



Telserve

User Manual

Home Use

A telemedicine accessory to blood glucose monitoring systems

Contact

Telcare, Inc.

Bethesda, MD 20814

USA

Phone: (888) 666-4530

Hours: M - F, 9AM - 5PM EST

E-mail: support@mytelcare.com

Website - www.mytelcare.com

Please contact your healthcare professional at all other times.

This manual will be readily available on the Internet. You may request a hard copy of this manual by calling Telcare.

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Intended Use

INTENDED USE

Telserve Data Management System - Home Use

The Telserve Data Management System – Home Use (Telserve – Home) 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. Telserve – Home is not intended to provide automated treatment guidance or decisions, nor is it to be used as a substitute for professional healthcare judgment.

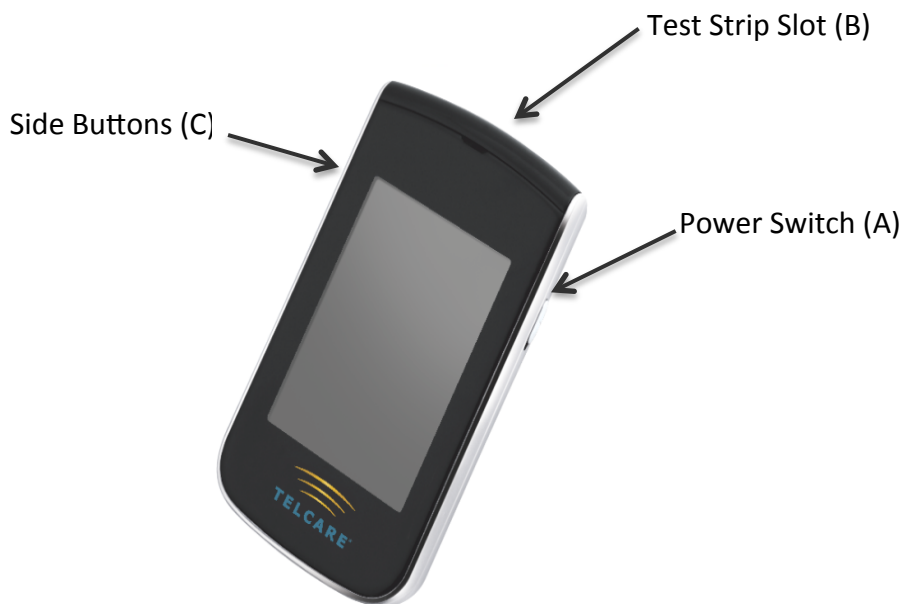
GENERAL PRECAUTIONS

- 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 and who are enrolled in the Telserve program.

Taking Your Blood Glucose

Blood Glucose Reading

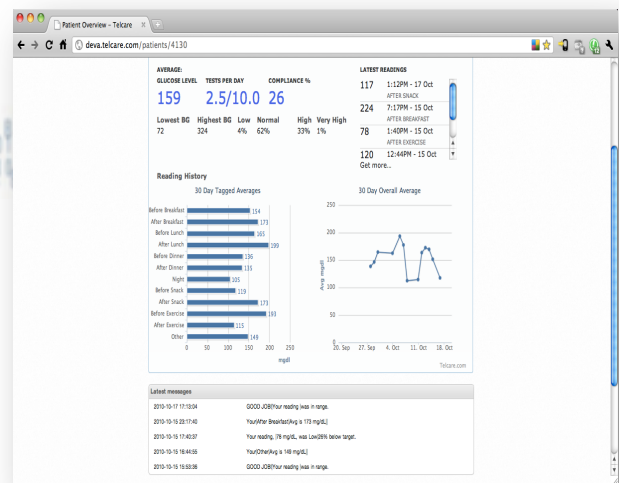
- 1 Turn on the Telcare Blood Glucose Meter (BGM) using Power Switch (A).
- 2 **Insert Test Strip** when prompted
- 3 **Apply blood** to test strip.
- 4 After 6 seconds, your reading will appear.
- 5 Select a Reading Tag using the Side Buttons (C).
Examples: Before Breakfast and After Lunch.
- 6 Press the middle button to send your data to Telservice.
- 7 **Note: If you are outside of a cellular communication area, the blood glucose (BG) data may not transmit to Telservice right away. In such a case, the BG data will be stored on your meter. Rely on the results shown on your meter to determine your normal treatment for your diabetes.**



* Please follow the directions within your Telcare Blood Glucose Meter (BGM) User Manual. These directions are abbreviated.

