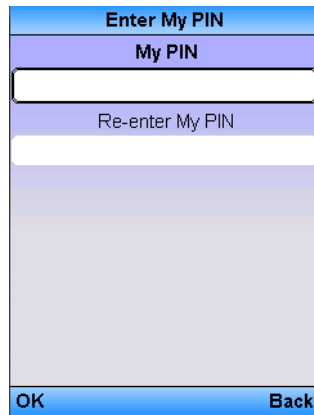
The My Health info Create my PIN screen appears if you have not yet created a PIN. “PIN Settings” on page 3-1.



Select **OK** to acknowledge the message.

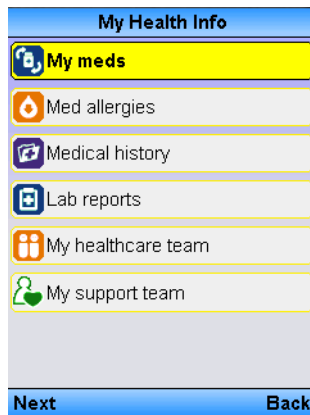
If you have created a PIN, you can enter at this time on the Enter My PIN screen.

2. Enter and re-enter your PIN number.



3. Select **OK**.

The My Health info screen appears.



4. Select the desired health related information to review.

- For example, you can select Lab Reports and the information you entered during registration or during ongoing use of the Patient Web-based application is shown.

Lab reports	
Urine microalbumin	2 µg/mL (08/04/09)
A1c	9.0 % (02/28/09)
Blood Pressure	150/90 mmHg (06/01/09)
<a href="#">Home</a> <a href="#">Back</a>	



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