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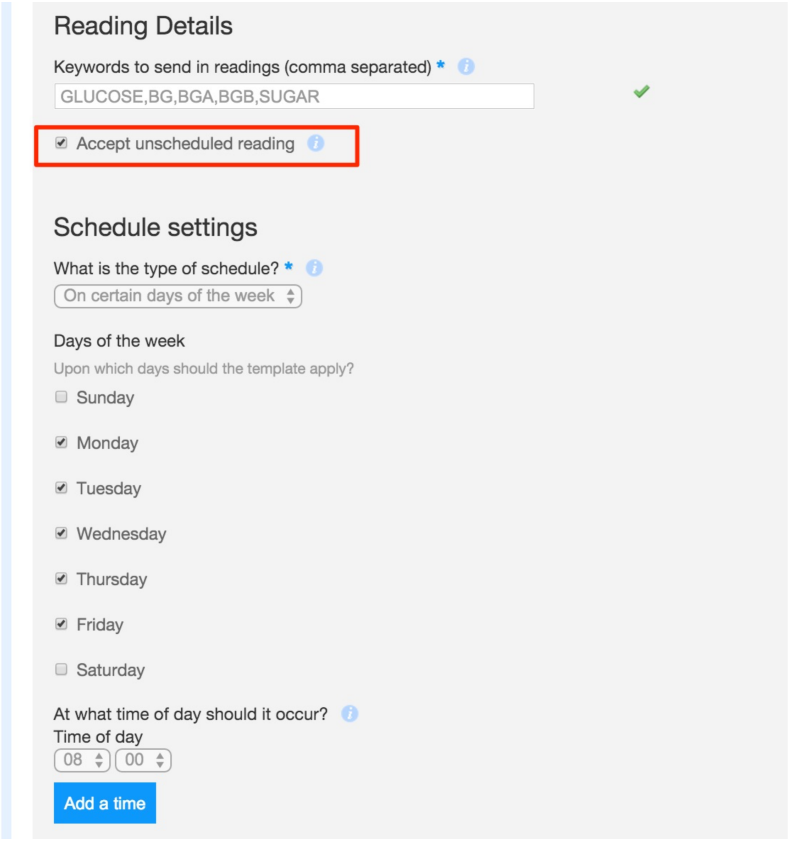
Creating a protocol with different timings for readings

- Sometimes a patient who has daily readings may ask if they can receive their messages later on certain days, for example they may want to sleep later on weekend days. This can at first appear tricky particularly if the protocol in use has readings from one of Flo's protected services such as Diabetes T1

- The example below illustrates a simple solution to allow for differences in timings on particular days without compromising the use of protected services.

- In this example the patient is receiving daily prompts for blood glucose daily at 8am but would like to receive their prompts one hour later on Saturday and Sundays

Firstly you will need to create your Diabetes T1 template using the "on certain days of the week" schedule and check the box to enable unscheduled readings which will ensure that the patient receives the template responses at any time they submit their reading



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Continue to add your reading limits and critical alert value

Start Date

☑ Should the start be relative to when the patient subscribes?

Relative Start Time

1 Day

End Date

☑ Is the end time relative?

Relative End Time

1 Year

Reading Limits

First Reading Limits

Set the absolute limits for these readings

Minimum valid reading *

1.20

Maximum valid reading *

33.00

Set the desirable range for a patient

Low level *

4.00

High level *

10.00

Alerting

☑ Repeating Breach Alert

How many repeated breaches cause an alert?

3

Over how many days?

3

☐ Rising Alerts

☐ Falling Alerts

How much should the readings rise by to cause an alert?

0

How much should the readings fall by to cause an alert?

0

Over how many days?

0

☑ Critical Alert

What percentage triggers a critical alert?

25

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Then add your service message any reminders and your response messages

Message Details

What is the expiry time for messages? 120 Mins

Service Message 6 left

Hello, just a quick reminder that your Blood Glucose readings are due. Please reply to this message with BG followed by your reading e.g. BG 7 thanks, Flo

Reminder Message 8 left

Hi again, I've noticed that you haven't sent in your readings today. Please reply to this message with BG followed by your reading e.g. BG 7 thanks, Flo

How many reading reminders should be sent?

