



Medtrum EasyView Website User Guide

For Caregivers





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Content

1 Introduction	1
2 Getting started	3
2.1 Opening the website	3
2.2 Sign up	3
2.3 Sign in	6
3 Patient list	9
3.1 Add a patient	9
3.2 Delete a patient	10
4 Patient Profile	13
5 Settings	15
6 Monitor	17
6.1 CGM	17
6.2 Insulin pump.....	19
7 Reports	23
7.1 Dashboard	23
7.2 Daily summary	25
7.3 Day by day overview	27
7.4 Sensor overlay	28
7.5 Trend analysis.....	30
7.6 Events	33
8 Quick Print	37
9 Messages, profile and password	39
9.1 Messages.....	39
9.2 Profile	40
9.3 Change Password.....	40

Content

The Medtrum EasyView website allows you to view one or several patients' insulin pump and CGM data, anytime, anywhere.

Introduction

2.1 Opening the website

Supported operation systems and web browsers:

OS: Windows 7, Windows 8, Windows 10

Browser: Google Chrome 61.0 and above, Firefox 56.0.2 and above, IE11 and above, Microsoft Edge 41 and above.

OS: Mac OS 10.10.5 and above

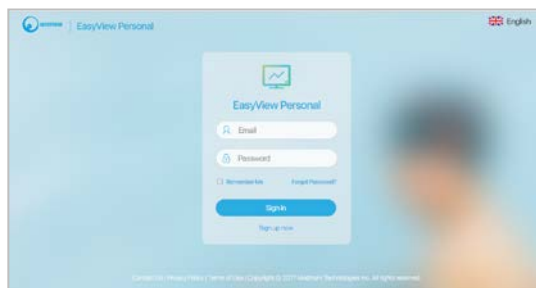
Browser: Safari 8.0.8 and above

Go to the following website:

<https://easyview.medtrum.eu>

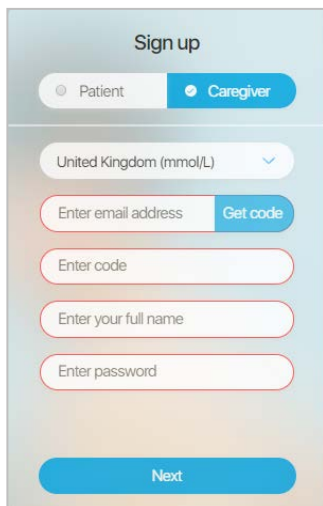
2.2 Sign up

If you don't have a Medtrum Caregiver account yet, click **Sign up now**.



Now you are at the Sign Up screen. Take the following steps to create your own Medtrum Caregiver account.

Getting started



The screenshot shows a 'Sign up' form with the following elements:

- Two radio buttons at the top: 'Patient' (unselected) and 'Caregiver' (selected).
- A dropdown menu showing 'United Kingdom (mmol/L)'.
- An input field for 'Enter email address' with a 'Get code' button to its right.
- An input field for 'Enter code'.
- An input field for 'Enter your full name'.
- An input field for 'Enter password'.
- A blue 'Next' button at the bottom.

1. Select **Caregiver**.
2. Select your country/region from the list.
3. Enter a valid email address as your account name.
4. Click on **Get code** once and you will receive a 6-digit Verification Code sent to you in an email by the Medtrum team. Please make sure that you check the junk mails as well just in case the email went into that.
5. Enter the 6-digit Verification Code. Please take note that there is an expiry time frame of 10 minutes for you to enter the code or you will have to request for a new Verification Code and then enter the latest code sent to you.
6. Enter your full name so that your healthcare providers can identify you easily.
7. Create a password and remember that.
 - ✓ The password must contain characters from three of the following four categories:
 - English uppercase characters (A through Z)
 - English lowercase characters (a through z)

Getting started

- Base 10 digits (0 through 9)
 - Non-alphabetic characters, including ~!@#\$%^&*()_-=`{|[]\:"';<>.,
- ✓ The password must be between 6 and 20 characters long.
 - ✓ The password must be different from your username (your email address).
 - ✓ The password cannot contain 3 consecutive numbers(e.g.:123,321).
 - ✓ The password cannot contain 3 consecutive letters (e.g.:abc,cba).
 - ✓ The password cannot contain spaces.

Then click on **Next**.



We will only process your Healthcare data through Medtrum App/website with your consent.

If you choose to register your Medtrum account and access our App using the account, the healthcare data recorded on the App will be uploaded to our server in Europe and be held for 2 years. You have the right not to upload any device data to the App, in which case the data will not be accessible to others. If you choose not to register in Medtrum App/website, the only record of your Healthcare data is on the device itself.

