



Telserve Professional User Manual

A telemedicine accessory to blood glucose monitoring systems

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This manual will be readily available on the Internet. You may request a hard copy of this manual by calling Telcare at (888) 666-4530

This manual is available via MyTelcare.com or you may request a hard copy by contacting:
Telcare, Inc., support@telcare.com, (888) 666-4530

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Intended Use

RX - ONLY

INTENDED USE

Telserve Data Management System – Professional Use

The Telserve Data Management System – Professional Use (Telserve – Pro) is an accessory to blood glucose monitoring systems for the review and evaluation of blood glucose test results to aid in diabetes management. Telserve collects data from blood glucose meters such as the Telcare BGM

GENERAL PRECAUTIONS

- Glucose results from alternative site testing sites should not be used for insulin dosing.
- The Telcare Blood Glucose Meter (BGM) and the Telserve Data Management System (Telserve) do not provide automated treatment decisions. They are not substitutes for professional clinical judgment. All patient diagnoses and treatment are to be performed under the supervision of a healthcare professional.
- This system is not intended for emergency calls or for transmitting time-critical data or alarms. Clinical judgment and experience are required to check and interpret the measurements transmitted.
- Blood glucose (BG) data may not immediately be transferred to Telserve. BG readings on your blood glucose meter (and not the Telserve website) should determine your normal treatment for your diabetes.
- The Telserve system is intended for use by patients with diabetes who use the Telcare BGM.

Using the Healthcare Professional Portal

The Telsolve Healthcare Professional (HCP) portal is designed to work with internet browsers that implements the https:// secure protocol. The tested browsers include Microsoft Internet Explorer 8.0.7600 and 7.0.5730; Mozilla Firefox 3.6.15 and 3.5.17; Apple Safari 5.0.4 and 5.0.5; Apple iOS 4.2.1; and Google Android 2.2.1.

Login Instructions

- 1 Obtain login credentials by calling Telcare at (888) 666-4530.
- 2 Start your internet browser.
- 3 Go to <https://MyTelcare.com>
- 4 Log in using the Username and Password provided to you.
- 5 After you login, you will be directed to the HCP Portal.



Enter Login Username and Password

USERNAME

PASSWORD

[Recover Password](#)

[Log in](#)

To acquire canisters of Caltech DISPATCH wipes please contact:

[Medex Supply 1-888-433-2300](#)

[Sears 1-800-349-4358](#)

[Berktree 1-866-505-5333](#)

[Optics Planet 1-800-504-5897](#)

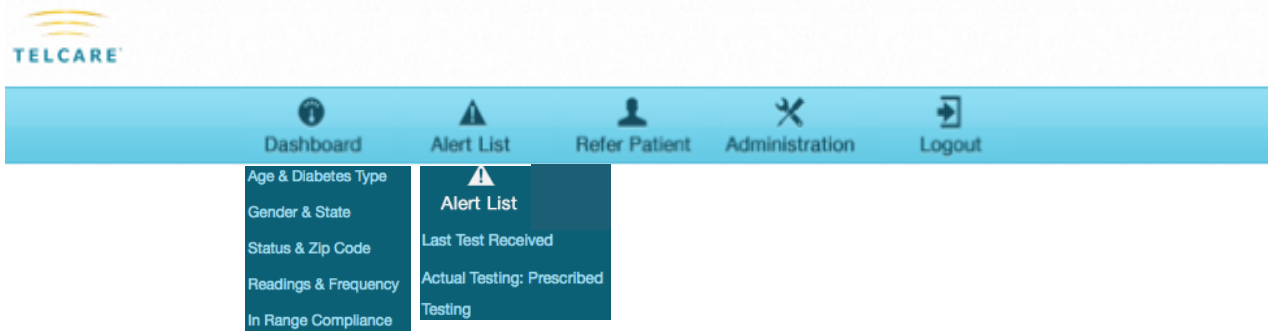
[Amazon.com](#)

