

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



Dexcom continuous glucose monitoring (CGM) systems

a guide for caregivers

Dexcom

This guide is intended for use by existing Dexcom CGM users only. MAT-2737

welcome

This guide has been created to help you to understand how CGM is used in residential settings, such as nursing and residential homes, correctional facilities, and assisted living.

The purpose of this guide is to define CGM, show the differences between CGM and a blood glucose meter, and explore how to best use CGM.

RESIDENTIAL CARE SETTING GUIDE

This guide is divided into the following sections:

It will discuss:

- What is CGM?
- The different Dexcom CGM systems
- The difference between CGM and a meter
- CGM use in a residential care setting

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

DIABETES MANAGEMENT PLAN

It is a good idea to have a written diabetes management plan from the local clinician looking after your resident. This could be from a primary or secondary care team, or the resident's GP.

This plan might include:*

- Details of trained diabetes personnel, descriptions of their training, and times when personnel will be available
- Descriptions of diabetes management 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
- CGM information how to use it in a residential setting
- Direction on when to seek further advice

*This is not a complete list.

WHAT IS CONTINUOUS GLUCOSE MONITORING (CGM)?

CGM systems are devices that continuously monitor a person's glucose levels and provide round-the-clock access to glucose information and alerts that warn of highs and lows.

A small sensor wire is inserted under the skin which monitors interstitial glucose.

The sensor or transmitter sends the results in real time to a receiving device which could be a standalone receiver, mobile phone app* or insulin pump.



WHY USE CGM

CGM provides a more complete picture of your resident's glucose levels compared to a blood glucose meter.

More frequent access to glucose insights leads to more effective glucose management for you and your resident.

With CGM you can see your resident's glucose levels in real time, including historic and current glucose values and the rate of glucose change.

This information can be used to prevent acute complications such as hypo/hyperglycaemia, or it can be used by the diabetes clinician to titrate medications.

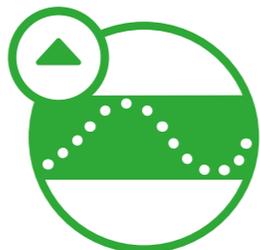
BENEFITS OF CGM



Reduced hypoglycaemia^{†,1}



HbA1c reduction^{†,2-4}



Improved quality of life^{‡,4,5}



Increased time in range (TIR)¹

*Study compared SMBG/MDI to CGM/MDI patient groups. Study included Dexcom CGM and non-Dexcom CGM devices. †Compared with self-monitoring of blood glucose, Dexcom CGM Systems facilitated a -0.87% reduction in HbA1c in the Multiple Daily Injection group over 3 years. ‡Results obtained with a previous generation of Dexcom CGM System and are applicable to Dexcom G7 and Dexcom ONE+ given similar feature sets and better performance and usability. 1 Soupal J, et al. Diabetes Care. 2020;43:37-43. 2 Beck RW et al. JAMA. 2017;317(4):371-378. 3 Beck RW et al. Ann Intern Med. 2017;167(6):365-374. 4 Lind M et al. JAMA. 2017;317(4):379-387. 5 Polonsky WH, et al. Diabetes Care. 2017;60(6):736-41.

TIME IN RANGE (TIR)

Time in range is the percentage of time in which glucose levels stay within a target range.

The limits of this range are often defined as 3.9 mmol/L and 10.0 mmol/L. A slightly different range may be set for different people, if deemed necessary by their prescribing diabetes healthcare professional.

The international consensus report on TIR recommends that most people with diabetes should spend at least 70% of the day in the above defined TIR¹.

More information on time in range can be found at dexcom.com/en-gb/dexcom-one-understand-your-diabetes-trends.

1 Battelino et al. Diabetes Care 2019; 42(8):1593-1603.

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.

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

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



Smart devices sold separately.*

For illustrative purposes, apps may look slightly different. *For a list of compatible smart devices, please visit 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.



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

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



Smart devices sold separately.*

For illustrative purposes, apps may look slightly different. *For a list of compatible smart devices, please visit 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).