If you are under 16 years of age, you will need the consent of your parent or legal guardian to register in this App.

I Agree to the [Terms of Use of Medtrum](#)
 I Agree to the [Privacy Policy of Medtrum](#)

[Create Account](#) [Back](#)

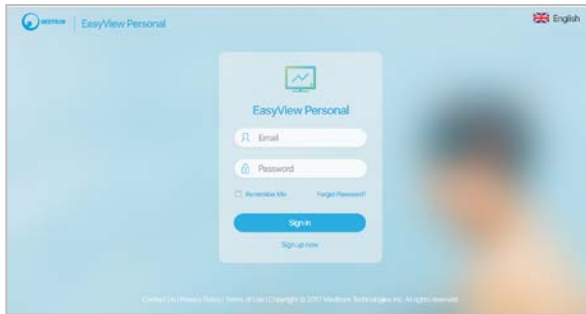
After you have read and agreed to the privacy policy and terms of use, tick the small boxes and click on **Create Account** to register your Medtrum account.

Once the account is created, you can sign in to it.

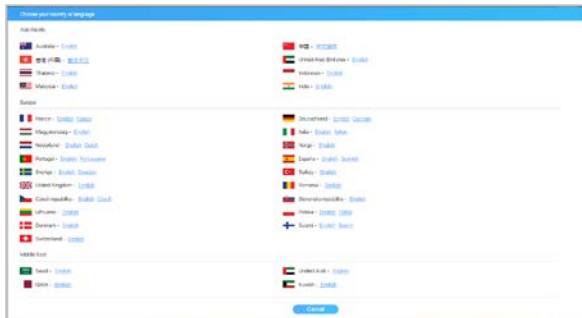
Getting started

2.3 Sign in

If you have registered an account on your Medtrum EasyFollow mobile app, you can directly sign in with your account:



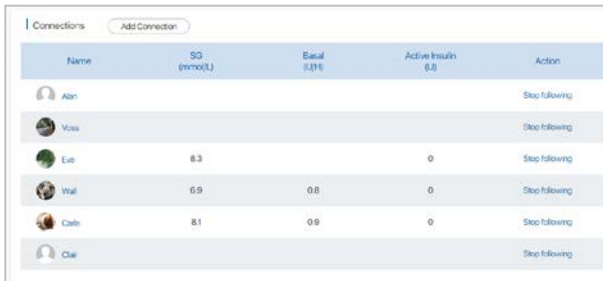
1. Click on the Flag Icon at the top right corner, and the following pop-up will appear.



Select the country/region you used upon registration, and the pop-up will disappear.

2. Enter your email and password.
3. Click on Sign in.

Once you have signed in, you will see your patient list.



The screenshot shows a table titled 'Connections' with a sub-header 'Add Connection'. The table has five columns: Name, SG (mmol/L), Basal (iU/L), Active Insulin (U), and Action. There are six rows of patient data, each with a profile icon, name, and 'Skip following' action button.

Name	SG (mmol/L)	Basal (iU/L)	Active Insulin (U)	Action
Alan				Skip following
Yves				Skip following
Luo	8.3		0	Skip following
Mal	6.9	0.8	0	Skip following
Dele	8.1	0.9	0	Skip following
Clair				Skip following

3.1 Add a patient

To add a patient, click on **Add Connection**, and you will go to the following screen.



The screenshot shows the 'Add Connection' form. It has a title 'Add Connection' and a link to 'Connections'. The main area contains a text input field with the placeholder 'Enter username (email)' and a 'Search' button below it.

Enter the patient's username (email address). If the username you entered is correct, the website will display the patient's name and email. Click on **Send request** to send a connection request to the patient's account.









The screenshot shows the 'Add Connection' form with search results. The title is 'Add Connection' and the link is 'Connections'. Below the search input, it says 'Search results'. There is one result for 'Clair Simpson' with the username 'test1@medtrum.ch' and a 'Send request' button.

Once the patient signs in to the Medtrum EasyView website and accepts your connection request, her/his account will appear in your patient list and you will be able to view her/his device data.

Patient list

3.2 Delete a patient

To delete a patient, simply click on **Stop following**.

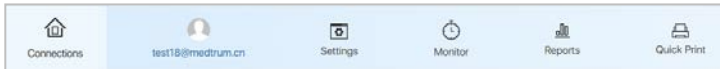
Connections		Add Connection		
Name	SG (mmol/L)	Basal (U/h)	Active Insulin (U)	Action
 Albi				Stop following
 Voss				Stop following
 Eva	8.3		0	Stop following
 Well	6.9	0.8	0	Stop following
 Carla	8.1	0.9	0	Stop following
 Clark				Stop following

Patient list

Patient Profile

Click on the patient you want to view in the patient list, and you will go to her/his Monitor screen.