Telserve Receives Data from Meter

1. Once Telserve receives your BG data, it sends a response back to your meter. The response will appear on the bottom of the meter's screen.
2. If a multiple choice question is sent to your meter, use the side buttons to respond.



* Please follow the directions within your Telcare Blood Glucose Meter (BGM) User Manual. These directions are abbreviated.

Telserve Patient Portal:

How to Log in and View your Data

The Telserve patient portal allows you to view BG data that has been sent from your meter. You can download your data directly to your computer and you can print this data, as well.

The Telserve patient portal is designed to work with internet browsers that implements the https:// secure protocol. Tested browsers include Internet Explorer 8.0.7600 and 7.0.5730; Firefox 3.6.15 and 3.5.17; and Safari 5.0.4 and 5.0.5; Apple iOS 4.2.1; and Google Android 2.2.1.

Login

- 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 with the Username and Password provided to you by Telcare.
- 5 Upon login, you will be directed to the User Portal.
- 6 Click Recover Password if you forgot your password and follow the instructions.

TEL CARE

Enter Login Username and Password

USERNAME

PASSWORD

[Recover Password](#) [Log in](#)

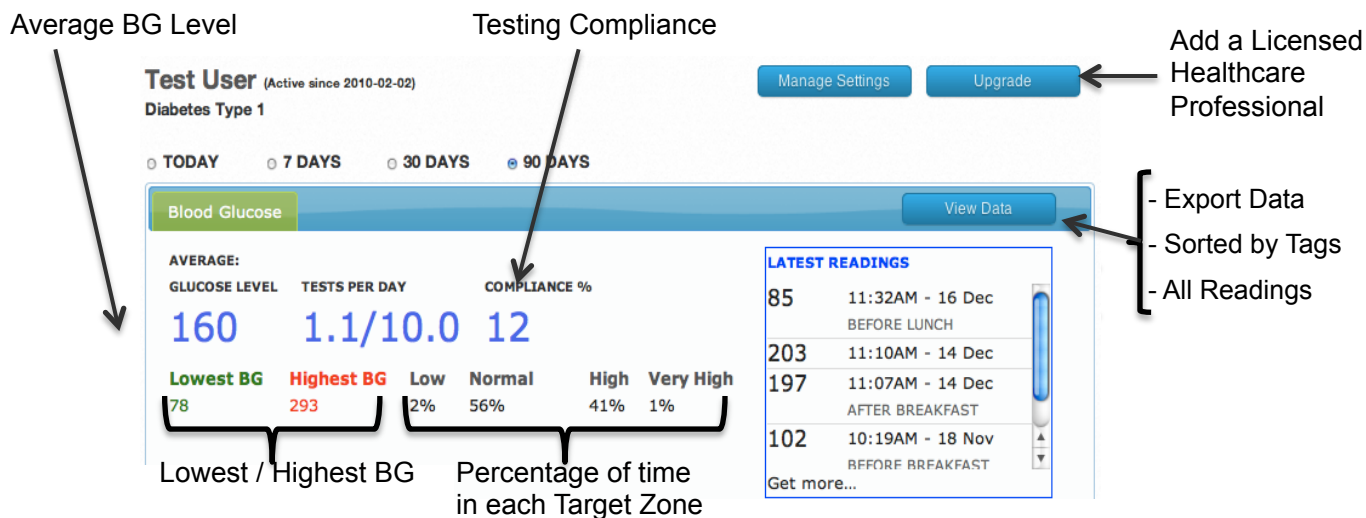
Recover Password

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](#)

Operating Patient Portal

- 1 The top portion of the User Portal shows your glucose data and test strip usage data.
- 2 The far right of the screen shows your last five readings (including BG, date, time and tag).
- 3 To view all of your readings and sort them by Time Tags and Range, click "View Data." Then select "Readings."
- 4 To view all of your readings organized only by Time Tags, click "View Data." Then select "Data Table."
- 6 To download all of your data in .CSV format, click "View Data." Then select "Export BG Data."
- 7 To setup your messaging options, click "Manage Settings." Then select "Messaging."
- 8 To setup your clinical profile click "Manage Settings." Then select Clinical Profile.
Options include target BG ranges and test strip prescription information.