Recover Password

Using the Healthcare Professional Portal

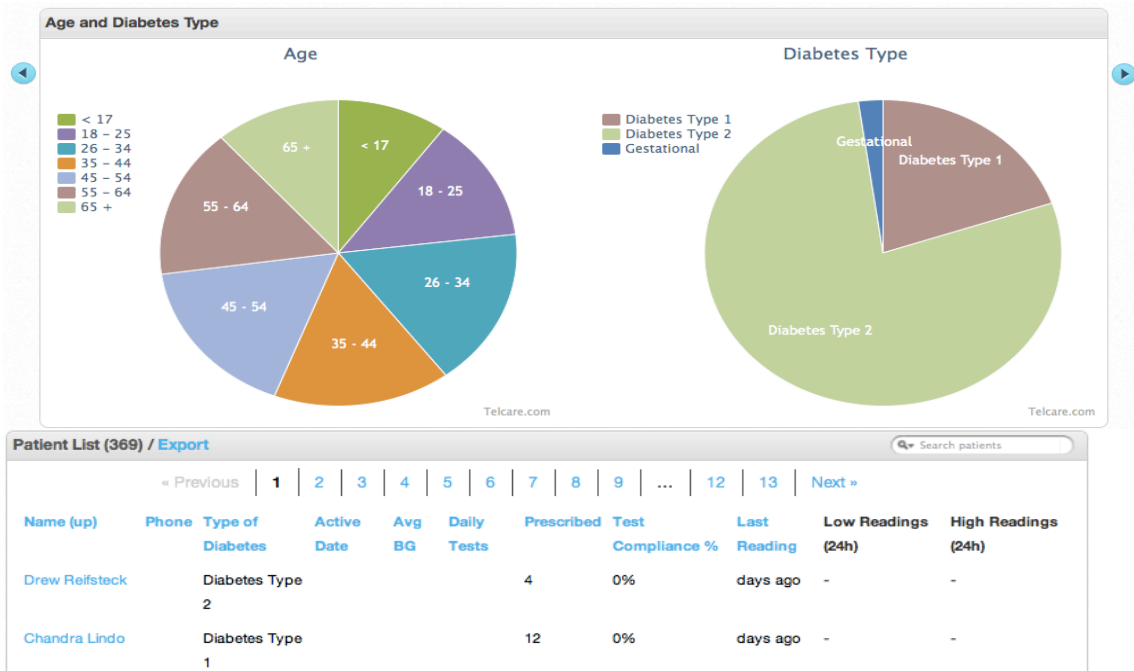
Home Page

- 1 The toolbar at the top of the home page allows you to navigate anywhere in the site.



Graphs

- 1 To view Blood Glucose (BG) and demographic information graphs select “Dashboard Graph” in the toolbar.
- 2 To view a specific graph, hover over the Dashboard and Alert List icons until the pull down menu appears.



Using the Healthcare Professional Portal

Patient List

- 1 To view textual renditions of data, scroll down to “Patient List” within the Dashboard.
- 2 Click a header to sort the data.
- 3 Use the Search Function to search.
- 4 Click the Patient’s name to access their personal portal. All BG data is in their portal.
- 5 Click Export to download all data.

Annotations:

- Patient Name
- Export
- Headers
- Search Function

Name (up)	Phone	Type of Diabetes	Active Date	Avg BG	Daily Tests	Prescribed	Test Compliance %	Last Reading	Low Readings (24h)	High Readings (24h)
Drew Reifsteck		Diabetes Type 2				4	0%	days ago	-	-
Chandra Lindo		Diabetes Type 1				12	0%	days ago	-	-
Arnoldo Till		Diabetes Type 2				2	0%	days ago	-	-
Fernando Alejandro		Diabetes Type 2				2	0%	days ago	-	-
Darryl Scheeler		Diabetes Type 1				12	0%	days ago	-	-

Using the Healthcare Professional Portal

* Pages 6-8 provide an overview of the Patient Portal. For more detailed instructions on the Patient Portal, refer to the Patient User Manual located at mytelcare.com/support/new

Text

- 1 The top portion of the Patient screen shows glucose data and test strip usage data.
- 2 The far right of the screen shows the last five readings (including BGL, date, time and tag).
- 3 To view additional readings click "Get more..."
- 4 To view all of the patient's readings and sort them by Time Tag and Range, click Readings on the top right of the page (see page 8).
- 5 Select different timelines by clicking the buttons below your name.
- 6 To download all of the patient's data in .CSV format to your computer, click "Export Data."
- 7 To manage the messages for a particular patient click Messaging (see page 9).
- 8 To set a patient's BG target zones, click Clinical Profile (see page 8).