DEXCOM G7 OVERVIEW

INSERTION AND SETUP

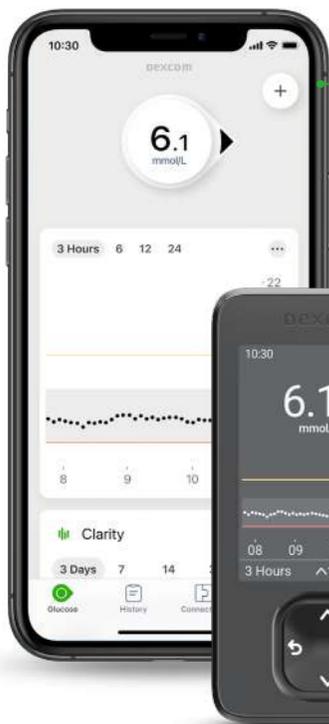
For how to insert and setup please visit: dexcom.com/en-gb/dexcom-g7-ready-to-get-started

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 directly to Dexcom G7 app or receiver



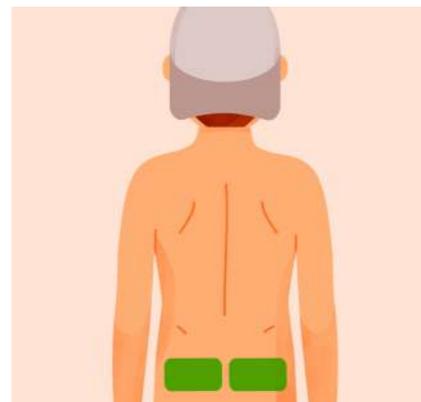
SENSOR INSERTION

Different Dexcom CGM Systems have different approved sites for sensor insertion. These are the back of the arm, the abdomen and upper buttocks.*

Find more information on how to insert the sensor dexcom.com/learn

UPPER BUTTOCKS

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



BACK OF THE UPPER ARM

Ages 2+



ABDOMEN

Ages 2+



*Please check individual Dexcom User Guides as to the age limits for sensor insertion sites.

USING THE RECEIVER

The receiver will need to be always with the resident, and the volume will need to be loud enough for alerts to be heard.

If the resident is out of range (6 metres) from the receiving device for a period of time, no real-time alerts will sound, but the glucose information will backfill when back in range of the sensor/transmitter.

A body-worn pack to hold the receiver may ensure it stays with the resident.

RECEIVER

CURRENT GLUCOSE

Shows where the resident's glucose is right now

HIGH ALERT LEVEL

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

LOW ALERT LEVEL

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

BACK BUTTON

NAVIGATION BUTTONS



TREND ARROW

Shows a resident's glucose level change and direction

TARGET RANGE (SHADED IN GREY)

e.g. 3.9-10 mmol/L

TREND GRAPH

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

POWER / MENU

- Turn power on/off
- Open main menu

DEXCOM APP ON SMART DEVICE*

Smart devices sold separately.*

CURRENT GLUCOSE

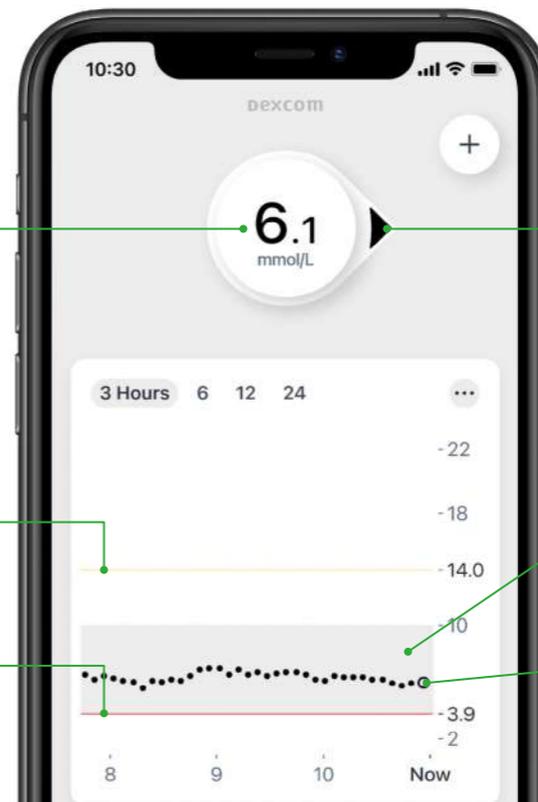
Shows where the resident's glucose is right now