Click on the patient's username in the blue bar to go to the Patient Profile screen.



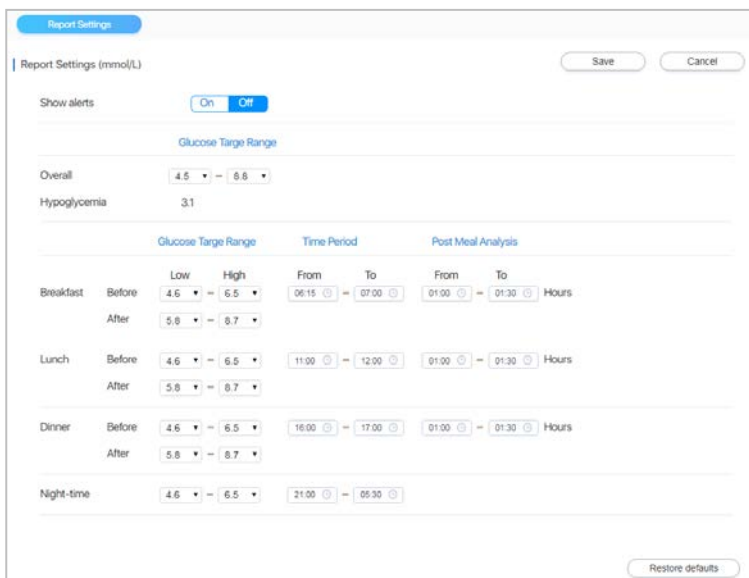
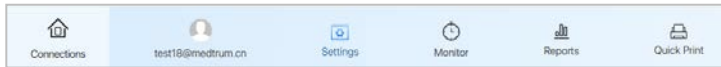
Here you can view the patient's contact information.

A screenshot of a 'Patient profile' form. The title 'Patient profile' is at the top left. Below it, the 'Username' is 'test18@medtrum.cn'. The 'Photo' field shows a person icon. The 'Full Name' is 'Clair Simpson'. The 'Alias' field is an empty text box. The 'Mobile', 'Telephone', and 'Email' fields each show two dashes '--'. At the bottom right, there are two buttons: 'Save' and 'Cancel'.

Patient Profile

Click on the patient you want to view in the patient list, and you will go to her/his Monitor screen.

Click on **Settings** in the blue bar to go to the Settings screen.

A screenshot of the 'Report Settings' form. At the top, there's a 'Report Settings (mmol/L)' title and 'Save' and 'Cancel' buttons. Below is a 'Show alerts' section with a toggle switch set to 'On'. The 'Glucose Target Range' section shows 'Overall' with a range of 4.5 to 8.8 and 'Hypoglycemia' set to 3.1. The 'Time Period' section is divided into 'Breakfast', 'Lunch', 'Dinner', and 'Night-time'. Each meal has 'Before' and 'After' sub-sections with 'Low' and 'High' target ranges. For example, Breakfast Before has a range of 4.6 to 6.5, and Breakfast After has a range of 5.8 to 8.7. Time periods are specified in 'From' and 'To' fields with clock icons, such as 06:15 to 07:00 for Breakfast. A 'Restore defaults' button is at the bottom right.

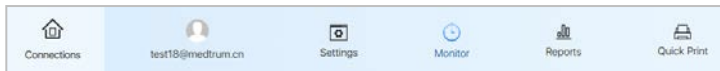
You can turn on or turn off the alert switch. If the switch is turned on, the alert and alarm records will be displayed in the reports.

Set the all-day Glucose Target Range which will be used in the graphs.

Set the Time Period of breakfast, lunch, dinner and night-time, which will be used in Day by Day Overview.

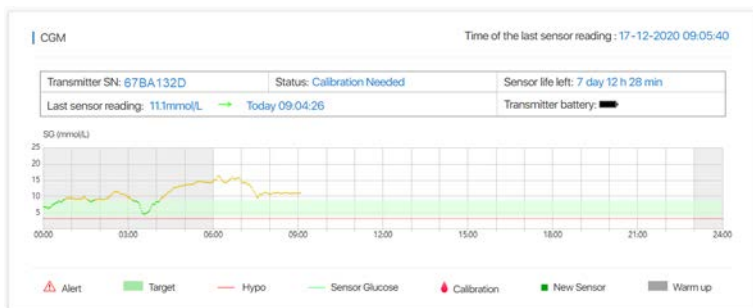
Click on **Save** to apply your settings.