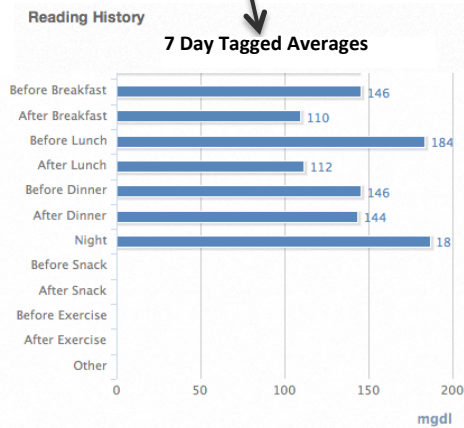


Using the Healthcare Professional Portal

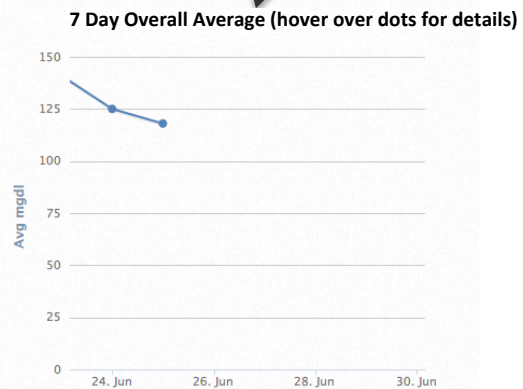
Graph

- 1 The middle section of the Patient screen presents glucose data in graphical format.
- 2 The graph on the left presents the average BG sorted by Reading Tags.
- 3 The graph on the right presents BG averages by date.

Reading Tag Graph



Trend Graph



Latest Messages

- 1 At the bottom of the page are the latest messages sent to the patient's Glucose Meter.

Latest messages	
2010-06-25 20:55:00	Your reading is in the target range.
2010-06-25 20:44:00	Your reading is in the target range.
2010-06-25 17:27:00	Congratulations, your reading is in the target range.
2010-06-25 15:40:00	Congratulations, your reading is in the target range.
2010-06-25 15:33:00	Congratulations, your reading is in the target range.

Using the Healthcare Professional Portal

Clinical Profile

← Russell Covalt (Active since 2008-08-24)

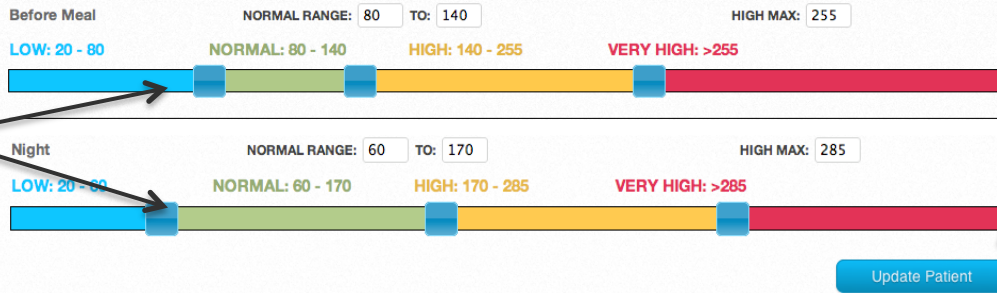
Diabetes Type 2

METER SERIAL NUMBER:

ACTIVATION DATE (MM/DD/YYYY):

PRESCRIBED READINGS:

TYPE OF DIABETES:



Adjustable Limits

Prescribed Readings

Update Patient

Readings

Filters

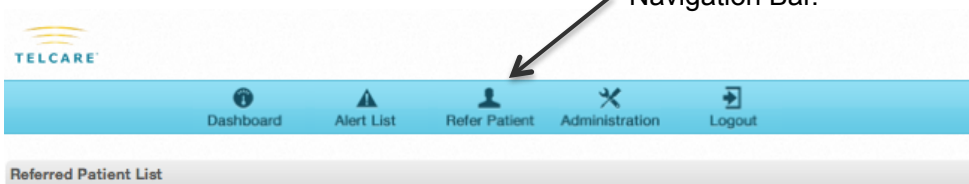
-- filter by range -- filter by tag -- Apply

« Previous | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | ... | 91 | 92 | Next »

Type	Range	Value	Unit	Tag	Date	Time
Blood Glucose	Normal	105	mg/dL	Night	May 11, 2009	02:49
Blood Glucose	Normal	104	mg/dL	Night	May 11, 2009	03:40
Blood Glucose	Normal	108	mg/dL	Before Breakfast	May 11, 2009	07:30
Blood Glucose	Normal	105	mg/dL	Before Breakfast	May 11, 2009	07:41
Blood Glucose	Normal	107	mg/dL	Before Lunch	May 11, 2009	11:08
Blood Glucose	Very High	285	mg/dL	After Lunch	May 11, 2009	12:43

Refer a Patient

Click the icon on the Navigation Bar.