HIGH ALERT LEVEL

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

LOW ALERT LEVEL

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



TREND ARROW

Shows a resident's glucose speed and direction

TARGET RANGE (SHADED IN GREY)

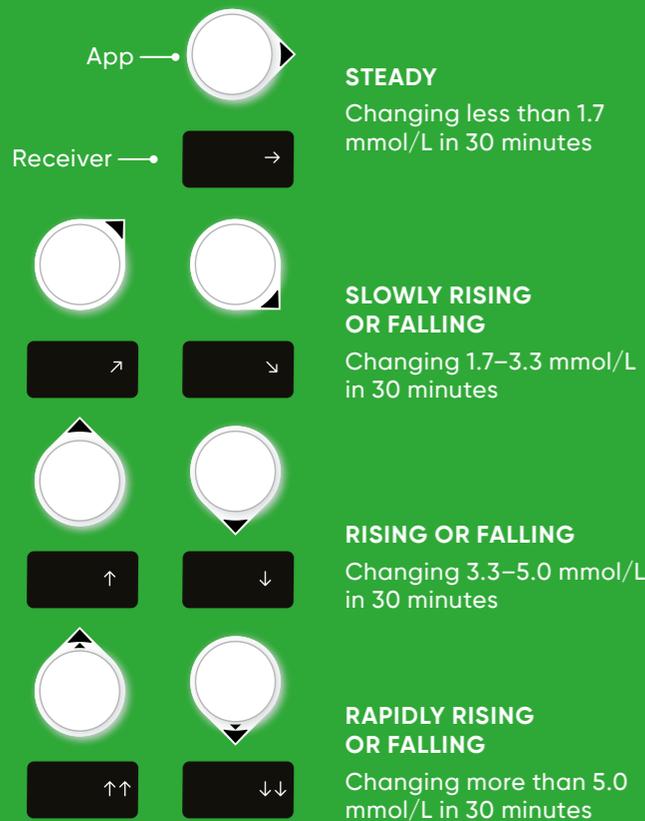
e.g. 3.9-10 mmol/L

TREND GRAPH

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

TREND ARROWS

Trend arrows show the speed and direction of change of a resident's glucose level.

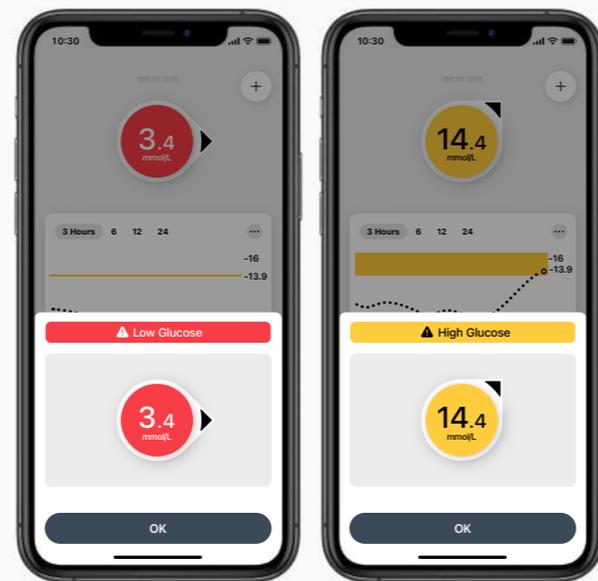


HIGH AND LOW ALERTS

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

The display device will either vibrate or sound based on the resident's alert settings. Alarms can be switched off if needed.

All Dexcom CGM systems have these high and low alerts available.



For illustrative purposes, apps may look slightly different. Smart devices sold separately. For a list of compatible smart devices, please visit dexcom.com/compatibility.

