



# DEXCOM continuous glucose monitoring (CGM) systems

## a guide for schools

**DEXCOM**

This guide is intended for use by existing Dexcom CGM users only. MAT-2736.

# welcome

This guide has been created to support you in effectively using Dexcom CGM in a school setting.

The purpose of this guide is to define CGM, show the differences between CGM and a blood glucose meter, and explore how CGM is best used to support students with diabetes.

This guide is for concept illustration only. For detailed step-by-step instructions on how to use the Dexcom CGM System, please refer to the user guide. Find user guide's at: [dexcom.com](https://dexcom.com).

## INTRODUCTION

This guide is divided into the following sections:

It will discuss:

- The different Dexcom CGM systems
- The difference between CGM and blood glucose meters
- CGM use in school

If you need further training on diabetes or an individual patient's treatment plan, please contact your local diabetes healthcare team.

For training resources and video content visit: [dexcom.com/learn](https://dexcom.com/learn)

## DIABETES MANAGEMENT PLAN

It is a good idea to have a written diabetes management plan at school.

Possible contents include:\*

- Details of trained diabetes personnel, descriptions of their training, and times when personnel will be available
- Descriptions of diabetes tasks to be performed by personnel
- Where to access diabetes supplies and equipment
- Directions on snacks, water and toilet facilities
- Low glucose treatments, medication, and insulin therapy plan
- When to call the main caregiver (parent or guardian)
- CGM information and use of CGM in a school setting

\*This is not a complete list.

## DEXCOM CGM SYSTEMS



**dexcom one+**

Best for people with type 1 or type 2 diabetes who need essential, automatic glucose information

**dexcom G6**

Best for people with diabetes who need connectivity or a full range of customisable alerts

**dexcom G7**

Smart devices sold separately. For a list of compatible smart devices, please visit [dexcom.com/compatibility](https://dexcom.com/compatibility).

## DEXCOM G6 OVERVIEW

### APPLICATOR WITH SENSOR

- Applicator inserts sensor wire under skin
- Sensor gets glucose information
- Worn for up to 10 days

### INSERTION AND SETUP

For how to insert and setup please visit: [dexcom.com/en-gb/dexcom-g6-ready-to-get-started](https://dexcom.com/en-gb/dexcom-g6-ready-to-get-started)

### DEXCOM G6 APP\* OR RECEIVER†

- Shows glucose information
- Provides alerts

### TRANSMITTER

- Affixed to sensor
- Wirelessly sends glucose information from sensor to Dexcom G6 app or receiver



For illustrative purposes, apps may look slightly different. \*For a list of compatible smart devices, please visit [dexcom.com/compatibility](https://dexcom.com/compatibility). †In this guide, we will only be discussing the smart device option. For receiver information see the Dexcom G6 User Guide: [dexcom.com](https://dexcom.com).



## DEXCOM ONE+ OVERVIEW

### INSERTION AND SETUP

For how to insert and setup please visit: [dexcom.com/en-gb/dexcom-one-plus-ready-to-get-started](https://dexcom.com/en-gb/dexcom-one-plus-ready-to-get-started)

### DEXCOM ONE+ APP\* OR RECEIVER†

- Shows glucose information
- Provides alerts

### APPLICATOR WITH BUILT-IN SENSOR

- Applicator inserts sensor wire under skin
- Sensor gets glucose information
- Worn for up to 10 days



For illustrative purposes, apps may look slightly different. \*For a list of compatible smart devices, please visit [dexcom.com/compatibility](https://dexcom.com/compatibility). †In this guide, we will only be discussing the smart device option. For more information about the optional receiver, see the Dexcom ONE+ User Guide ([dexcom.com](https://dexcom.com)).