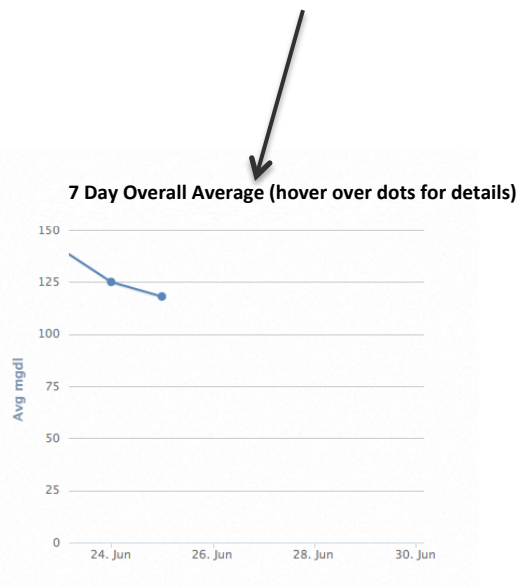
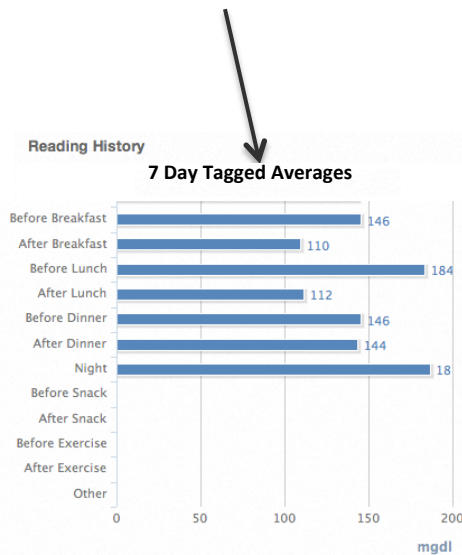
Operating Patient Portal

Graphs

- 1 The middle section of the User Portal shows your BG data graphs.
- 2 The graph on the left shows the average BG sorted by Reading Tags.
- 3 The graph on the right shows BG averages by date.

Reading Tag Graph

Trend Graph



Operating Patient Portal

Latest Messages

At the bottom of the page are the latest messages sent to your Glucose Meter.

Latest messages	
2010-07-27 20:49:37	Your reading, 203 mg/dL was High 91% above target.
2010-07-27 20:47:20	Your reading, 217 mg/dL was High 104% above target.
2010-07-27 19:14:58	GOOD JOB! Your reading was in range.
2010-07-27 17:16:05	GOOD JOB! Your reading was in range.
2010-07-27 16:56:47	GOOD JOB! Your reading was in range.

Report

To create a printable PDF of your data, select a time range and click Generate. This option is not supported if you are on a mobile device with Google Android.

Report

Generate a PDF report that you can print out for your records or bring to your doctor at your next appointment. Simply select the range that you want the report for and click the button to generate.

*Report Generation is not currently supported on mobile phones equipped with the Google Android Operating System (OS).

☒ 7 Days ☐ 30 Days ☐ 90 Days

Range



Operating Patient 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:

Before Meal

NORMAL RANGE: TO: HIGH MAX:

LOW: NORMAL: HIGH: VERY HIGH:

Night

NORMAL RANGE: TO: HIGH MAX:

LOW: NORMAL: HIGH: VERY HIGH:

- If you've upgraded to Telserve-Pro, your licensed Healthcare Professional has the ability to adjust these options.

All Readings

Filters

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

« 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

Data Table (sorted by Reading Tags)

Date	Breakfast		Lunch		Dinner		Activity		Night
	Before	After	Before	After	Before	After	Before	After	
2010-11-05					102				
2010-11-03				114					
2010-10-29	128	83			192				
	83								
2010-10-27	230				115			224	
	155								
2010-10-26	293		187	188	199	204			
	229		204	168					
2010-10-25				105	140				

Operating Patient Portal

My Profile and Google Health

- 1 Click "My Profile" on the navigation bar.
- 2 To edit and save personal information or a password change, click Submit.
- 3 To send your data to a third party Personal Health Record, click Link It To Your Telcare Account. For example, Google Health.