URGENT LOW SOON

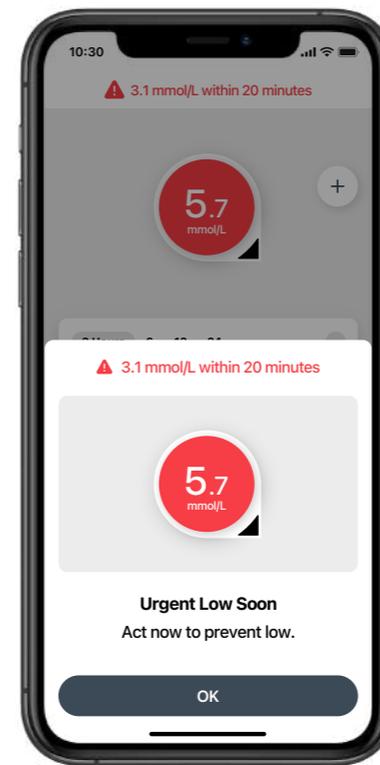
At times, glucose levels fall quickly. The Urgent Low Soon alert[†] provides a 20-minute advance warning of when the user will reach 3.1 mmol/L, so they can act quickly to avoid a potential severe hypoglycaemic event.

A resident 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.

The alarm sounds if the app calculates that glucose levels will drop to 3.1 within 20 minutes. Otherwise, a regular 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 switched on or off.

*This alert is available on the Dexcom G6 and Dexcom G7 system only. †For a list of compatible smart devices, please visit dexcom.com/compatibility.



Smart devices sold separately.†

URGENT LOW*

On the G6/G7, there is also the Urgent Low Alarm that lets you know when the resident's sensor glucose 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 this alert is not responded to, it will become audible after 20 minutes.



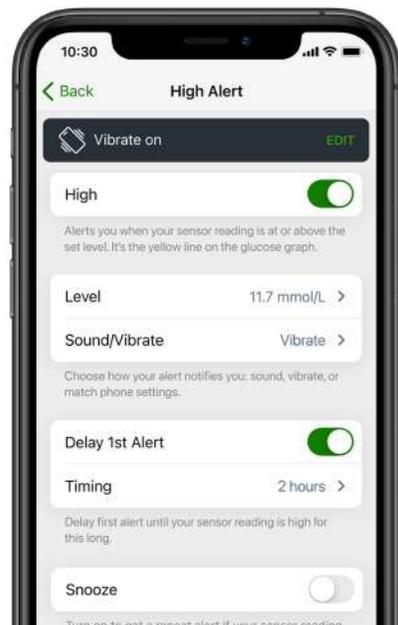
Smart devices sold separately.†

DELAY 1ST HIGH ALERT*

This feature delays high alerts by a specified amount of time.

For example, if set to 20 minutes, the glucose level must remain at or above the High level for 20 minutes before the High alert sounds.

*Available only in Dexcom ONE+ and Dexcom G7.



Smart devices sold separately. For a list of compatible smart devices, please visit dexcom.com/compatibility.



RESPONDING TO ALERTS

Based on the resident's treatment plan, the individual may respond to alerts themselves, or may need you to help them.

The steps you should take if the resident requires your help to respond are:

- Find the resident's receiver or open the Dexcom app on the resident'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 resident's treatment plan

ACCURACY

Dexcom CGM readings and meter values may not match exactly, but this is nothing to worry about.

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

CGM and meters both have a range in which they are considered accurate. Readings can be different and still remain within accurate range.



TREATMENT DECISIONS

A resident may need you to treat low or high glucose as per their diabetes care plan. All Dexcom CGM Systems can be used to make treatment decisions such as food intake for a low glucose level or dosing insulin for a high glucose level without the need for finger pricks.

Always use a blood glucose meter:

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

*If your glucose alerts and readings from Dexcom CGM System do not match symptoms or expectations, use a blood glucose meter to make diabetes treatment decisions.

TROUBLESHOOTING

You may see error messages on the receiver or app screen. These should be corrected in the time specified. If they do or not, please contact technical support on 0800 031 5763 (UK) / 1800 827 602 (Ireland).

Use a blood glucose meter for treatment decisions if an error is shown.

For troubleshooting tips, visit our help centre dexcom.com.