Click on **Monitor** in the blue bar to go to the Monitor screen.



If the patient is using a Medtrum product which is connected to a Medtrum app via Bluetooth, and the app has Internet access, then you will be able to see all her/his real time device information from the **Monitor** Screen.

6.1 CGM



If the patient is using a glucose sensor, you will see the real-time sensor data in the CGM section including:

- i. The time the last sensor reading was sent to the cloud
- ii. The serial number of the transmitter currently used
- iii. The status:
 - **Not Calibrated** when the sensor has not been calibrated after warm-up.
 - **Monitoring** when the sensor and transmitter are both working properly, and the transmitter is sending the sensor glucose data to the app.
 - **Calibration Needed** when the last calibration has expired and a new calibration is

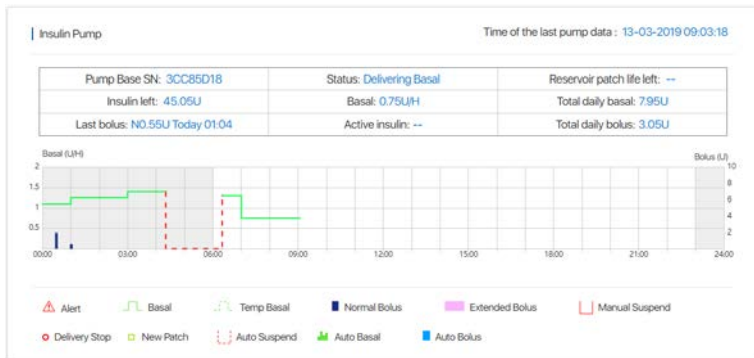
Monitor

needed now.

- **Calibration Error** when the last calibration failed.
- **Lost Sensor** when the sensor signal is lost from the app.
- **Sensor Expired** when the sensor has reached the end of its 7-day operating life.
- **No Readings** when the sensor is not working properly.
- **Sensor Failure** when the current sensor has failed.
- **Transmitter Error** when the transmitter is not working properly.
- **Connecting Sensor** when the transmitter is not properly connected with an active sensor.
- **Charging Battery** when the transmitter battery is being charged.
- **Battery Charged** when the transmitter battery has been fully charged.

- iv. The sensor life left
- v. The last sensor reading your app received via Bluetooth
- vi. The transmitter battery
- vii. The sensor glucose curve
- viii. The calibration records
- ix. The mark of starting a new sensor
- x. The warm-up periods
- xi. The marks of alerts

6.2 Insulin pump



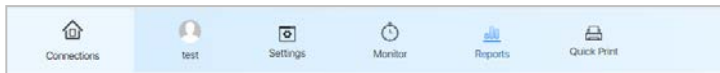
If the patient is using an insulin pump, you will see the real-time pump data in the Insulin Pump section including:

- i. The time the last pump data were sent to the cloud
- ii. The serial number of the pump base currently used
- iii. The pump status:
 - **Delivering Basal** when the patch pump is delivering basal insulin.
 - **Delivering Normal Bolus** when the patch pump is delivering a normal bolus.
 - **Delivering Extended Bolus** when the patch pump is delivering an extended bolus.
 - **Suspend** when all the insulin delivery is suspended.
 - **Lost Pump** when the PDM has lost pump signal.
 - **Occlusion Detected** when the patch pump is occluded.
 - **Empty Reservoir** when there is no insulin left in the patch pump.
 - **Patch Expired** when the reservoir patch has expired.

Monitor

- **Patch Error** when the reservoir patch is not working properly.
 - **Patch Battery Depleted** when the reservoir patch battery is depleted.
 - **Pump Base Error** when the pump base is not working properly.
- iv. The reservoir patch life left
 - v. The amount of insulin left in the reservoir
 - vi. The current basal rate
 - vii. The total daily basal insulin that has been delivered
 - viii. The last bolus dose
 - ix. The active insulin
 - x. The total daily bolus insulin that has been delivered

Click on **Reports** in the blue bar to go to the Reports screen.



You will find the analysis of sensor or pump data in six reports: dashboard, daily summary, day by day overview, sensor overlay, trend analysis and events.

When you change the end date on one of the reports, the end dates on all other reports will be synchronized automatically.

7.1 Dashboard



The dashboard report is used for reviewing the statistics of CGM readings and insulin pump delivery. It provides detailed figures for analyzing and managing diabetes.

