



User Manual
Medical Platform
January 2023

Index of contents

01	Functionalities
02	Create Account
03	Login – recover password
04	Account
05	Starting screen
06	Your query
07	Patient Panel
08	Patient profile
09	Controls
10	Graphic
11	Treatment
12	Reports
13	Documents
14	Communication
15	Alerts
16	Virtual Center
17	Professional Roles
18	User Menu
19	Bug
	I Warning and precautions
	II Annex
	III Terminology

SOCIALDIABETES Medical platform

Overview: SOCIALDIABETES is a software featuring manual data entry, data transfer, storage, display, and self-managing of diabetes, facilitating the continuous communication with healthcare professionals (HCP) throughout a remote patient monitoring portal.

The system consists in a smartphone App for patients and a cloud-based Medical Platform for healthcare professionals.

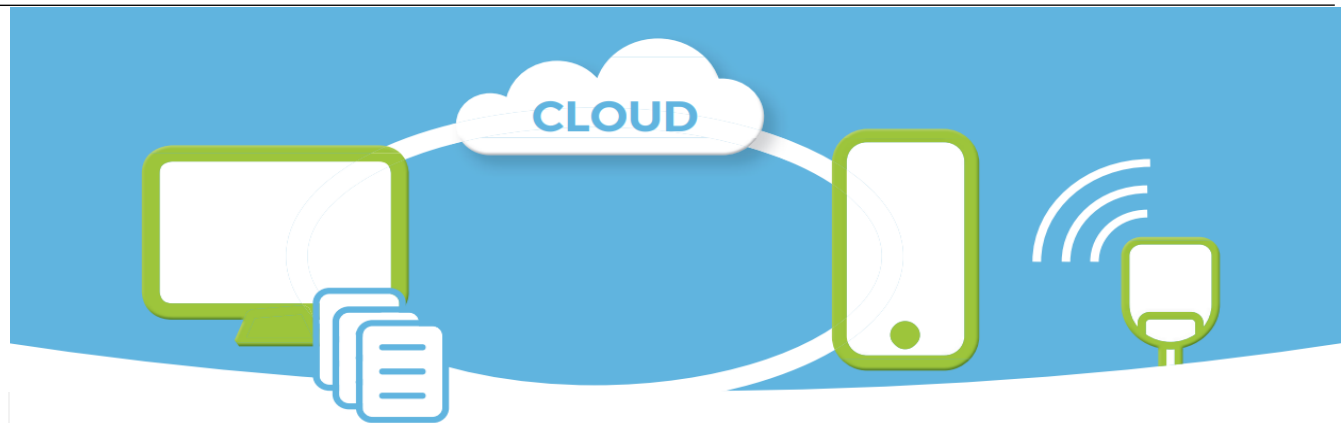
SOCIAL DIABETES SL

Recinte Modernista de Sant Pau,
Pavelló de Sant Manel
Carrer de Sant Antoni Maria Claret, 167
Barcelona 08025 Spain.



01 What can you do with Social Diabetes?

The SocialDiabetes medical web platform for health professionals allows remote monitoring of patients and see their evolution in real time, converting the data of the SocialDiabetes App into strategic information for the follow-up of their patients, which also allows direct communication with the patient at the time they require it, without invading your privacy and working time.



- Remote patient management, in a single control panel powered by app activity.
- Real-time data of all activity recorded by the patient.
- Modification in the treatment guidelines that are reflected in real time in the patient's app.
- Remote configuration of the bolus calculator, with automatic update of the guideline in the patient's app.
- Remote configuration of basal insulin titration. Communication with the patient via chat and video-call, with data encryption.
- Exportable reports.
- Folder to save external documents.
- Search engine and filtering of information.
- Automated alerts.
- Management of medical teams and differentiated assignment of patients, by medical specialties and teams, when it comes to multidisciplinary care centers or clinics.