Google Health



FIRST NAME	Nanker
LAST NAME	Phelge
EMAIL	NPhelge@telcare.com
BIRTHDATE (YYYY-MM-DD)	1949-09-29
GENDER	M
STATE	MD
ZIPCODE	20906
PASSWORD	
PASSWORD CONFIRMATION	
Submit	



HAVE A GOOGLE HEALTH ACCOUNT?
[Link it to your telcare account!](#)

Your Details:

Meter Serial #
serial number

Activation Date
activation date

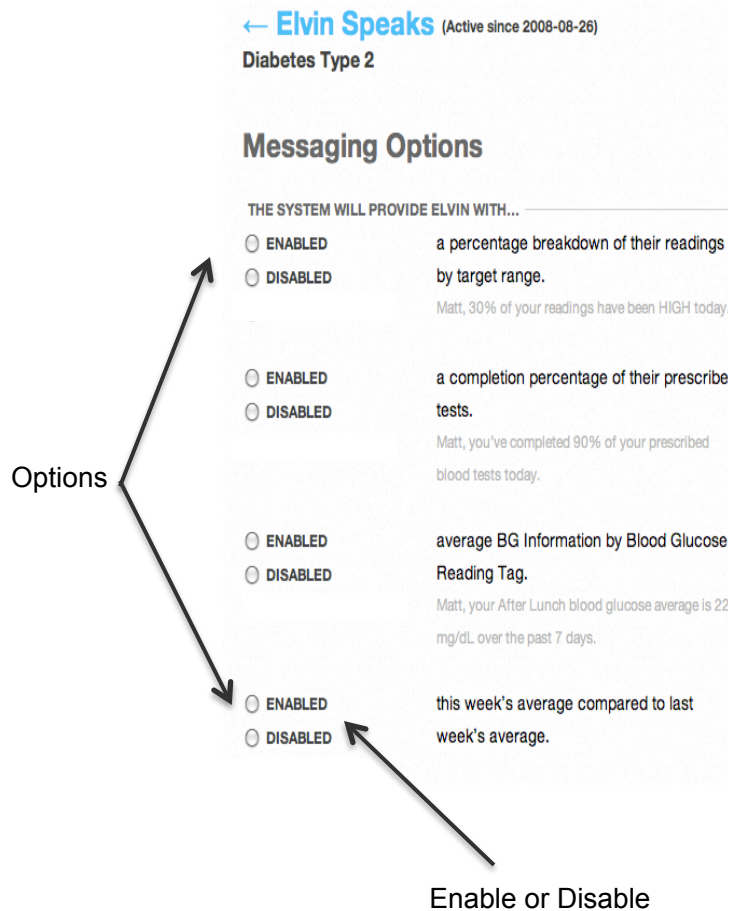
Prescribed Test Strips
presc

Type of Diabetes
type of diabetes

Messaging Options

Messaging

- 1 Under “Messaging Options,” select the basic messages to be sent to your glucose meter.
- 2 You may enable or disable each informational message.



- If you've upgraded to Telsolve-Pro, your licensed Healthcare Professional has the ability to adjust these options.