SENSOR ADHESION

ADHESION

- Do not apply the sensor within an hour of having a bath or shower
- Ensure skin is clean and dry first
- Avoid skin folds, scars, hairy areas, tattoos and waistband
- An extra adhesive may be needed if the sensor starts to come off before 10 days

REMOVAL

- To avoid damaging the top layers of skin when removing the sensor, use a lubricant to help remove and dissolve the adhesive
- Olive oil on clean cotton wool can be dabbed around the adhesive
- A medical adhesive remover can be purchased online or over the counter, or by prescription, depending on local formulary
- Remove the sensor slowly to maintain the skin integrity

DEXCOM CGM AND MEDICAL PROCEDURES

The advice given for different medical procedures differs dependent on which Dexcom CGM System your resident is wearing.

It is therefore important to know which device they wear, and to check the guidance for that device in its instructions for use, which can be found at [dexcom.com](https://www.dexcom.com).

If in doubt, the resident should have the device removed and have a new one inserted after the procedure.



Dexcom G6

CT / MRI

Dexcom G6 must be removed prior to CT or MRI.

SURGICAL PROCEDURES

If diathermy is going to be used or the operation is in the area where the CGM is used, it should be removed.

DIALYSIS

Do not use Dexcom G6 in patients on dialysis or who are critically ill. It is not known how different conditions or medications common to these populations may affect performance of the system.

Dexcom G7 and Dexcom ONE+

CT

It is safe to wear the G7 or Dexcom ONE+ during a CT scan if you can keep the G7 or Dexcom ONE+ out of the scanned area and cover with a lead apron.

MRI

Dexcom G7 and Dexcom ONE+ must be removed prior to MRI scans.

SURGICAL PROCEDURES

If diathermy is going to be used or the operation is in the area where the CGM is used, it should be removed.

DIALYSIS

Don't use if the patient is on dialysis or critically ill: the Dexcom G7 or Dexcom ONE+ system performance has not been evaluated in these populations and sensor readings may be inaccurate.

DAY TRIPS

- Planning for a day trip is essential
- The receiver or smart device must always be within 6 metres of the resident to get real-time alerts, therefore a body-worn pack may be required
- A blood glucose meter should be taken with you, and someone present should be trained to use it
- If the sensor comes out or the system stops working, a plan should be in place for blood glucose monitoring until a new device can be inserted
- If someone present is trained to insert the Dexcom CGM, then spares should be taken. If not, ensure that you have enough finger prick blood glucose tests to last the duration of the trip
- Make sure you have a written treatment plan with you to deal with both hypoglycaemia and hyperglycaemia

SECURITY SCANNERS

Dexcom G6 can be worn in walk-through metal detectors, but must not go through Advanced Imaging Technology (AIT) body scanners.

If wearing Dexcom G7 or Dexcom ONE+, you can go through both walk-through metal detectors and AIT body scanners.

For further information on travelling with a Dexcom CGM system, please visit our website [dexcom.com/en-gb/blog/tips-for-travelling-with-diabetes](https://www.dexcom.com/en-gb/blog/tips-for-travelling-with-diabetes).



dexcom G7
dexcom one+



dexcom G6
walk through metal
detectors only

WATER ACTIVITIES

Using a Dexcom CGM system does not prevent residents 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 resident 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 resident 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 resident 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 and may be submerged under 2.4 meters of water for up to 24 hours.
[†]Smart devices sold separately. For a list of compatible smart devices please visit dexcom.com/compatibility. [‡]Receiver sold separately.

DEXCOM SHARE[®]

Share allows up to 10 Followers to remotely monitor a resident's glucose from their smart device.[†]

Followers are often carers or loved ones.

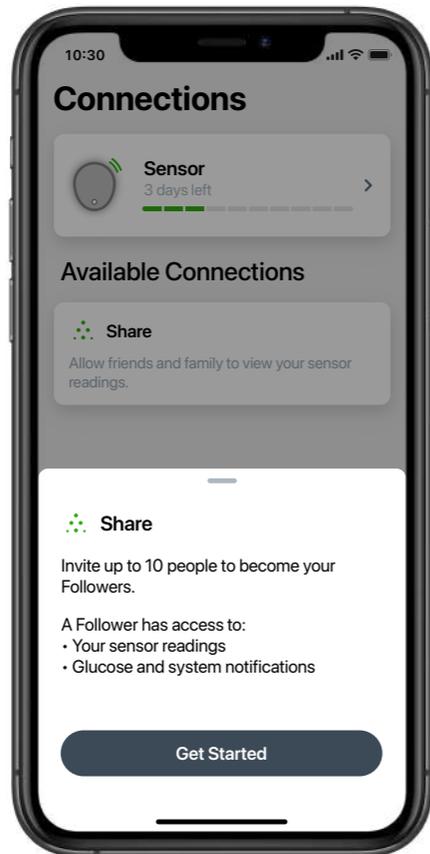
You will only get alerts to your Dexcom Follow app when the resident's sensor/transmitter is in range of the phone and the phone is transmitting to the internet via Wi-Fi or cellular connection.