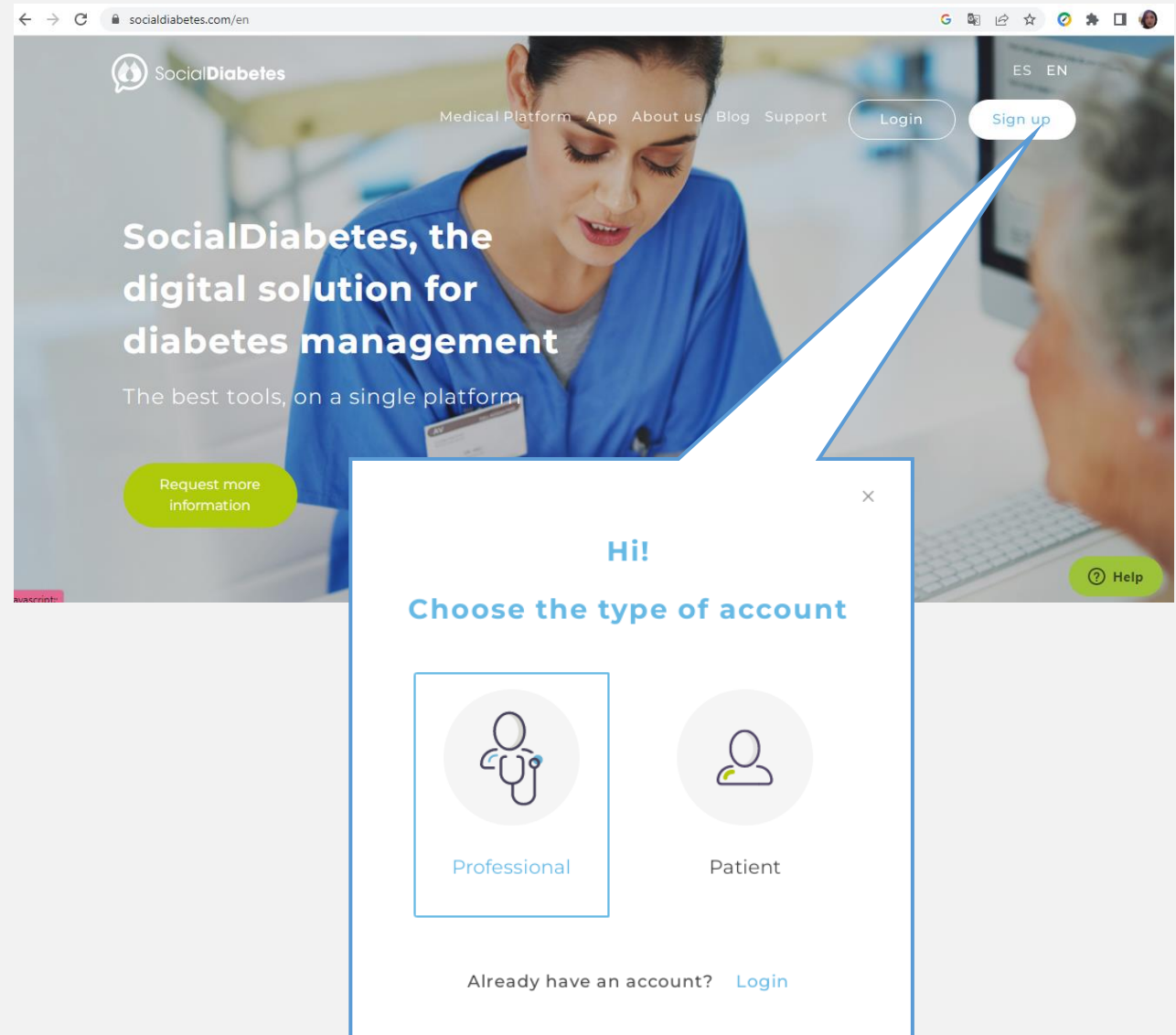
Compatible with Chrome, Firefox and Edge browsers 107 or higher

02 Create Account

To create an account on the SocialDiabetes medical platform you just have to enter the SocialDiabetes page and click "Access"

<https://www.socialdiabetes.com/>

Click Enroll and enter your details to "create an account"



You will need to enter personal data to create a user account, select your specialty, accept terms and conditions, and validate that you are a medical professional.

It is the responsibility of the health professional who wishes to register, to have the necessary credentials as a medical professional, to make appropriate use of this service created and available only to registered and duly licensed health professionals.



It is necessary to accept terms and conditions and **validate that you are a medical professional.**

[Back to SocialDiabetes](#)



Create a professional SocialDiabetes account

Monitor your patient data, receive alerts and manage patient diabetes remotely, all in real time, without waiting and without the need to download data from their devices, with compatibility with over 90% of the medical devices available on the market.

This service is only available for Health Care Professional, if this is not your case, do not use this service.