# DEXCOM G7 OVERVIEW

## INSERTION AND SETUP

For how to insert and setup please visit: [dexcom.com/en-gb/dexcom-g7-ready-to-get-started](https://dexcom.com/en-gb/dexcom-g7-ready-to-get-started)

### DEXCOM G7 APP\* OR RECEIVER\*

- Shows glucose information
- Provides alerts

### APPLICATOR WITH BUILT-IN SENSOR

- Applicator inserts the sensor wire under skin
- Sensor gets glucose information
- Worn for up to 10 days
- Sensor sends glucose information direct to Dexcom G7 app or receiver

Smart devices sold separately\*



For illustrative purposes, apps may look slightly different. \*For a list of compatible smart devices, please visit [dexcom.com/compatibility](https://dexcom.com/compatibility). †In this guide, we will only be discussing the smart device option. For receiver information see the Dexcom G7 User Guide ([dexcom.com](https://dexcom.com)).

## ACCURACY

Dexcom CGM readings and meter values may not be the same and that's ok.

The Dexcom CGM system and a meter measure glucose from two different types of body fluids. CGM measures from interstitial fluid and a meter measures from blood.

CGM and meters both have a range in which they are considered accurate. Readings can be different and still fall into their accurate range.



## USING THE APP

If the student uses a smart device,\* it will need to stay with them, and the volume will need to be loud enough to hear alerts.

If the student is out of range (6 metres) from the device for a period of time, no real time alerts will sound, but the device will update when back in range of the sensor/transmitter.

Smart devices sold separately\*

### CURRENT GLUCOSE

Shows where the student's glucose is now

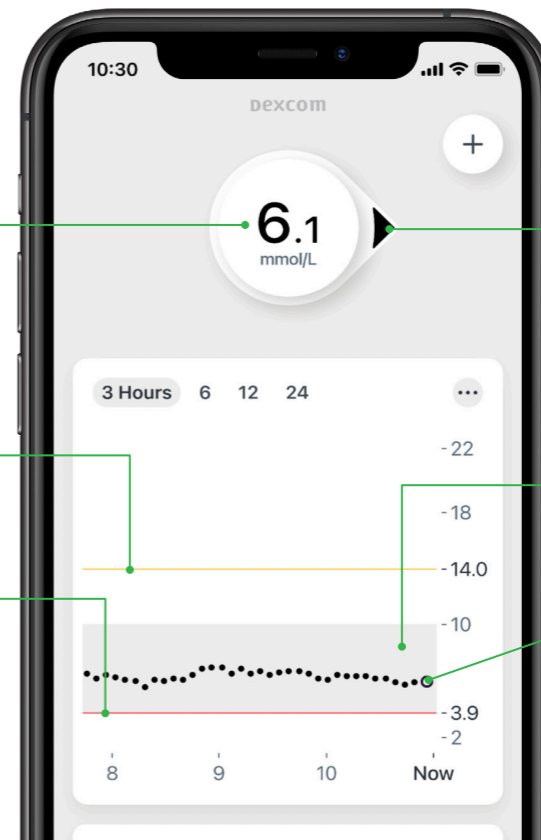
### HIGH ALERT LEVEL

The student will be alerted when glucose rises **above** this level

### LOW ALERT LEVEL

The student will be alerted when glucose falls **below** this level

For illustrative purposes, apps may look slightly different.



### TREND ARROW

Shows the student's glucose speed and direction

### TARGET RANGE (SHADED IN GREY)

3.9-10.0 mmol/L

### TREND GRAPH

Shows a student's glucose over the past 3, 6, 12 or 24 hours

\*For a list of compatible smart devices, please visit [dexcom.com/compatibility](https://dexcom.com/compatibility).

## TREND ARROWS

Trend arrows show a student's glucose speed and direction.