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

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

It is advisable to use the residential setting Wi-Fi to use Dexcom Share.

Smart devices sold separately.^{*}



DEXCOM FOLLOW[®]

To receive the resident's glucose information, Followers will need to install the Dexcom Follow app on a compatible smart device[†] and have 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 resident's Dexcom CGM, rather than the Dexcom Follow app alone.

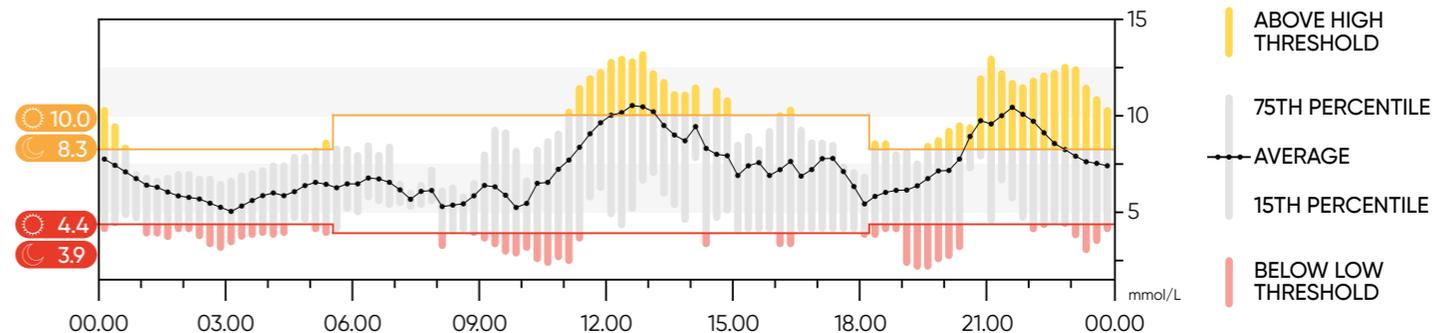
DEXCOM CLARITY

Dexcom Clarity^{*} gives healthcare professionals and residents access to clinically relevant glucose patterns, trends and statistics via a range of interactive reports.

- Reports can be viewed, saved and printed for discussion with the resident's diabetes clinician
- The clinic portal allows data you upload either automatically via an app, or remotely via the receiver, to be seen by the diabetes clinician
- For step-by-step videos on how to access the reports available, and how to upload the receiver, visit dexcom.com/en-gb/dexcom-g7-understand-your-diabetes-trends

DEXCOM CLARITY TECHNICAL REQUIREMENTS

- For app users to automatically upload data to Dexcom Clarity, there must be an active connection
- Healthcare professionals will only be able to view a resident's glucose data if consent is given within the app and the resident has entered the single share code provided by their HCP
- If using a receiver then readings must be uploaded to a computer using the supplied green data cable
- Each trust has different requirements for software upload and you may need to ask for permission to install upload driver software



^{*}For a list of compatible smart devices, please visit dexcom.com/compatibility. [†]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.

^{*}An internet connection is required for patients to send their glucose data to Dexcom Clarity via a compatible smart device. For a list of compatible smart devices, please visit dexcom.com/compatibility. Healthcare professionals will only be able to view a patient's glucose data if the patient selects to share it with them through Dexcom Clarity.

IS AN EMAIL ADDRESS REQUIRED?