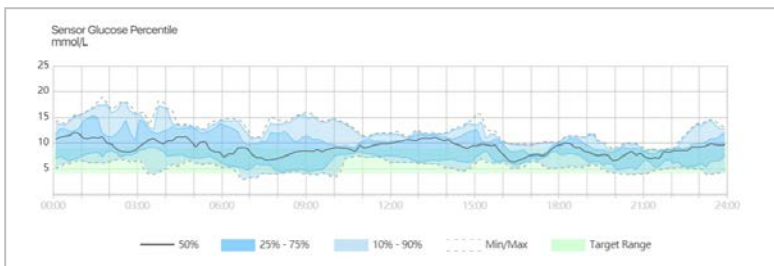
The first part of the report shows the overall glucose statistics: average BG, CGM reading, daily insulin delivery, carbs-intake, exercise time as well as standard deviation (SD) and number of input (#). An estimated A1C is calculated from SG values.

Glucose Statistics										
BG		CGM		Insulin		Carbs		Exercise		
Average		Average		Average Daily Dose		Average Carbs/Day		Average time/Day		
9.4 mmol/L		9.1 mmol/L		37.33 U		44 g		---		
SD	#	SD	#	SD	# days	SD	#	SD	#	
3.17	30	3.66	4901	2.57	4	18.6	6	--	--	

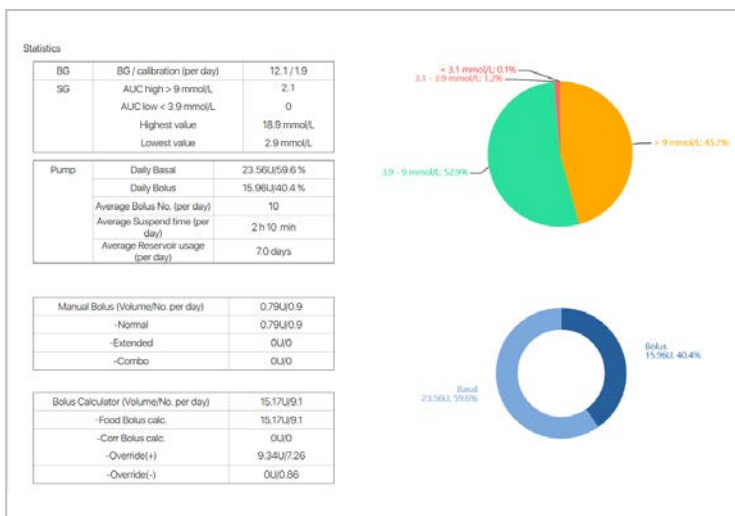
Estimated A1C: 7.3% calculated from SG values Note: Estimated A1C does not replace lab measurement

The second part displays the percentile report, in which you can view the SG distribution at certain daily time points during the selected days.

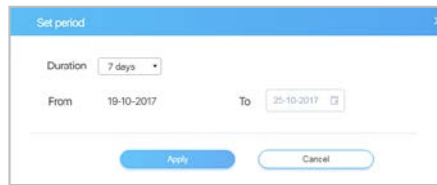
Reports



The third part of the report includes detailed glucose and Insulin delivery statistics. You can also view the glucose and insulin distribution of the selected days in the pie chart.



You can set the period by clicking on **Set**, and then selecting the duration and the end date.



A dialog box titled "Set period" with a close button (X) in the top right corner. It contains a "Duration" dropdown menu set to "7 days", a "From" date field set to "19-10-2017", and a "To" date field set to "25-10-2017" with a calendar icon. At the bottom, there are two buttons: "Apply" and "Cancel".

You can print this report by simply clicking on **Print**.

7.2 Daily summary



This report presents the sensor glucose curve, calibration marks, basal rates, bolus doses, alerts, carbohydrate records, and exercise records of a selected day.

Reports



By moving the mouse pointer along the curves, you can see more detailed information.



The default date is always the last date before the day you open the website.

Date < 24/10 2017 >

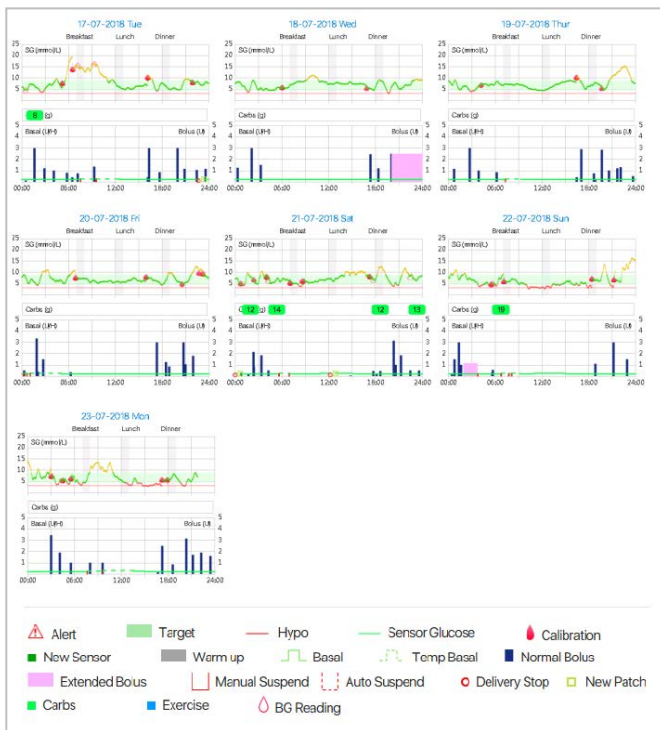
You can change the date by clicking on Date, and choose the date on the calendar.