Using the Healthcare Professional Portal

Messaging (Patient Specific)

- 1 Under "Messaging Options," select the basic messages to be sent to your patient's Telservice account. This text can also be viewed on the glucose meter.
- 2 For each message type, you are able to either enable, disable, or follow System Default. Create System Default rules within Administration (page 10).
- 3 **Triggered Messages:** it is possible to write messages that are sent to the meter under certain conditions. These are customizable. **To Save: Check "Enable This Message."** Then press **Save**.
- 4 **Message to be sent after next BG reading:** The message will be sent to the meter after the next reading is taken.

Default Messages

Messaging Options

THE SYSTEM WILL PROVIDE DREW WITH...

- ENABLED a percentage breakdown of their readings by target range.
- DISABLED
- SYSTEM DEFAULT Matt, 30% of your readings have been HIGH today.

- ENABLED a completion percentage of their prescribed tests.
- DISABLED
- SYSTEM DEFAULT Matt, you've completed 90% of your prescribed blood tests today.

- ENABLED average BG Information by Blood Glucose Reading Tag.
- DISABLED
- SYSTEM DEFAULT Matt, your After Lunch blood glucose average is 225 mg/dL over the past 7 days.

- ENABLED this week's average compared to last week's average.
- DISABLED
- SYSTEM DEFAULT Matt, Last week's BG average was 175 mg/dL. This week's BG average is 140 mg/dL. That's a 15% change

To view or change your System Default Messaging Options, visit your [Administration](#) page.

Message to be sent after next BG reading

Priority Messages

Time/Date	From	To	Status	Message
14:01 - 04 Mar	Nanette Steinle	BG Meter	Pending	Lorem ipsum dol
10:20 - 03 Mar	Judy Bloodm	Email	Delivered	Sed ut perspici
03:59 - 01 Mar	John Hopkins	SMS	Delivered	At vero eos et

Triggered Messages

When Drew tests for times in a row, send this:

ENABLE THIS MESSAGE Delete

Save **Save Messages**

[Add new message](#)

Add New Triggered Message

Save Triggered Message

Administration Page

Personal and Professional Details

My Account

USERNAME

BethesdaDoc

EMAIL ADDRESS

bethesdadoc@gmail.com

PASSWORD

CONFIRM PASSWORD

FIRST NAME

Bethesda

LAST NAME

Doctor

CITY

BETHESDA

STATE

MD

ZIPCODE

20814

SPECIALTY

WEB SITE

OFFICE NUMBER

NATIONAL PROVIDER

PROVIDER ENROLLMENT
CHAIN

OWNERSHIP SYSTEM
NUMBER

Save

Change Password



Professional Details

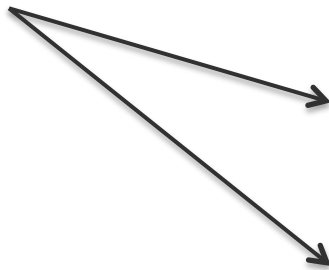


Administration Page

Messaging (System-Wide)

- 1 To view and edit clinical message rules select “Administration” from the toolbar.
- 2 “Messaging Options,” Basic automated messages sent to your patients’ meters.
- 3 Triggered Messages: Messages that are only sent under certain conditions. You define these conditions. **To Save: Check “Enable This Message.” Then press Save.**

Options



Messaging Options [System Default]

Set the default messaging options. These can be overridden for individual patients.

THE SYSTEM WILL PROVIDE ALL PATIENTS WITH...

a percentage breakdown of their readings by target range.

Matt, 30% of your readings have been HIGH today.

a completion percentage of their prescribed tests.

Matt, you've completed 90% of your prescribed blood tests today.

average BG Information by Blood Glucose Reading Tag.

Matt, your After Lunch blood glucose average is 225 mg/dL over the past 7 days.

this week's average compared to last week's average.

Matt, Last week's BG average was 175 mg/dL. This week's BG average is 140 mg/dL. That's a -15% change

Save

Triggered Messages

When patients tests for times in a row, send this:

Great job!

ENABLE THIS MESSAGE

Delete

Enable

[Add new message](#)

Save

Add New Triggered Message

Save Triggered Message

Support

Contact

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