

Primary Tech-Enhanced Care (PTEC)

HOME DIABETES MONITORING PROGRAMME

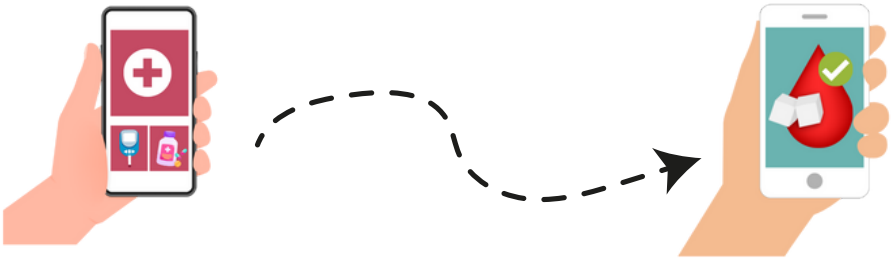
USER GUIDE

Blood Glucose Meter (BGM)



Welcome onboard the PTEC Home Diabetes Monitoring Programme!

Thank you for allowing us to journey with you to manage your diabetes. Under the PTEC Home Diabetes Monitoring Programme, you'll be able to understand your condition better with regular monitoring of your blood sugar levels and get better support from your care team.



Take your blood sugar reading at least once a week using the blood glucose meter provided.



Remember to share your weekly readings with your care team through the Health Discovery+ app. You may share the blood glucose meter with others, but please do not send their readings to your care team via the mobile app.



Follow the medication and lifestyle advice given by your care team.

3 Main Steps:



Pair (Pages 4-7)	Measure (Pages 8-13)	Share (Pages 14-17)
<p>Installing HD+ App</p> <p>Bluetooth Pairing</p>	<p>Using Lancing Device</p> <p>Using Blood Glucose Meter</p>	<p>Uploading Blood Sugar Readings</p> <p>Notifications and Feedback on HD+</p>

If you received a Bluetooth-enabled blood glucose meter from your care team, or are using your own Accu-Chek Instant device, please read on.

Otherwise, refer to your own device's instruction manual for the detailed setup and usage guidelines, and only refer to Pages 13-15 onwards for 'how to upload your readings onto the Health Discovery+ App'.

STEP 1:

PAIR

What you will need:



Smartphone with **Internet Access** and **Singpass App** installed

- **Phone Operating System:**
 - iOS 12.0.0 and above
 - Android 9.0 and above



Blood Glucose Meter

- Accu-Chek Instant Meter
- Check the battery before starting



Scan the QR code or visit

<https://for.sg/>

[glucosemonitoringresources](https://for.sg/glucosemonitoringresources)

for more information on pairing the blood glucose meter to your mobile phone

Health Discovery+ (HD+) App



Health Discovery +




Scan with Singpass app
to log in



Step 1.1: Download

Download the Health Discovery+ (HD+) app from the Apple App Store or Google Play Store.

- If you're using an **Android** phone, enable your location  when installing the app.

Step 1.2: Log In via Singpass

Launch the HD+ App on your phone.

Click **Sign In** using Singpass App.

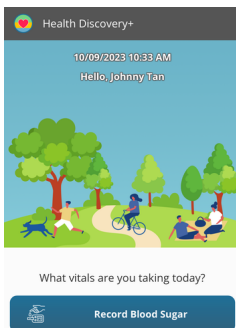
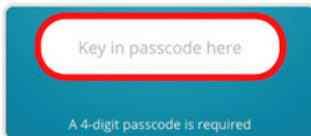
Tap the QR code and login with Singpass App or Singpass **Login and Password**.

Step 1.3: Set up Passcode

Once logged in, **set your preferred 4-digit passcode**, or allow biometric login (Face ID) if available.

- First-time login users must read and accept the app's terms of use and programme consent.

Upon successful login, you will be directed to the HD+ homepage.