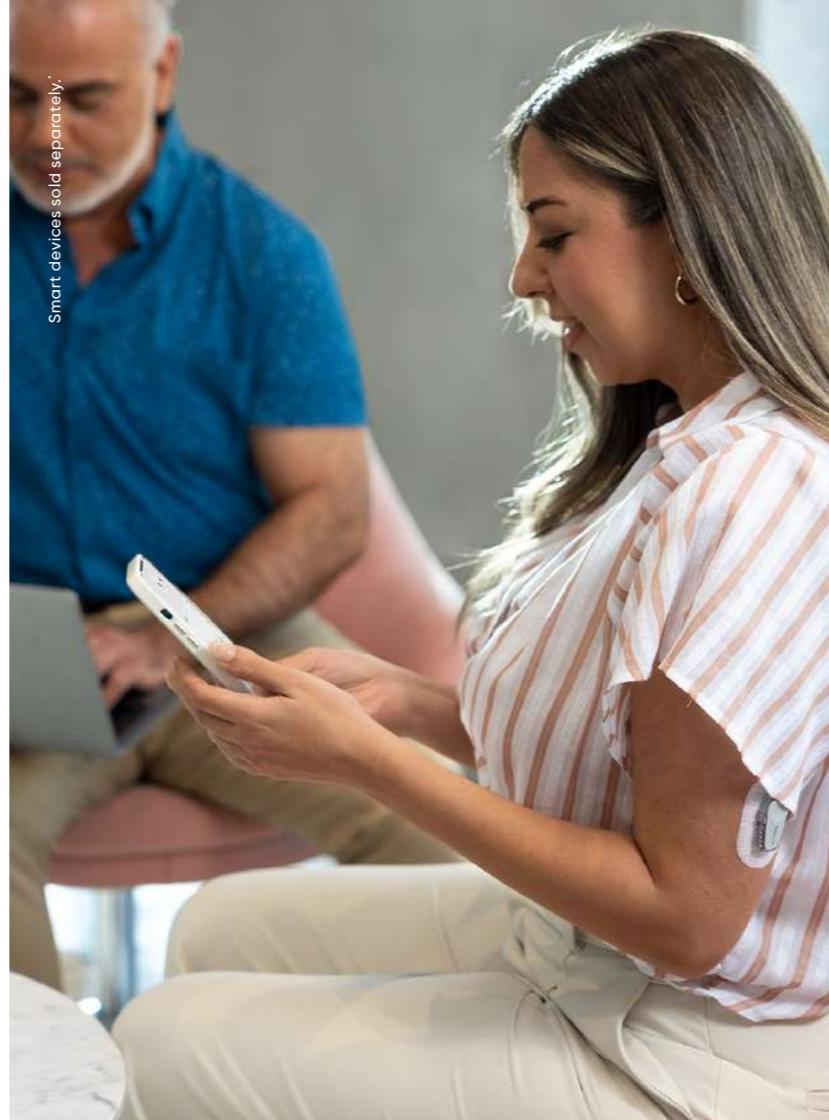
RESIDENT HAS AN EMAIL ADDRESS

- If the resident has an email address which they can consent to using, use this to create a Dexcom Clarity account
- If already using the app this will be the same as their login for their Dexcom account for them

RESIDENT HAS NO EMAIL ADDRESS

- If the resident can consent to an email being set up then this could be created and used to set up an account
- If the resident is considered a dependent, then caregiver and dependent accounts can be set up. First, the care setting will need to create a primary Dexcom Clarity account. When dependents are added, this will become a caregiver account. This account will need an email address to set up. This could be the residential setting email or a specific person
- Once the main account is set up, dependents can be added that do not have email addresses
- There is no limit to the number of dependent accounts that can be created per caregiver account