App



Receiver

### STEADY

Changing less than 1.7 mmol/L in 30 minutes



### SLOWLY RISING OR FALLING

Changing 1.7–3.3 mmol/L in 30 minutes



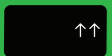
### RISING OR FALLING

Changing 3.3–5.0 mmol/L in 30 minutes



### RAPIDLY RISING OR FALLING

Changing more than 5.0 mmol/L in 30 minutes

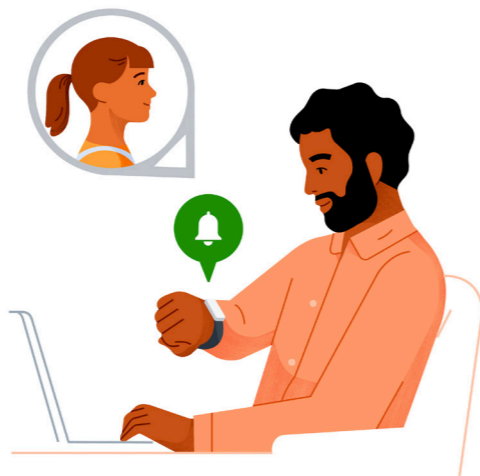


## DEXCOM SHARE<sup>®</sup>

Share allows up to 10 Followers to remotely monitor a student's glucose from their smart device.\*†

Followers are often loved ones or caregivers.

You will only get alerts to your Follow app when the student's sensor/transmitter is in range of the phone and the phone is transmitting to the internet via Wi-Fi or cellular connection.



\*Feature not available on Dexcom receiver. Separate Dexcom Follow app and internet connection required. Internet connectivity required for data sharing. Users should always confirm readings on the Dexcom CGM app or receiver before making treatment decisions. †For a list of compatible smart devices, please visit [dexcom.com/compatibility](https://dexcom.com/compatibility).



Smart devices sold separately.\*

The student wearing the Dexcom CGM is known as the **Sharer**. To share glucose information with **Followers**, the student will need:

- The relevant Dexcom CGM app on a compatible device with internet connection†

Students may require access to school Wi-Fi to use Dexcom Share.



## DEXCOM FOLLOW<sup>®</sup>

To receive the student's glucose information, Followers will need to install the Dexcom Follow app on a compatible smart device\*† with internet connectivity.

When someone is added as a Follower they will be sent an email with instructions.

Any diabetes treatment decision should be confirmed with readings from the student's Dexcom CGM, rather than the Dexcom Follow app alone.

\*For a list of compatible smart devices, please visit [dexcom.com/compatibility](https://dexcom.com/compatibility). †Separate Dexcom Follow app and internet connection required. Internet connectivity required for data sharing. Users should always confirm readings on the Dexcom CGM app or receiver before making treatment decisions.

# CGM in school

Students may need support with their CGM to ensure that their diabetes is well-controlled.



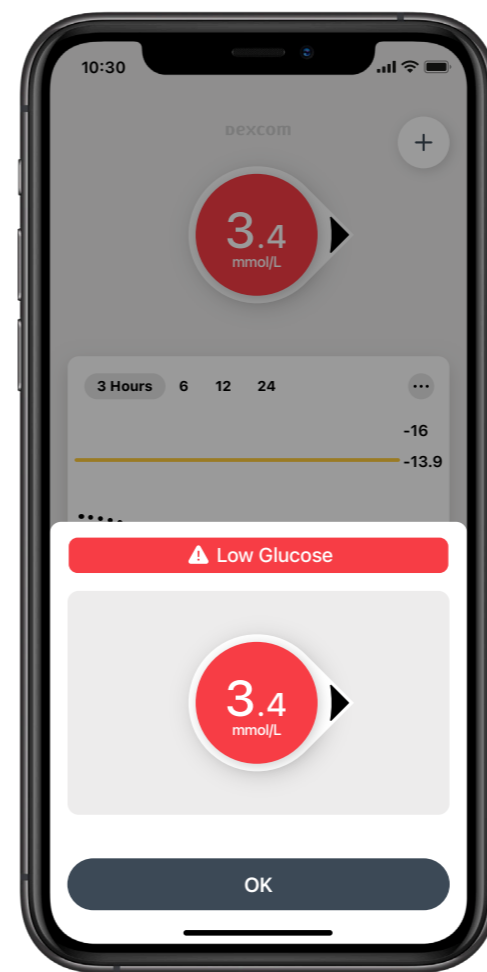
## TREATMENT DECISIONS

A student may come to you to treat a low or high glucose level.