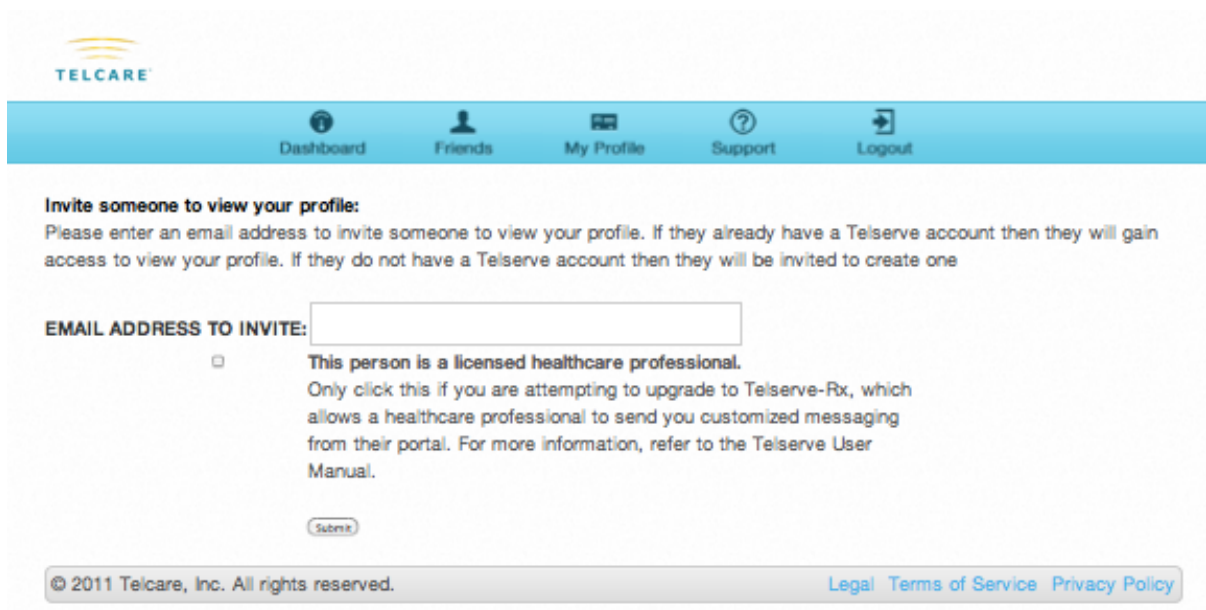
Upgrading to Telservice-Pro

Telservice-Pro Edition

- 1 Click the **Upgrade** button from your Dashboard.
- 2 You will be asked to enter your licensed Healthcare Professional's (HCP) contact information.
- 3 We will ask your HCP to prescribe Telservice-Pro to you. Then, a licensed HCP can send you custom messages. HCP's create these different messages using their portal.

Authorized Users

- 3 To invite someone to access your portal, click the **Friends** toolbar. Then enter their email address.



The screenshot shows the 'Friends' toolbar in the Telservice-Pro interface. At the top, the Telcare logo is on the left, and a navigation bar contains icons and labels for 'Dashboard', 'Friends', 'My Profile', 'Support', and 'Logout'. Below the navigation bar, the section is titled 'Invite someone to view your profile:' followed by a paragraph explaining the invitation process. A form field labeled 'EMAIL ADDRESS TO INVITE:' is present, with a checkbox next to it. Below the checkbox, a note states: 'This person is a licensed healthcare professional. Only click this if you are attempting to upgrade to Telservice-Rx, which allows a healthcare professional to send you customized messaging from their portal. For more information, refer to the Telservice User Manual.' A 'Submit' button is located at the bottom of the form. The footer contains the copyright notice '© 2011 Telcare, Inc. All rights reserved.' and links for 'Legal', 'Terms of Service', and 'Privacy Policy'.

TEL CARE

Dashboard Friends My Profile Support Logout

Invite someone to view your profile:
Please enter an email address to invite someone to view your profile. If they already have a Telservice account then they will gain access to view your profile. If they do not have a Telservice account then they will be invited to create one

EMAIL ADDRESS TO INVITE:

☐ This person is a licensed healthcare professional.
Only click this if you are attempting to upgrade to Telservice-Rx, which allows a healthcare professional to send you customized messaging from their portal. For more information, refer to the Telservice User Manual.

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FAQ

USING TELSERVE

General

Q: What does the Telserv system do?

A: Telserv is a software system developed to help you monitor your BG. Telserv works together with a Telcare Blood Glucose Meter (BGM). The meter has a built-in cellular chip that automatically sends all BG results to Telcare's secure server. Telcare's secure server messages the meter with objective feedback. Clinical coaching can be created by your HCP within their portal (Telserv-Pro). HCP messages are sent to the meter, too. All readings can be viewed and analyzed by logging into <https://mytelcare.com>.

Setup and Starting

Q: Do I need a Telcare BGM in order to obtain a Telserv username and password?

A: Yes.

Q: How can I obtain a Telcare BGM?

A: Call Telcare at 888-666-4530 to obtain information on ordering a Telcare BGM.

Q: Which Internet browsers are compatible with the Telserv?

A: Tested browsers include Internet Explorer 8.0.7600 and 7.0.5730; Firefox 3.6.15 and 3.5.17; and Safari 5.0.4 and 5.0.5; Apple iOS 4.2.1; Google Android 2.2.1.

Sending Data

Q: What do I have to do to send my data from the Telcare BGM to Telserv?

A: Nothing. Each BG is sent to Telserv, automatically. For more details, please refer to the Telcare BGM User Manual.

Q: What happens if the Telcare BGM can't find a signal to send the data to Telserv?

A: It will save the data. You can send this data at any time by going to Memory Recall in the meter. See Telcare BGM User Manual for instructions. The meter will calculate and save your BG data without a signal, just like a standard meter.

