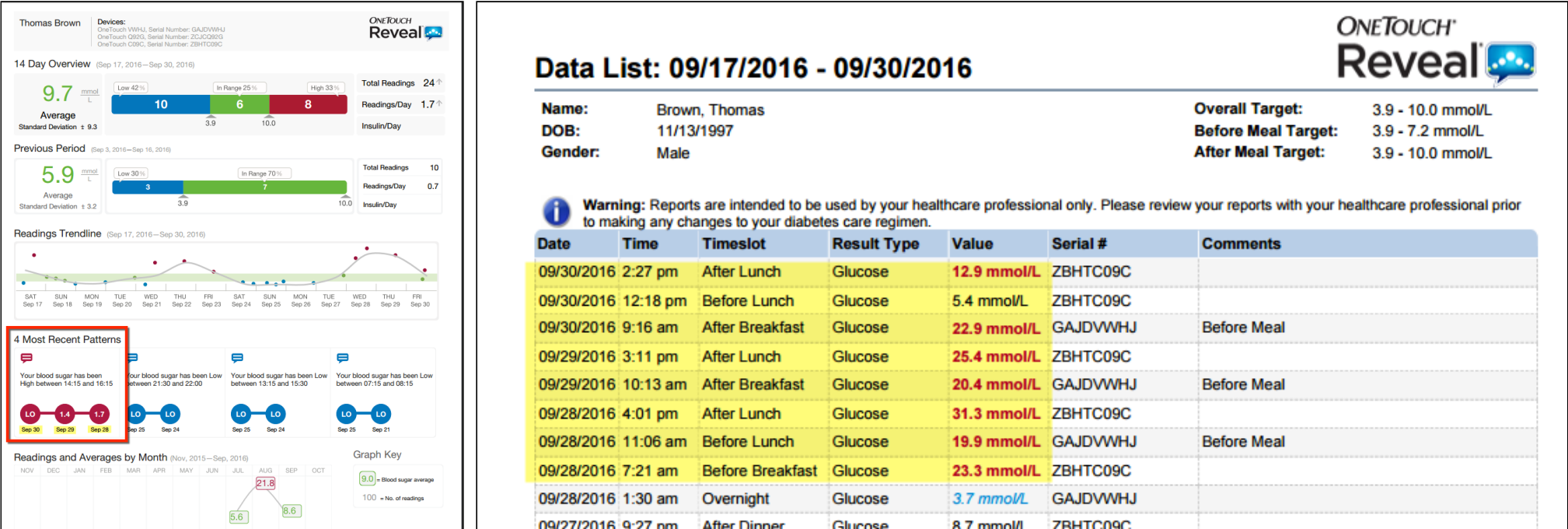# Incorrect numerical values on patterns report (Mobile 2.2.x - Android)