Smart devices sold separately.*



share data with your clinic

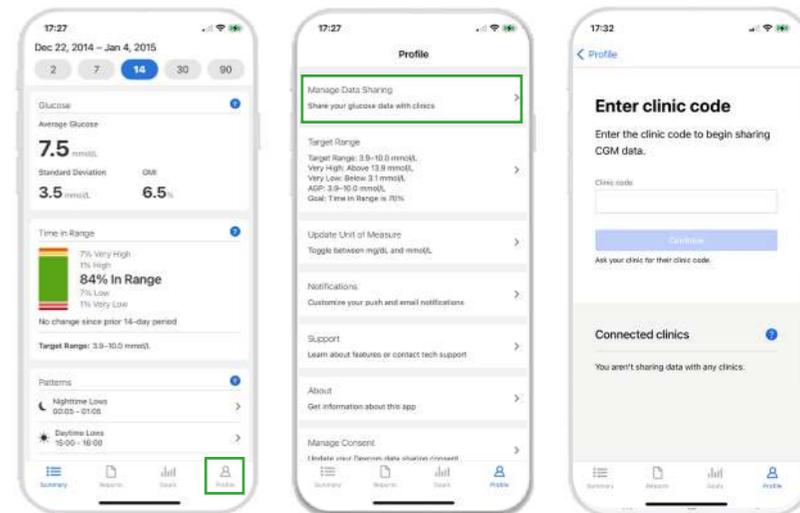


You can authorize data sharing with your clinic so they have access to your information during visits or anytime you might need assistance.

1 Download the Dexcom Clarity app



2 Enter clinic code: _____



*For a list of compatible smart devices, please visit dexcom.com/compatibility.

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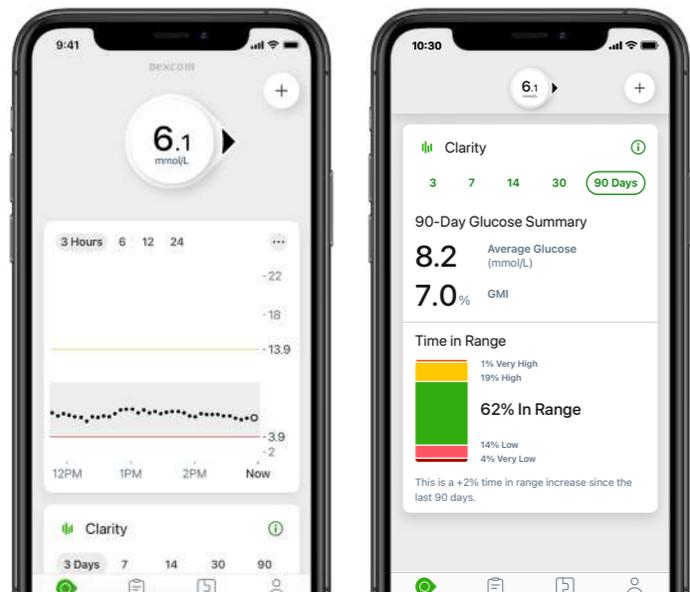
DEXCOM CLARITY CARD

Dexcom ONE+ and Dexcom G7 provide in-app Clarity cards with an overview of daily glucose control performance.

Scroll down in the Glucose tab to see the Clarity glucose summary reports.

The 3, 7, 14, 30, and 90-day reports show glucose control over time using the information recorded in the app.

The Clarity Card will not be populated until 3 days of data have been collected. The GMI (Glucose Management Indicator) portion requires 12 days of readings to appear.



Smart devices sold separately.



Smart devices sold separately.

ADDITIONAL HELP

Visit dexcom.com/learn to take advantage of training tutorials and resources where you can learn at your own pace and enhance your knowledge.

EVERY RESIDENT WITH DIABETES IS UNIQUE

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

*For a list of compatible smart devices, please visit dexcom.com/compatibility.

TECHNICAL SUPPORT ENQUIRIES

Fill out a technical support request at
dexcom-intl.custhelp.com/app/support_request/

0800 031 5763 (UK) / 1800 827 602 (Ireland)

dexcom one⁺

This guide is for concept illustration only. Always read the indications, warnings, precautions, and instructions provided with the Dexcom CGM System. If you don't you may have inaccurate sensor readings, missed alerts, and might miss a severe low or high glucose event. Dexcom, Dexcom Clarity, Dexcom Follow, Dexcom ONE+, Dexcom Share, and any related logos and design marks are either registered trademarks or trademarks of Dexcom, Inc. in the United States and/or other countries. ©2024 Dexcom International Ltd. All rights reserved. Dexcom International Ltd and its affiliated European entities. This product is covered by U.S. patent. dexcom.com | +1.858.200.0200 Dexcom, Inc. 6340 Sequence Drive San Diego, CA 92121 USA | MDSS GmbH Schiffgraben 41 30175 Hannover, Germany. MAT-2737.