

Dexcom Continuous Glucose Monitor (CGM): Next Steps

Now that you and your doctor have decided that Dexcom CGM is the device you will use, here is some important information about what to do next.

How will I get the Dexcom?

- A prescription for the Dexcom will be sent to your pharmacy.
- The CHLA Prescription team will request an authorization for your Dexcom from your insurance company, if needed.

It may take up to 72 hours to receive approval from the insurance company.


- Your pharmacy will call you when your prescription is ready.





If you have not heard from the pharmacy 2 weeks after the insurance request, contact your pharmacy.

If you need more support, you can contact the CHLA Prescription team at: (323) 361-4427.

I got my Dexcom. What do I do now?

Review all the material on this handout **before** you use your Dexcom. **Do not** start the device without reviewing all the material first.

Step	Direction(s)	QR Code
1. Create an account on the Dexcom website.	<ul style="list-style-type: none"> • If you are caring for someone younger than 18 years old, set up a caregiver account first. Next, set up a dependent account for your child. • If you are a patient 18 years old or older, you may set up your own account. Dexcom Website: https://www.dexcom.com/en-us/faqs/how-do-i-sign-up-for-a-dexcom-account	

2. Activate your Dexcom clinic code	<p>Activate your Dexcom clinic code by entering: CHLA90027 into your Dexcom account.</p> <ul style="list-style-type: none"> • This code is needed to share your data with your Diabetes Care Team. • If you have any questions about creating your account please contact Dexcom technology support: 1-844-607-8398 <p>https://www.dexcom.com/en-us/faqs/how-do-i-share-data-with-my-clinic-using-dexcom-clarity-app</p>	
3. Start your device at home using one of these options.	Online training videos at www.dexcom.com/training-videos	
	Print Resource Guides Here: https://www.dexcom.com/en-us/guides	
	Call <u>Dexcom Care</u> at (888)738-3646 and ask to schedule a training session.	
4. Complete the Sensor Self-Start Checklist:	Click https://forms.office.com/r/tjjPNFVBJF	

- **Important:** When you set up your sensor, CHLA recommends setting a high alert of 200 mg/dL repeat at 2 hours and a low alert of 80 mg/dL repeat at 30 min.

What will I learn in the Dexcom class?

- You can go to the two-hour Dexcom class at CHLA If you and your family need more help on how to use the device.
 - The class will cover more information that will help you understand your device better.
 - These classes are in English or Spanish, in person or virtually, and in the morning or afternoon.

If you have any other questions about your prescription, you can contact (323) 361-4427.

How to Use a QR code:

1. Open your phone's camera.
2. Focus on the QR code to the left (or right depending where QR code is placed).
3. A link will come up on the screen after a few seconds.
4. Tap on the link. This will open the website on your browser.
5. If nothing happens, type the web address into your phone's browser