You can print this report by simply clicking on **Print**.

7.3 Day by day overview

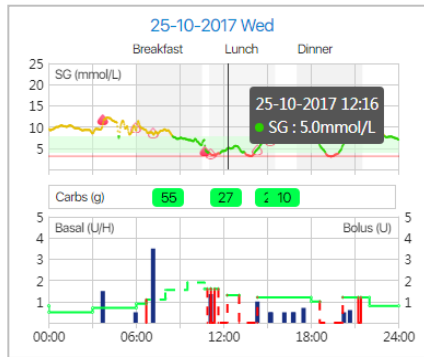


This report presents the meter blood glucose readings, sensor glucose curves, insulin delivery curves, and carbs intake of 7 or 14 days. The default period is 7 days.



By moving the mouse pointer along the curves, you can see more detailed information.

Reports



You can set the period by clicking on **Set**, and then selecting the duration (7 or 14 days) and the end date.

Set period

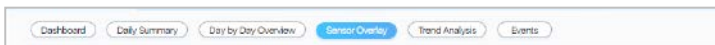
Duration 7 days

From 19-10-2017 To 25-10-2017

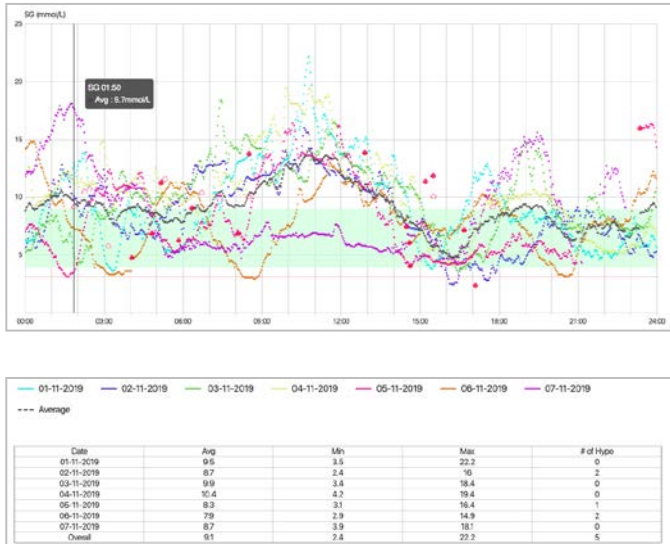
Apply Cancel

You can print this report by simply clicking on **Print**.

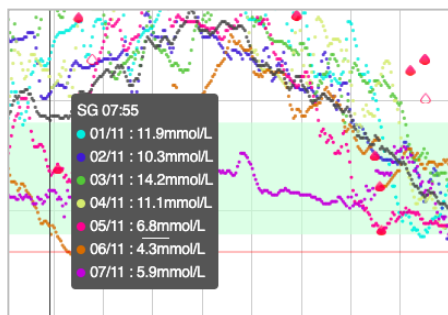
7.4 Sensor overlay



This report displays the sensor data overlay and meter blood glucose readings within a given number of days (maximum 7 days) before a selected date. All the daily SG curves and meter blood glucose readings are displayed in an overlap graph so that you can easily see the pattern of glucose levels in a given period. If you print it, you will also see the daily average SG, maximum SG, minimum SG, and the number of hypoglycemia episodes.



By moving the mouse pointer along the curves, you can see more detailed information.



You can set the period by clicking on **Set**, and then selecting the duration, the date scale, the end date and the days you want to see.

You can print this report by simply clicking on **Print**.

7.5 Trend analysis



This report shows the trend graph and statistics within a given number of days (maximum 90 days).