All Dexcom CGM devices can be used to make treatment decisions, such as food to treat a low glucose level or administering insulin for a high glucose level.

Always use a blood glucose meter:

- If a number and an arrow are not shown on the Dexcom CGM app
- Any time the student's symptoms or expectations don't match readings. For example, if a student says they feel low but the Dexcom CGM shows them in a normal range.



## LOW AND HIGH ALERTS

All Dexcom CGM systems have pre-set high and low glucose alerts.

The display device will either vibrate or sound based on the student's alert settings.

For illustrative purposes, apps may look slightly different. \*For a list of compatible smart devices, please visit [dexcom.com/compatibility](https://dexcom.com/compatibility).



## URGENT LOW SOON

At times, glucose levels fall quickly. The new Urgent Low Soon alert\* provides a 20-minute advance warning of when the user will reach 3.1 mmol/L, so they can act quickly to avoid a potential severe hypoglycaemic event.

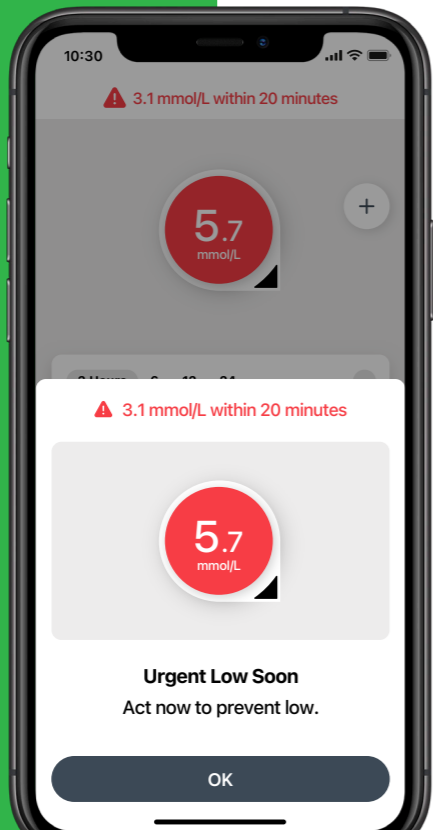
A student can get an Urgent Low Soon alert even if their sensor reading is in their normal range. This alert lets you know they are falling fast so they can eat or drink right away to stop the fall.

If the app calculates that glucose levels will drop to 3.1mmol/L within 20 minutes, an Urgent Low Soon alert will sound.

Otherwise, a low alert will sound if glucose readings fall below a particular range of values.

The Urgent Low Soon alert is fixed and cannot be adjusted, but it can be turned on or off.

\*This alert is available with Dexcom G6 and Dexcom G7 only.



Smart devices sold separately.†



Smart devices sold separately.†

## URGENT LOW

With Dexcom G6 and G7, there is also the Urgent Low Alert\* that sounds when the student's glucose level is at or below 3.1 mmol/L.

### Urgent Low can't be changed or turned off.

Please be aware that on the Dexcom G7 there is the ability to silence all alerts for a period of time. The Urgent Low Alert would therefore still be seen on the app screen but would not initially sound/vibrate. If not responded to these alerts will become audible after 20 minutes.

\*This alert is available with Dexcom G6 and Dexcom G7 only. †For a list of compatible smart devices, please visit [dexcom.com/compatibility](https://dexcom.com/compatibility).



## RESPONDING TO ALERTS

Based on your student's treatment plan a student may come to you to help respond to alerts.

The steps you should take are:

- Find the student's receiver or open the Dexcom app on the student's smart device
- Tap OK to clear the alert
- Determine how to take action based on the glucose information shown in the Dexcom app and the student's treatment plan

## SENSOR INSERTION

You may need to help a student with sensor insertion.

Different Dexcom devices have different approved sites.