☐ I have read and accept the [Terms & Conditions](#)

☐ I certify that I am a HCP

Create Account

Already have an account? [Login](#)

Select your specialty

General medicine
Internal medicine
Endocrinology
Nutrition
Educator
Nursing
Others

Complete information about your practice or medical center in the fields and conclude the creation of your virtual medical center.

Finish creating your account

We need some extra data to be able to finish the configuration of your account. Please fill in the following details

The Center will be fully responsible for the processing of personal data about its patients under the platform SocialDiabetes.

The Center guarantees SocialDiabetes that its users have the necessary legal authorization to process the personal data of Patients, exempting SocialDiabetes from any responsibility for the use of the Platform SocialDiabetes, as well as clinical results derived from such use.

Create my center

Learn about some of the actions you can do in SocialDiabetes

Welcome!

Thank you for creating your account at SocialDiabetes.
From now on you can:



Invite your patients and configure their treatment remotely



Schedule medication, diet, and physical activity guidelines



Understand its evolution through information and graphs

Let's get started!

03 Login – recover password


If you already have a SocialDiabetes account, log in



[Did you forget your password?](#)

Login

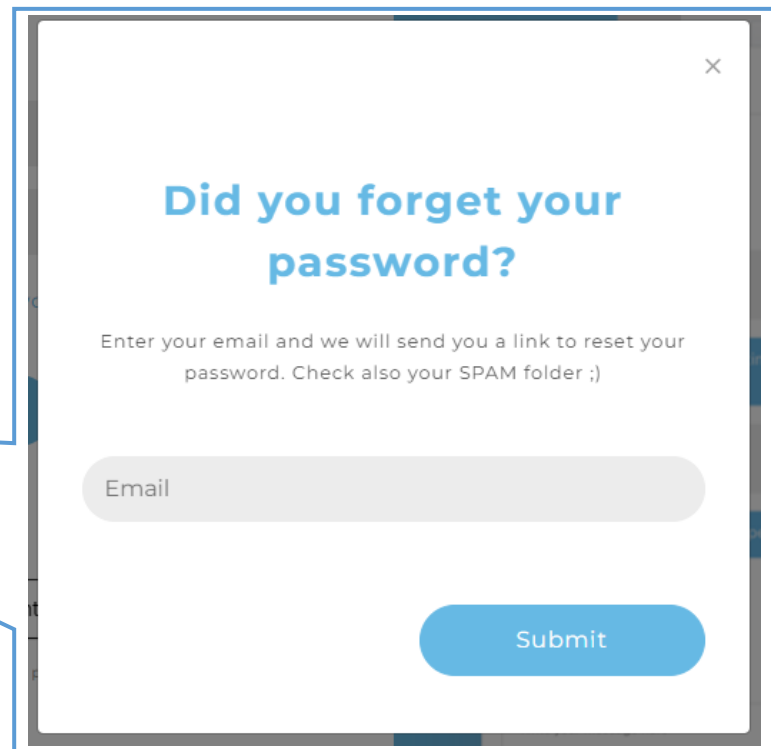
Or access through:

 Continue with Apple

We will never publish anything without your permission

I do not have an account? [Sign up](#)

If you have forgotten your password, click on "**Did you forget your password?**" Enter your user email and we will send you a link with the instructions to

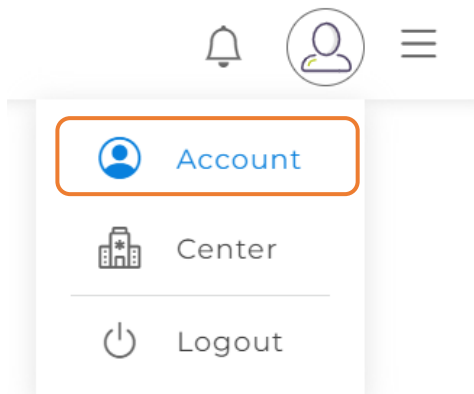


A modal window titled "Did you forget your password?" with a close button (X) in the top right corner. The text inside reads: "Enter your email and we will send you a link to reset your password. Check also your SPAM folder ;)". Below this is an "Email" input field and a blue "Submit" button. Two blue lines originate from the "Login" button on the main page and point to the "Email" input field and the "Submit" button in the modal.