The Glucose Trend graph and statistics include:

- Basic statistics
 - Avg.: The average of all the sensor readings.
 - Max: The highest sensor reading.
 - Min: The lowest sensor reading.
 - Med: The Midpoint of all the sensor readings.
 - Q1: 25% of sensor readings are lower than this value.
 - Q3: 75% of sensor readings are lower than this value.
 - IQR: The interquartile range (IQR) is the difference between the Q1 and Q3.
 - SD: The Standard deviation (SD) measures the amount of variability or dispersion, from the individual sensor readings to the average.
 - CV: The Coefficient of variation (CV) is a measure of relatively variability.
 - SE Mean: The Standard Error (SE) Mean measures how spread out the sensor readings are.
- Distribution %: The distribution of the sensor readings. The high and low limits are set in the report settings.
- Stability:
 - AUC above limit: The Area under a Curve (AUC) above limit is a measure of the high glucose above the high limit.

- AUC below limit: The AUC below limit is a measure of the low glucose below the low limit.
 - # of high / low: Shows how many times the sensor readings are higher than the high limit or lower than the low limit.
- BG statistics
- Avg: The average of all the BG readings.
 - SD: The Standard deviation (SD) measures the amount of variability or dispersion, from the individual BG reading to the average.
 - # of Hypo: Shows how many times the BG readings are lower than 3.1 mmol/L (56 mg/dL).
 - BG readings: The number of the BG readings.

The Insulin trend graph and statistics include:

- Avg. Daily Total: The average of total insulin delivered per day.
- Avg. Daily Basal: The average of daily Basal delivered per day.
- Avg. Daily Bolus: The average of daily Bolus delivered per day.
- Avg. # of bolus/Day: The average number of times to deliver a bolus per day.
- Avg. bolus(U)/Each: The average insulin delivered for each Bolus.

The Carbs statistics include:

- Carbs (g): The carbohydrates intake
- # of meals: The number of meals.

Reports

The Exercise statistics include:

- **Duration (min):** The total duration of exercise
- **# of Exercises:** The number of exercises .



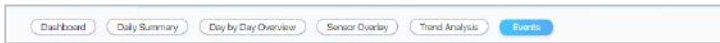
By moving the mouse pointer on the graphs, you can see more detailed information.



You can change the period by clicking on **Set**, and then selecting the start date, end date and the days you want to see.

You can print this report by simply clicking on **Print**.

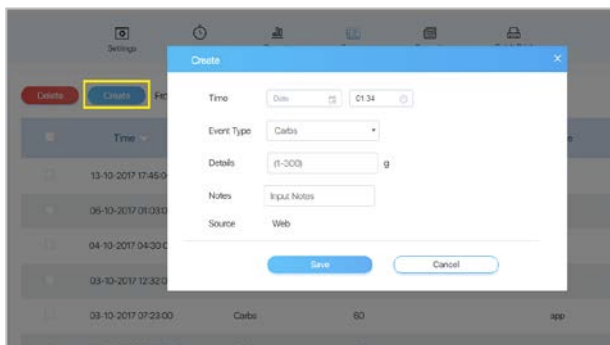
7.6 Events



You can view here both the events recorded on patient's EasyTouch/EasySense app and those recorded in patient's PDM if the patient has uploaded PDM data to the cloud.

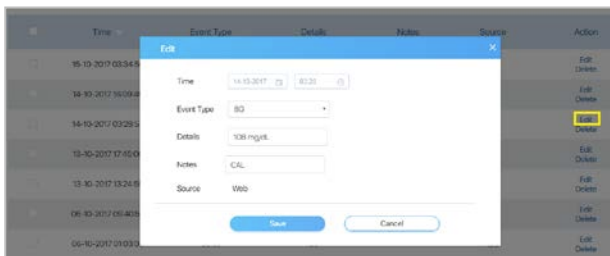
				Period: 12/11/2019 - 18/11/2019, All		Set	Print
	Time	Event Type	Details	Notes	Source	Action	
<input type="checkbox"/>	18-11-2019 21:29:00	BG	12.8 mmol/L		PDM	Edit	Delete
<input type="checkbox"/>	18-11-2019 21:29:00	Carbs	66 g		PDM	Edit	Delete
<input type="checkbox"/>	18-11-2019 21:29:00	Exercise	25 min Light		PDM	Edit	Delete
<input type="checkbox"/>	18-11-2019 13:49:00	Injection	10 U		app	Edit	Delete
<input type="checkbox"/>	18-11-2019 13:49:00	Injection	10 U		app	Edit	Delete

To create a new event from the website, click on **Create**, record the event in the pop-up, and then click on **Save**.