Bluetooth Pairing of the Blood Glucose Meter

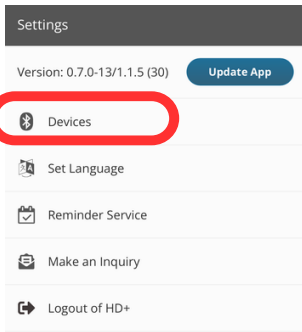
Step 1.4: Enable Bluetooth



Turn **Bluetooth 'ON'** under the 'Settings' menu in your mobile phone.



Ensure **location is on** if you are using an **Android phone**.

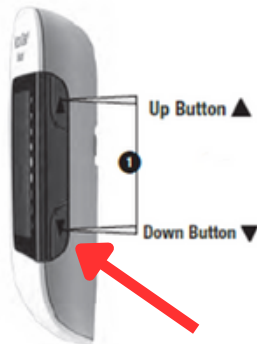


Step 1.5: Selecting Devices in the App

In HD+ app, **tap on 'Settings'** at the bottom of the screen and **select 'Devices'**.

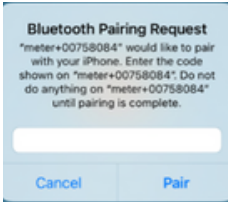
Select **'Glucometers'** then select **'Accu-Chek Instant'**.

Step 1.6: Bluetooth Pairing



With the meter off, **press and hold the down button** until **Bluetooth**  symbol appears on the screen.

The pairing symbol and wireless symbol will start flashing on the screen of the blood glucose meter.



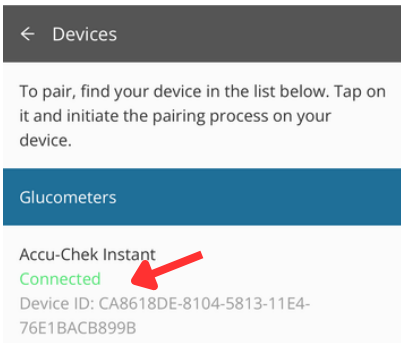
Find the 6-digit PIN number (located on the back of your blood glucose meter), and enter this PIN number on the mobile pop-up screen and **press 'Pair'.**

'OK' will appear on the blood glucose meter if pairing is successful.

Step 1.7: Pairing to HD+ App

In the app, you will receive a **Bluetooth Pairing request**.

Select 'Pair' to confirm your blood glucose meter. If pairing is successful, you will see **'Connected'** in green.



If pairing is unsuccessful, 'Err' will be displayed on your blood glucose meter

- Turn the power of the device and your phone off, then turn them back on again.
- Ensure the device and your phone are within 1 meter from one another.
- Ensure your phone's Bluetooth and location settings are turned on.
- Restart the pairing process again.
- For further troubleshooting, refer to **page 18-19**.



STEP 2:

MEASURE

What you will need:



Accu-Chek Instant Meter



Test Strips

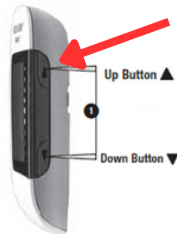


**Lancing Device/
Single Use Lancets**

Blood Glucose Meter Set-up and Use

Step 2.1: Set the Date and Time

1



With the meter off, press the UP arrow ▲ button once

2



Press the down and up button to adjust the hour

3



Press and hold the up button to move to the next field

4



To end set-up, press and hold the down button

Scan QR code for video instructions on using the Accu-Chek Instant Blood Glucose Meter

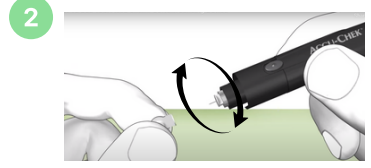


Step 2.2: Prepare the Lancing Device

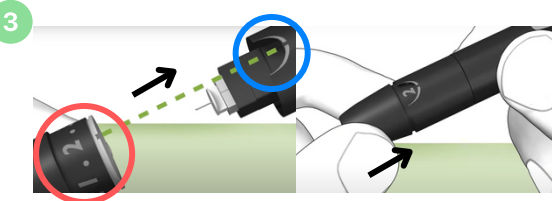
Softclix Lancing Device



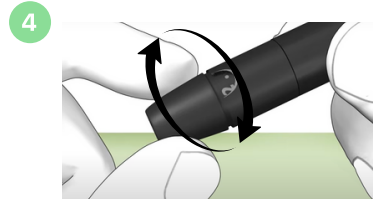
Remove the cap from lancing device and insert lancet into the lancet holder until you hear a 'click'



