**Frequently Asked Questions**

**What is Conifer Connect intended to do?**

Conifer Connect is an application offering customized programs for individuals, age 18 or older, based on the selection(s) of one or more health condition(s): prediabetes, diabetes, heart failure, high blood pressure and/or sleep apnea. Additional programs, such as, mental well-being and/or weight management, may also be available for use. Please see the user guide for more information.

Below is the diabetes description:

Intended use

The Conifer Connect includes Conifer Connect Diabetes and Conifer Connect Diabetes Rx, which is Software as a Medical Device (SaMD) intended to be used by healthcare providers (HCPs) and their patients – aged 18 years and older – who have type 1 or type 2 diabetes. Conifer Connect Diabetes and Conifer Connect Diabetes Rx are intended to assist patients in managing their diabetes with guidance from their providers. Conifer Connect Diabetes Rx requires a prescription.

Indication for use

The Conifer Connect combines the FDA cleared medical device functionality of Conifer Connect Diabetes and Conifer Connect Diabetes Rx with other non-FDA cleared wellness and educational/self-management products.

Conifer Connect Diabetes is indicated for use by healthcare providers (HCPs) and their patients – aged 18 years and older - who have type 1 or type 2 diabetes. Conifer Connect Diabetes is intended to provide secure capture, storage, and transmission of glucose data as well as information to aid in diabetes self-management. Conifer Connect Diabetes analyzes and reports glucose test results and supports medication adherence. In addition, Conifer Connect Diabetes provides coaching messages (motivational, behavioral, and educational) based on real-time glucose values and trends. It includes software intended for use on mobile phones or personal computers in the home or in professional healthcare settings. The software also allows for entry of other diabetes-related healthcare information and provides educational information.

Conifer Connect Diabetes Rx adds the following prescription use only insulin management feature:

• For bolus insulin users with type 1 or type 2 diabetes, Conifer Connect Diabetes Rx includes an insulin dose calculator\* to allow patients to use their prescribed regimen to calculate a dose of bolus insulin for a given amount of carbohydrates and/or glucose value.

Conifer Connect Diabetes and Conifer Connect Diabetes Rx are not intended to replace the care provided by a licensed healthcare professional, including prescriptions, diagnosis, or treatment.

*\*Insulin Dose Calculator may also be referred to as Insulin Calculator*

**What functions are available from the Conifer Connect portal?**

The Conifer Connect portal, a web-based management portal, is the health care providerfacing component of Conifer Connect. The primary functions of the Conifer Connect portal include the following:

* + Access Health Report
  + Review patient Logbook data, Medication List, and Health Information
  + Communicate with the patients via Message Center, emails and/or 2-way chat

For full instructions on use of the Conifer Connect portal, view the User Guide in the **Help Center**.

**What patient data can I view?**

* + Blood glucose, medications, food, activity, sleep, and blood pressure data
  + Blood glucose and insulin summary graphs
  + Use of connected blood glucose meter • Use of insulin calculator (if authorized)

**How can I filter the patient list?**

Within the management portal, the patient list can be filtered to monitor for engagement and/or outcomes. This may allow for identification of patients who may need outreach from the health care team.

From the Patient List screen, select **Filter** and then select the applicable filters. Select to **Apply Filters**. The resulting list will display patients who meet the filter criteria.

**What is the Health Report and how can I access it?**

The Health Report provides a summary of patient data, clinical decision support, logbook, and/or food diary. It can be accessed from the management portal or it can be sent by your patients from Conifer Connect.

From the management portal, click the **Health Report** icon from the patient list or the icon or tab within the patient’s record. The Health Report will open in a new window.

IMPORTANT: The Health Report is intended to supplement, not replace, medical expertise, research, judgment, or diabetes treatment provided by the health care providers. The report provides information that can be used to identify trends to help inform health care providers’ treatment decisions. Decisions regarding diagnoses or treatment of patients will be made solely by the health care providers.

**As a Registered Nurse Supervisor, how do I assign or reassign selected patients to multiple nurses for the Chat feature?**

You can assign select patients to one or multiple nurses at a time from the **Pending Assignment** tab. Select the patients first then proceed to assign them to a nurse or multiple nurses.

You can reassign the patients to another nurse from the **Reassignments** tab. Select the nurse (Care Team Member) first and then select the patients for assignment.

**What is the Insulin Calculator for bolus insulin?**

The Insulin Calculator for bolus insulin is for prescription use only. The Insulin Calculator helps determine bolus insulin doses based on the prescribed regimen.

Authorization by a prescribing health care provider is required via a fax request.

**Who is eligible for the Insulin Calculator for bolus insulin?**

To be eligible for the Insulin Calculator (Prescription only), patients must use a qualifying bolus insulin and insulin dosing regimen. Please refer to the Appendix A

(Prescription only) in the User Guide under **Help Center** for detailed information about the Insulin Calculator.

**How do I authorize the Insulin Calculator for bolus insulin?**

If your patient would like to use the Insulin Calculator (Prescription only), a Prescription Request Form can be sent from Conifer Connect to the provider containing the dosing information the patient entered into Conifer Connect.

***Note:*** *Only prescribing health care providers can authorize the Insulin Calculator. Please refer to the Appendix A (Prescription only) in the User Guide under the* ***Help Center*** *for detailed information about the Insulin Calculator.*

**How do I revoke Insulin Calculator authorization?**

The Insulin Calculator (Prescription only) authorization is valid for 30 days after authorization. To remove access sooner, please call the Conifer Connect portal Customer Care at 1-888-463-1326, Monday – Friday, 7 AM – 4 PM (PST).

**Where can I find the User Guide?**

To locate the User Guide, select **Help Center** on the home screen.

**Which browsers are compatible with the Conifer Connect Management Portal?**

To ensure security, it is recommended that desktop users keep their browser up-to-date and have anti-virus installed. Supported browser versions include:

The default/preferred browser that will be supported for the management is Google Chrome™, Mozilla Firefox®, Microsoft Edge®, and Internet Explorer.

Devices that do not meet the above criteria are not compatible with the Conifer Connect portal.

All the information specified under browser compatibility is incorrect, Please ignore

**How do I know when the Conifer Connect management portal has been updated?**

You can find the latest information about the Conifer Connect portal by looking at the software version number in the **Help Center**.