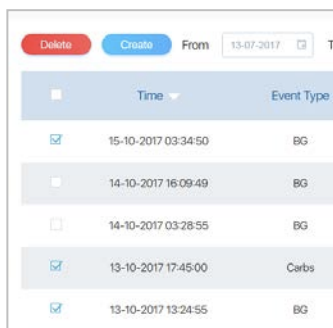


To edit an existing event, click on **Edit**, make changes in the pop-up, and then click on **Save**.

Reports

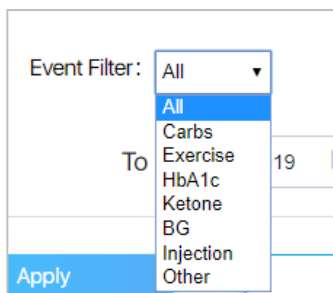


To delete events from the website, tick them and then click on **Delete**.

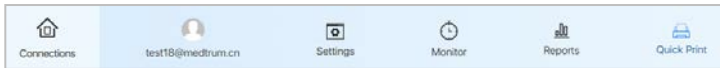


You can set the period by clicking on **Set**, and then selecting the end date and the number of days you want to see.

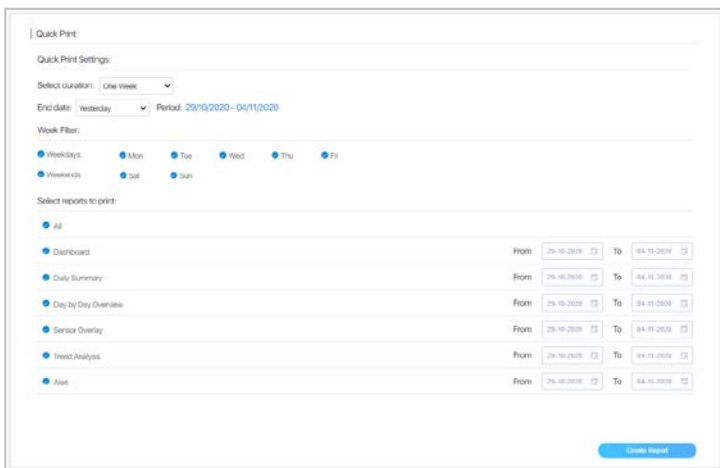
If you want to view only one category of events, click on **Set** and use the event filter.



Click on **Quick Print** in the blue bar to go to the Quick Print screen.

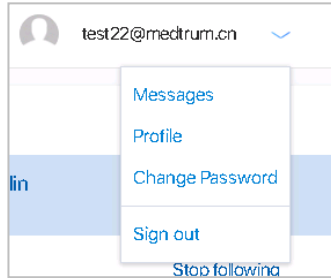


On this screen you can quickly print different reports: select the duration, the start date, the end date, and the days you want to see, tick the reports you want to print, and click on **Create Report** to print all of them.

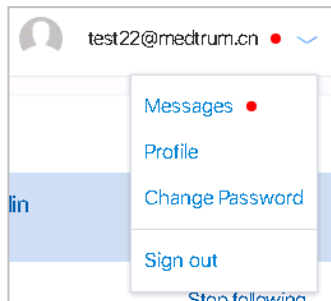


Messages, profile and password

Click the down arrow at the top right corner, and a drop-down menu will appear.



If you see a red dot, it means you have received a message.



9.1 Messages

Click on **Messages** in the drop-down menu to go to the Messages screen.

If a patient accepted your connection request, denied your connection request, or deleted you from her/his connections, you will receive a message.

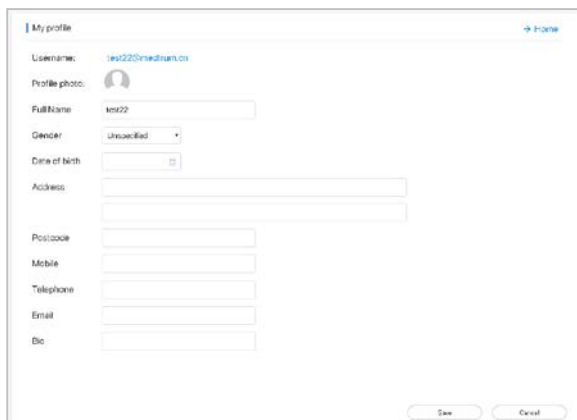
Messages, profile and password



9.2 Profile

Click on **Profile** in the drop-down menu to go to the Profile screen.

Here you can edit your personal profile.



9.3 Change Password

Click on **Change Password** in the drop-down menu to go to the Change Password screen.

Here you can set a new password for your account.

Messages, profile and password

Change Password [→ Home](#)

Old password

New password

Re-enter password

[Forgot your password?](#)

Messages, profile and password

Glossary