Find more information on how to insert the sensor at: [dexcom.com/learn](https://dexcom.com/learn)

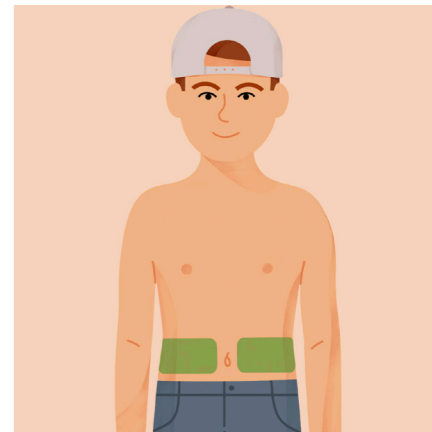
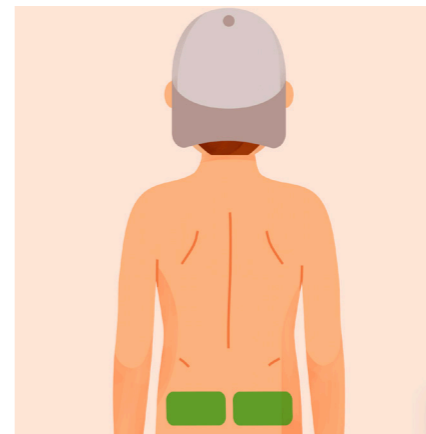
BACK OF THE UPPER ARM

Ages 2+



UPPER BUTTOCKS

Dexcom G6: Ages 2-17  
Dexcom G7: Ages 2-6  
Dexcom ONE+: Ages 2-6



ABDOMEN

Ages 2+

## WATER ACTIVITIES

Using a Dexcom CGM system does not prevent students from activities in the water. Dexcom sensors and transmitters are waterproof for up to 24 hours, down to a depth of 2.4m.\* If the student wishes to use their Dexcom CGM in water activities, there are several factors to consider:

### SWIMMING

- Bluetooth range is limited in the water. This may temporarily interrupt the sensor from sending glucose data to a connected smart device† or receiver‡. Once back in range of the device, however, glucose data on the smart device will be updated with all readings taken during that time.
- You may need to turn Bluetooth off and on again on the smart device† to ensure the sensor/transmitter reconnects once the student has finished their time in the water.

- Dab the Dexcom sensor and adhesive dry when drying the body.
- Consider using an over patch to protect the sensor further if the student is going to be in the water for several hours.
- Indoor and spa pools are often warm. This should be discussed with the main caregiver, as it may affect glucose levels.

### WATERSPORTS

- Wearing a tight wetsuit may put pressure on the Dexcom sensor. This may result in a compression low.

- If readings from Dexcom CGM do not match symptoms, use a blood glucose monitor to make diabetes treatment decisions.
- Consider over patches if visiting rivers or the sea.

### RECEIVER

- Please note that the receiver‡ is not waterproof, and must be kept out of the water.
- Some, but not all smart devices are waterproof – check with the device manufacturer before taking these devices into water.
- If the receiver is more than 6 metres away, the signal is likely to be lost.

\*The Dexcom ONE+ Sensor is waterproof to a depth of up to 2.4 meters for up to 24 hours. †Smart devices sold separately. For a list of compatible smart devices please visit [dexcom.com/compatibility](https://dexcom.com/compatibility). ‡Receiver sold separately.



The Dexcom ONE+ Sensor is waterproof to a depth of up to 2.4 meters for up to 24 hours.



## TROUBLESHOOTING

A student may come in for help with a screen they have never seen before. Use a blood glucose meter for treatment decisions if an error is shown.

For troubleshooting tips, visit [dexcom.com/en-GB/faqs](https://dexcom.com/en-GB/faqs)

## DEXCOM AND SPECIAL CIRCUMSTANCES

People with diabetes are covered by:

- Equality act 2010 (England, Scotland & Wales)
- The Disability Discrimination Act 1995 (Northern Ireland)
- The Disability Act 2005 (Southern Ireland)

Some considerations or allowances may need to be made to students with diabetes using CGM when they are taking exams, going on school trips or residential.

These allowances should allow students to not be disadvantaged by their diabetes diagnosis.