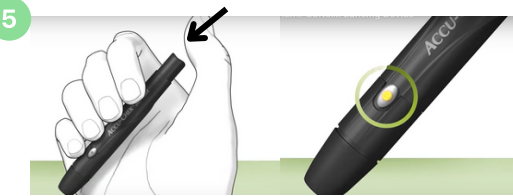
Twist and pull the sterility cap from the lancet to expose the needle



Align the notch of the cap (red) with the mark (blue) and replace the cap. Hear a 'click' sound to ensure the cap is secure

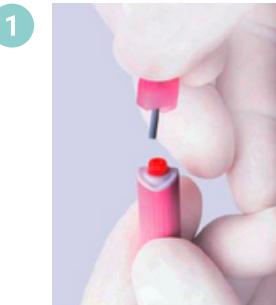


Turn the dial to select penetration depth setting (Recommended setting: 1.5- 3.0)

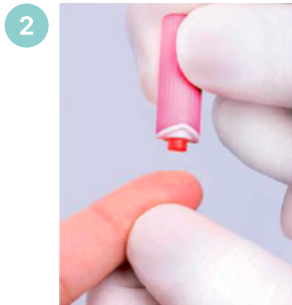


Press the priming button down, and the transparent release button will turn yellow

Single Use Lancets



Remove the protective cap by twisting it



Face the red tip of the lancet towards finger

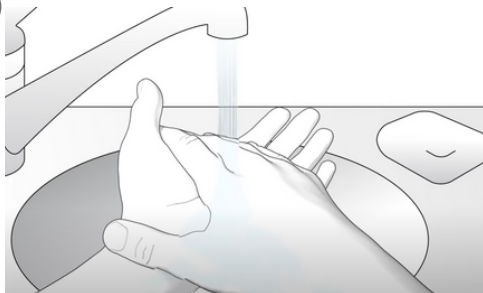
Step 2.3: Measure Blood Sugar Levels

1



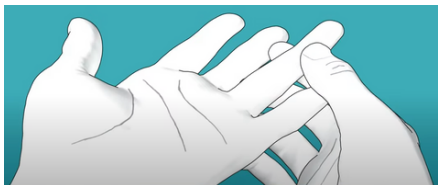
Insert a test strip into the device with the metallic side inserted (follow arrow).
A flashing blood drop will appear on the device.

2



To ensure better accuracy of your readings, please wash your hands with soap and water, or clean your finger with an alcohol swab, before measuring your blood sugar reading

3



Massage the finger to facilitate blood flow

4



Press the yellow release button to lance your finger

OR



Gently push the red tip against your finger

Step 2.3: Measure Blood Sugar Levels

5



Squeeze lightly the puncture site until sufficient drop of blood has formed

6



Apply a drop of blood to the yellow edge of the test strip and allow the strip to automatically draw the blood into the yellow window until it is completely filled

7



Remove your finger from the test strip when the flashing hourglass symbol appears

8



Your results will appear in 4 seconds, and the arrow will show if your results fall in/out of target range

Flashing arrow = Out of Range
Green = Within Target Range

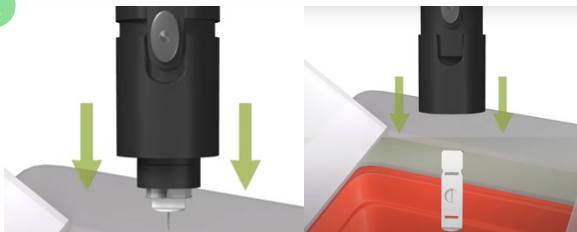
Disposal of Softclix Lancing Device

1



Remove the cap from the lancing device

2



Point the lancet into the bin and eject it by sliding the ejector down

Scan QR code for video instructions on Softclix lancing device



Disposal of Single Use Lancets



Discard the lancet

Scan QR code for user guide on single use lancets



STEP 3:

SHARE

What you will need:



Smartphone with **Internet Access** and **Singpass App** installed

- **Phone Operating System:**
 - iOS 12.0.0 and above
 - Android 9.0 and above



Blood Glucose Meter

- Accu-Chek Instant Meter
- Check the battery before starting



Scan the QR code or visit

<https://for.sg/>

[glucosemonitoringresources](https://for.sg/)

for more information on how to share your readings with the care team

Upload Your Readings to HD+ App

Step 3.1: Submit your reading (Bluetooth/ Auto)

1



In the HD+ App, click 'Record Blood Sugar', and select 'Auto'

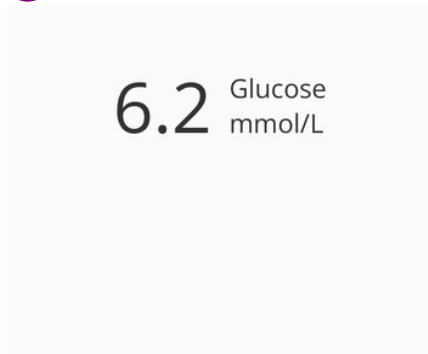
2



Receive Bluetooth Reading

Click 'Receive Bluetooth Reading' and wait for the Blood Sugar readings to be transferred via Bluetooth automatically

3

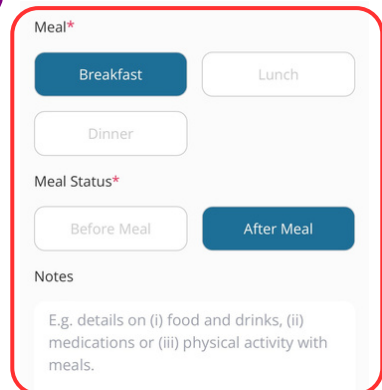


Retake

Next

Once Blood Sugar readings appear on the screen, click 'Next' to proceed OR 'Retake' to retake the Blood Sugar Readings

4



Back

Next

Select 'Meal' and 'Meal Status' then input 'Notes' for additional comments and click 'Next'

Upload Your Readings to HD+ App

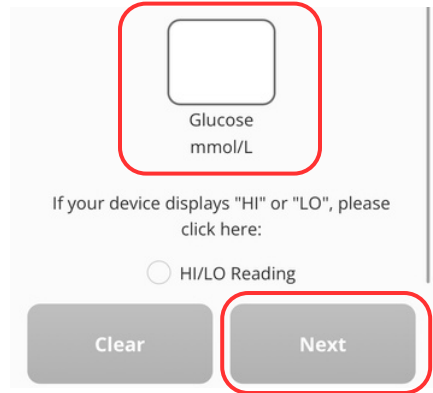
Step 3.1: Submit your reading (Manual)

1



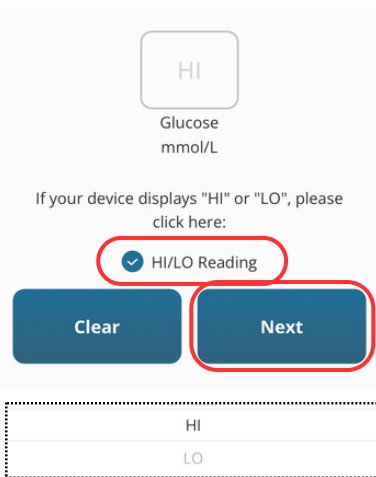
In the HD+ App, click 'Record Blood Sugar', and select 'Manual'

2



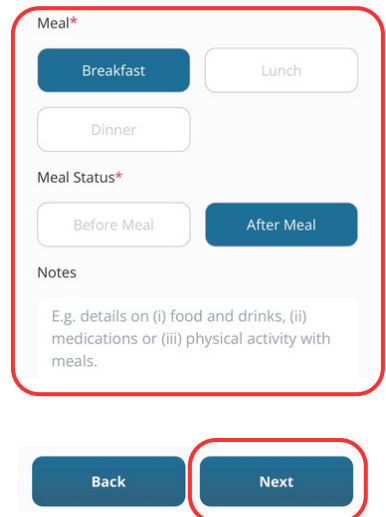
Key in your blood sugar readings and click 'Next'. The range you can enter is between 0.6 to 33.3mmol/L.