Q: What happens if my Telcare BGM sends data while I'm logged into Telserv?

A: Refresh your browser to display the most recent readings.

FAQ

Q: What happens to my data if I lose or damage my Telcare BGM?

A: Nothing. Even if you lose or damage your Telcare BGM, all data sent to Telsolve will be available and secure.

Q: How do I know if my glucose data was received by Telsolve?

A: "Data sent successfully" will display on your meter. If data was not received, "No data connection, Data will be stored" will display on your meter.

Q: Will my meter still work even though I haven't activated my Telsolve account?

A: Yes. Your meter will always work regardless of your connection with Telsolve. Telsolve is an accessory to your meter. It is not a requirement.

Q: Do I have to answer messages that I receive on my Telcare BGM?

A: No. The system will work properly even if you do not respond to messages.

Adding a "Tag" to your BG Reading

Q: I don't want to select a tag for my blood glucose reading. Will the BG data be sent to Telsolve anyway?

A: Yes. If a BG reading doesn't have a reading tag it will be displayed as "No Selection" within your Telsolve portal.

Time zones

Q: What if I'm traveling between time zones with my Telcare BGM?

A: Telsolve will recognize the time zone you are in automatically. It will save data accordingly.

Restrictions

Q: Do I have to meet certain conditions to use Telsolve or the Telcare BGM?

A: No. As long as you are able to use the device then you can use both Telsolve and Telcare BGM.

OPERATING TELSERVE

Help with Setup

Q: I need help setting up my Telsolve account.

A: Call us. If you need help setting up your account or if you never received a confirmation Email or phone call, please call Telcare customer support at 888-666-4530.

FAQ

Editing Data

Q: What data can I edit?

A: You can edit all of the biographical information listed in your User Profile. You cannot edit your glucose readings or reading tags. This may be a feature in an upcoming version.

Exporting Data

Q: What is .CSV format?

A: A comma-separated values (CSV) file is a textual representation of data. It can be viewed in any text editor or Microsoft Excel.

Security

Q: Where can I read about your Privacy Policy?

A: At <https://mytelcare.com>. You can read about our strict Privacy Policy, including our dedication to HIPAA and protecting your data, using the links located on <https://mytelcare.com>

Password Request

Q: I've forgotten my password. Now what?

A: Please call customer support at 888-666-4530.

Deactivation

Q: Can I deactivate my Telserve account?

A: Yes. Please call customer support at 888-666-4530.

Smartphones

Q: Can I use Telserve on my smartphone?

A: Users should only view Telserve through the mobile browsers that have been verified and validated to function properly: Apple iOS 4.2.1; Google Android 2.2.1.

Setting Low, Normal, High, and Very High Ranges

Q: How do I know if my BG readings are in the proper target range?

A: That should be determined in discussions between you and your HCP.

FAQ

Message History

Q: Can I see the messages that have been sent to my Telcare BGM?

A: Yes. You can view your message history on Telsolve by clicking the Messaging button. This is found on your dashboard.

Tips

Q: How do I save my login information?

A: You can save your login information using your web browser's built-in login saving features.

Q: Do I have to save my BG before I log out?

A: No. All data is saved automatically.

Maintenance

Q: How do I maintain my software?

A: Software updates will automatically be installed on Telsolve.

THIRD PARTY ENTITIES

Marketing

Q: Do you share or sell my data to any advertisers?

A: No. Your data is managed with the complete respect and security. Please review our Privacy Policy to read more about the steps we take to protect your personal data.

Google Health

Q: Can I send my data to a PHR such as Google Health?

A: Yes. You can send your data to an authorized Third Party such as Google Health. This is done by clicking on the Add Third Party link. This link is found on the profile page.

Q: Do I need a Google Health username and password in order to send my data there?

A: Yes. You must have a Google account in order to join Google Health. You can join Google at <https://www.google.com/accounts/NewAccount>

FAQ

ERROR MESSAGES

Q: What types of Error Messages might occur and why?

A: Error messages might occur because of an incorrect username and password. They may also occur if you try to save details in your profile in the wrong format.

Q: When would Telserve log me out?

A: After ten minutes. This is a security precaution. You will be required to login again.

SUPPORT

Q: Where can I get help?

A: Assistance is available by calling customer support at 888-666-4530.

Q: Where can I obtain a manual?

A: The online manual is available by clicking on Support within your MyTelcare web portal.