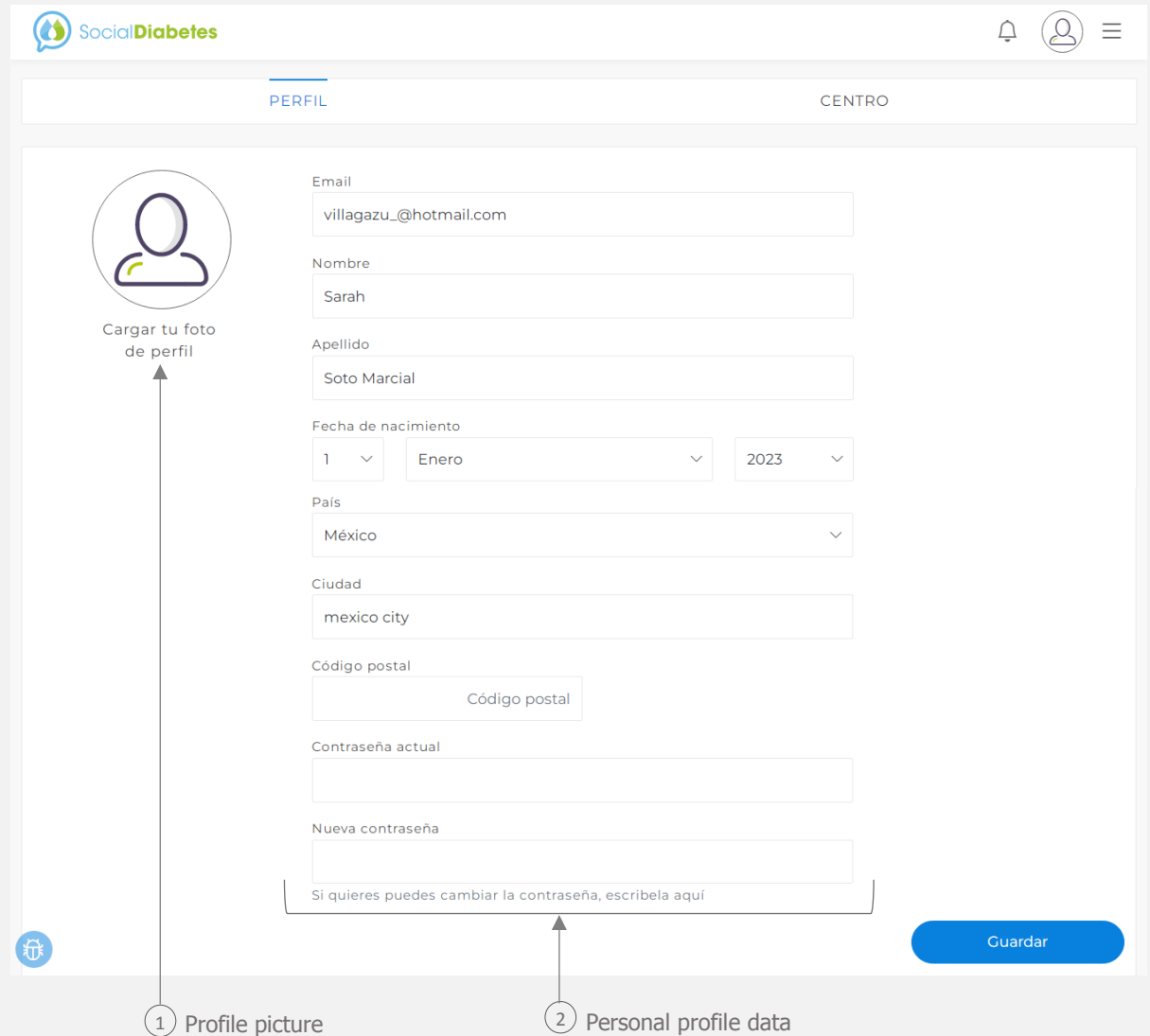
04 Account



Clicking on the profile picture circle accesses the user profile configuration menu.



In this section you must complete your personal profile data, it is important to keep it updated; and always remember to save the changes.