3



Your blood glucose meter may display a 'HI' or 'LO' instead of a number. If it does, indicate this in the option above, specify it, and click 'Next'.

4



Select 'Meal' and 'Meal Status' then input 'Notes' for additional comments and click 'Next'

3.2 Receive feedback in the app



When your reading is successfully submitted, you will receive feedback regarding your blood sugar level control in the app*.

7 mmol/L Breakfast, After Meal
10/09/2023 10:19 AM



Thank you for submitting your blood sugar reading. Please continue to monitor your blood sugar and take your diabetes medication (if any) as advised.

Please follow the instructions and reply to the messages if requested.

3.3 Notifications from the app



We will provide you with timely and interactive advice via in-app notifications, such as educational messages and recommendations on how to better manage your blood sugar levels.

Do read the notifications carefully and follow the instructions closely. Please reply to the messages if required.



Advise

The app will advise you on the actions to take if your blood sugar levels are not normal



Remind

The app will prompt you if you missed your blood sugar reading that week



Educate

The app will provide you with tips on managing your diabetes condition

IMPORTANT: The readings obtained from the device are not monitored in real time. Should your readings go above 20.0mmol/L (when fasting) or 25.0mmol/L, or go below 4.0mmol/L, please remeasure if you are prompted to do so. If you are feeling unwell, or if your readings stay out of range after an hour, please seek medical advice immediately.

Frequently Asked Questions (FAQs)

Q: I forgot my Singpass password. How do I reset it?

A: If you have set up your Singpass, you can reset your password online:

1. Visit Singpass portal/homepage (<https://www.singpass.gov.sg/home/ui/login>)
2. Select 'Reset password' and enter your NRIC or FIN details, followed by your SMS One-Time Password
3. Create your new Singpass password

If you require further assistance, please contact the Singpass Helpdesk at support@singpass.gov.sg or call 6335 3533. The operating hours are from 8am to 8pm (Mondays to Fridays), and from 8am to 2pm (Saturdays), excluding Sundays and public holidays.

Q: What do I do if the app is not working?

A: If you are experiencing issues with your app, you can try the following:

- Force quit the app and reopen it,
- Restart your phone, or
- Check for updates to the app

If the app still does not work properly, you can contact your care team via the polyclinic Contact Centre for more assistance.

Q: What if my blood glucose meter stops working?

A: You may try the following solutions:

- Change the batteries, or
- Remove and put in the batteries

Scan the QR code on the right for a video to learn how to change the batteries on the device.



If the blood glucose meter still does not work properly, you can check how to troubleshoot common issues on the following websites below. You can also contact your care team via the polyclinic Contact Centre for more assistance.



1. Common issues with the device:

<https://www.accu-chek.com.sg/faq/instant>

2. Error screens that might show on the device, and what to do next. Click on each screen for further instructions:

<https://www.accu-chek.co.uk/blood-glucose-meters/instant/support-error-screens>

Q: Can I replace my blood glucose meter if it's damaged?

A: Please ensure that you have registered your device warranty on the Accu-Chek Instant website at <https://for.sg/accuchekwarranty>.

To replace your device, contact Roche:

Call **6272 9200** (phone line open on weekdays from 9am to 5pm) or email sg.accu-chek@roche.com

Contact Centre

For general enquiries on the PTEC Home Diabetes Monitoring Programme, or if you need to reschedule your appointments and purchase medication, you may call the Contact Centre of your polyclinic.

National Healthcare Group Polyclinics	6355 3000
National University Polyclinics	6908 2222
SingHealth Polyclinics	6643 6969

Monday to Friday: 8.00am to 4.30pm

Saturday: 8.00am to 12.30pm

Not operational on Sundays and Public Holidays

Scan the QR code or visit
[https://for.sg/
glucomonitoring](https://for.sg/glucomonitoring) for
more information on the
programmne



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All information is correct as of September 2023. We reserve the rights to amend the information from time to time as necessary. For the latest information and medical advice, please approach the care teams and your doctor.