## DEXCOM AND EXAMS

- In order for the student to be able to check their glucose levels during an exam it is advised they are able to take a blood glucose machine and/or their smart device<sup>\*</sup>/receiver into the exam room.
- Consider allowing the student to sit at the front of the exam room so that the Dexcom receiver or smart device is within 6 metres of the student if the device needs to be on a separate table (ie the invigilator table).
- **If using a smart device, ask the student to turn off all other notifications, so that only CGM notifications are allowed.**
- Decide whether sound is required.
  - If sound is required, then the student may need to sit the exam in a separate room.
  - Please note that the Urgent Low alert on Dexcom G7 will sound **even if the phone is silenced.**
- For further information on diabetes and school exams, Diabetes UK have created a great resource: [diabetes.org.uk/guide-to-diabetes/your-child-and-diabetes/schools/school-staff/exams](https://diabetes.org.uk/guide-to-diabetes/your-child-and-diabetes/schools/school-staff/exams)

\*Smart devices sold separately. For a list of compatible smart devices please visit [dexcom.com/compatibility](https://dexcom.com/compatibility).

## ADDITIONAL SUPPORT

Visit [dexcom.com/learn](https://dexcom.com/learn) to take advantage of training tutorials and resources where you can learn at your own pace and enhance your knowledge.

## DEXCOM AND SCHOOL DAY TRIPS

- For activity days, placement of sensor may need to be considered.
- Over-patches may need to be considered, dependent on activity.
- The smart device or receiver needs to be within 6 metres of the student at all times to get real-time alerts, therefore a body-worn pack may be required.
- The Dexcom Follow app<sup>\*</sup> may need to be downloaded and set up on a teacher's or teaching assistant's phone<sup>†</sup> and should be discussed with the student's parent/guardian.
- A blood glucose meter should be available at all times and someone present should be trained to use it.
- If the Dexcom CGM sensor comes out or stops working, a plan should be in place for blood glucose monitoring until a new device can be inserted.
- For further information on diabetes and school trips Diabetes UK have created a great resource, **accessible at [diabetes.org.uk/guide-to-diabetes/your-child-and-diabetes/schools/school-staff/school-trips](https://diabetes.org.uk/guide-to-diabetes/your-child-and-diabetes/schools/school-staff/school-trips)**.

\*Separate Dexcom Follow app and internet connection required. Internet connectivity required for data sharing. Users should always confirm readings on the Dexcom CGM app or receiver before making treatment decisions.  
<sup>†</sup>Smart devices sold separately. For a list of compatible smart devices please visit [dexcom.com/compatibility](https://dexcom.com/compatibility).

## DEXCOM AND RESIDENTIALS

- If you are taking a student who wears a Dexcom CGM on a residential trip there are things you need to consider as well as those already outlined for day trips.
- A separate care plan for residential trips including plans for the Dexcom system should be written with parents/guardians and possibly the Diabetes Specialist Nurse.
- If the student is not able to change their device themselves then someone will need to be trained to do this even if a change is not due.
- A blood glucose meter must be provided as a back-up to the Dexcom device.
- At least double the amount of Dexcom product that is required should be taken on the trip.

## TECHNICAL SUPPORT ENQUIRIES

Fill out a technical support request at [dexcom-intl.custhelp.com/app/support\\_request](https://dexcom-intl.custhelp.com/app/support_request) 0800 031 5763 (UK) / 1800 827 602 (Ireland)

## IRELAND

For further information on Diabetes and school, Diabetes Ireland have created some great resources: [diabetes.ie/living-with-diabetes/child-diabetes/schooland-diabetes](https://diabetes.ie/living-with-diabetes/child-diabetes/schooland-diabetes).

## EVERY STUDENT IS UNIQUE

If other issues come up regarding the student and their CGM, speak to the main caregiver and adjust the diabetes management plan as needed.



This guide is for concept illustration only. Always read the indications, warnings, precautions, and instructions provided with your Dexcom CGM Systems. If you don't you may have inaccurate sensor readings, missed alerts, and might miss a severe low or high glucose event.

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