1

How much time should be between each of these reminders? 2

Hours 0 Mins

How long should I wait for a reading after the last reminder? 180

Mins

Confirmation Message 83 left

Thanks for your reading, your Blood Glucose is within your target range, Flo

Above Desirable Level Message 7 left

Your glucose level is higher than normal today. Please adjust your insulin as directed by your Diabetes Nurse or call your diabetes nurse for advice, Flo

Below Desirable Level Message 21 left

Your blood glucose reading is a little low today. Please treat your hypo with glucose as recommended by your Diabetes Nurse. Take care, Flo

Alert Message 55 left

Please CALL your Diabetes Nurse on your Blood Glucose has been outside your normal range. Take care, Flo.

Save

Technical Details

- **Save your template**

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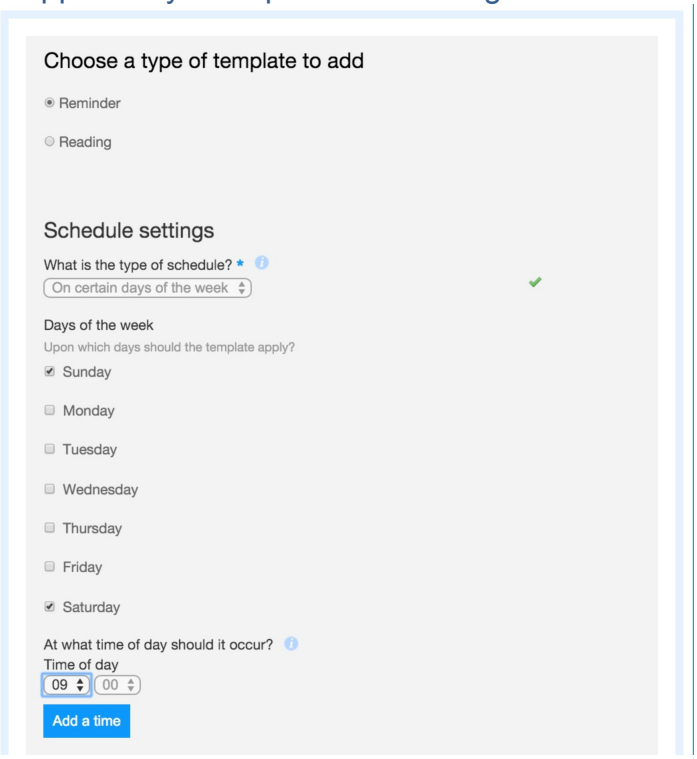
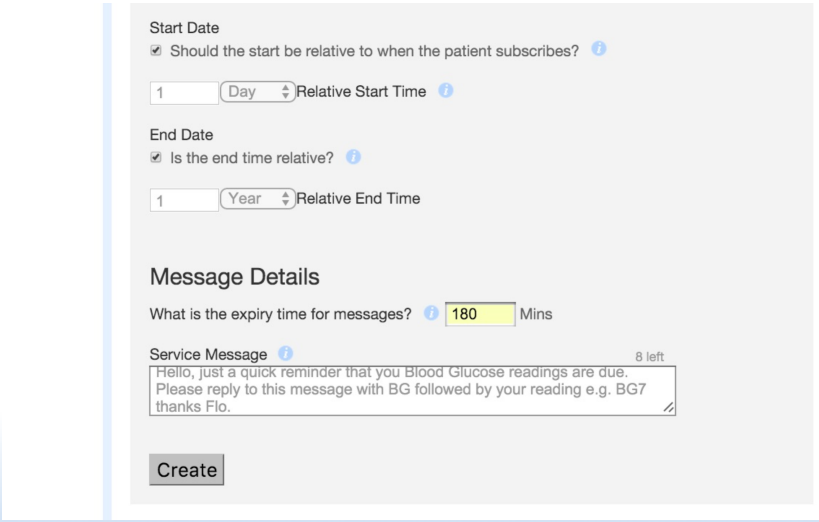
Creating a protocol with different timings for readings

Now that you have your Monday to Friday template you need to create a further “reminder” to prompt the patient to return their weekend readings at the amended time of 9am. As you have set your reading template to accept unscheduled readings the responses from the Monday to Friday templates will be used when the patient responds.

Note: Please do be aware that as the reminder is used for these prompts there will not be an opportunity to request the reading more than once at the weekends.





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