Created by Kimberly Hopson, last modified on Oct 06, 2016

▼ Problem

German and Canadian patients notice that the 4 Most Recent Patterns section of the Patterns PDF report displays color-coding that does not match the numerical values for readings (see screenshots below).
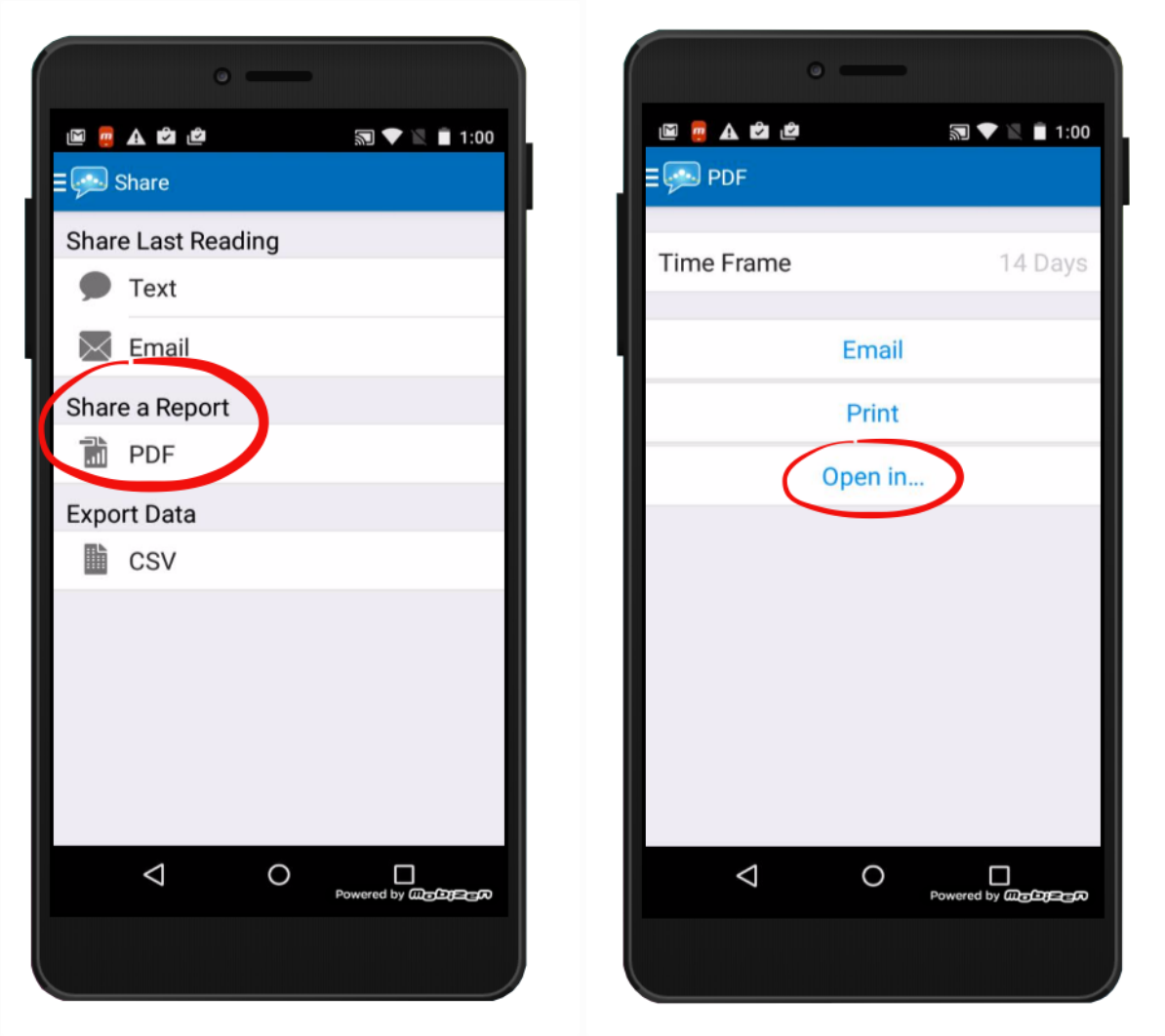

▼ Solution

ⓘ German and Canadian patients notice that the 4 Most Recent Patterns section of the Patterns PDF report displays color-coding that does not match the numerical values for readings. This happens because the database converts the readings from mg/dL to mmol/L. Read on for more information.

Background

The mobile app allows patients to generate a PDF version of their Patterns report. This report shows the range of blood glucose data organized by the time of day and date. The 4 Most Recent Patterns section should show a color-coded numerical display to indicate whether readings fall within the high, in range, or low limits. The patient can access the Patterns report by opening the app, tapping **menu** > **Patterns** > **Share** > **Share a Report** > **Open in...** (see screenshots below).

The patient also has several options to share the data from their report. The patient may choose to email their last reading, a PDF copy of their report, or a CSV version of their data. PDF copies of reports are also available to print.

What's actually happening?

The range and numerical value indicate a low blood glucose reading, but the color-coding denotes a high reading. This causes confusion because the information does not match.

Why is this happening?

The database converts the data from mg/dL (milligrams per deciliter), a unit of measure used in the United States, to mmol/L (millimoles per liter).

In this case, the color-coding matches the range from the original, unconverted reading, while the numerical value shows the reading converted to mmol/L. The difference between the converted and unconverted data is what causes the discrepancy.

Who's affected?

German and Canadian patients who email a PDF copy of the patterns report via the mobile app for Android.

Clinic managers and clinic users reading the patient reports.

How do you fix it?

There is no fix available, currently. R&D has opened a development ticket (OTRANDROID-277) for this issue.

▼ Related Articles

📄 Incorrect numerical values on patterns report (Mobile 2.2.x - Android) (Troubleshooting (Android))