SocialDiabetes

PERFIL CENTRO

Cargar tu foto de perfil

Email
villagazu_@hotmail.com

Nombre
Sarah

Apellido
Soto Marcial

Fecha de nacimiento
1 Enero 2023

País
México

Ciudad
mexico city

Código postal
Código postal

Contraseña actual

Nueva contraseña

Si quieres puedes cambiar la contraseña, escribela aquí

Guardar

1 Profile picture

2 Personal profile data

Once your SocialDiabetes account is created, you have the option to register as a solo doctor or as a Medical

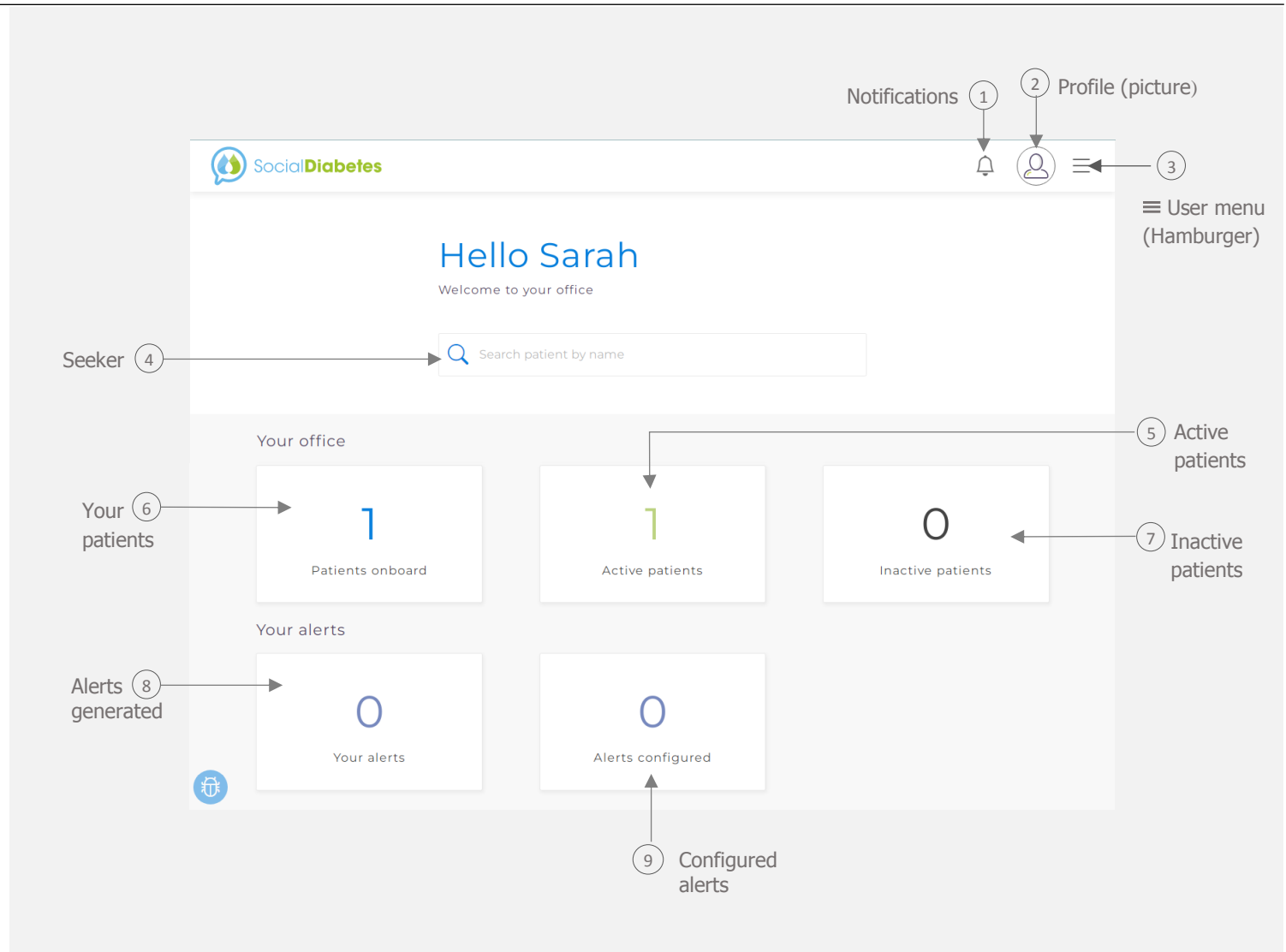
If you use the medical platform for diabetes management as a solo doctor to serve your patient population, you will have all the functions of the virtual consultation, being the only person who will have access to the platform as a user and sole administrator of the account, and therefore the only one who will have contact with the patient and will be able to make use of the data and tools.

If you are registered as a **Medical Center**, in addition to managing your patients, in the same way as in individual management, you can manage other professionals integrated into your medical center, as well as work teams within it.



05 Starting screen

On the main screen you will find access to your virtual consultation or total list of linked patients, active and inactive patients and their alerts generated based on your own configuration.

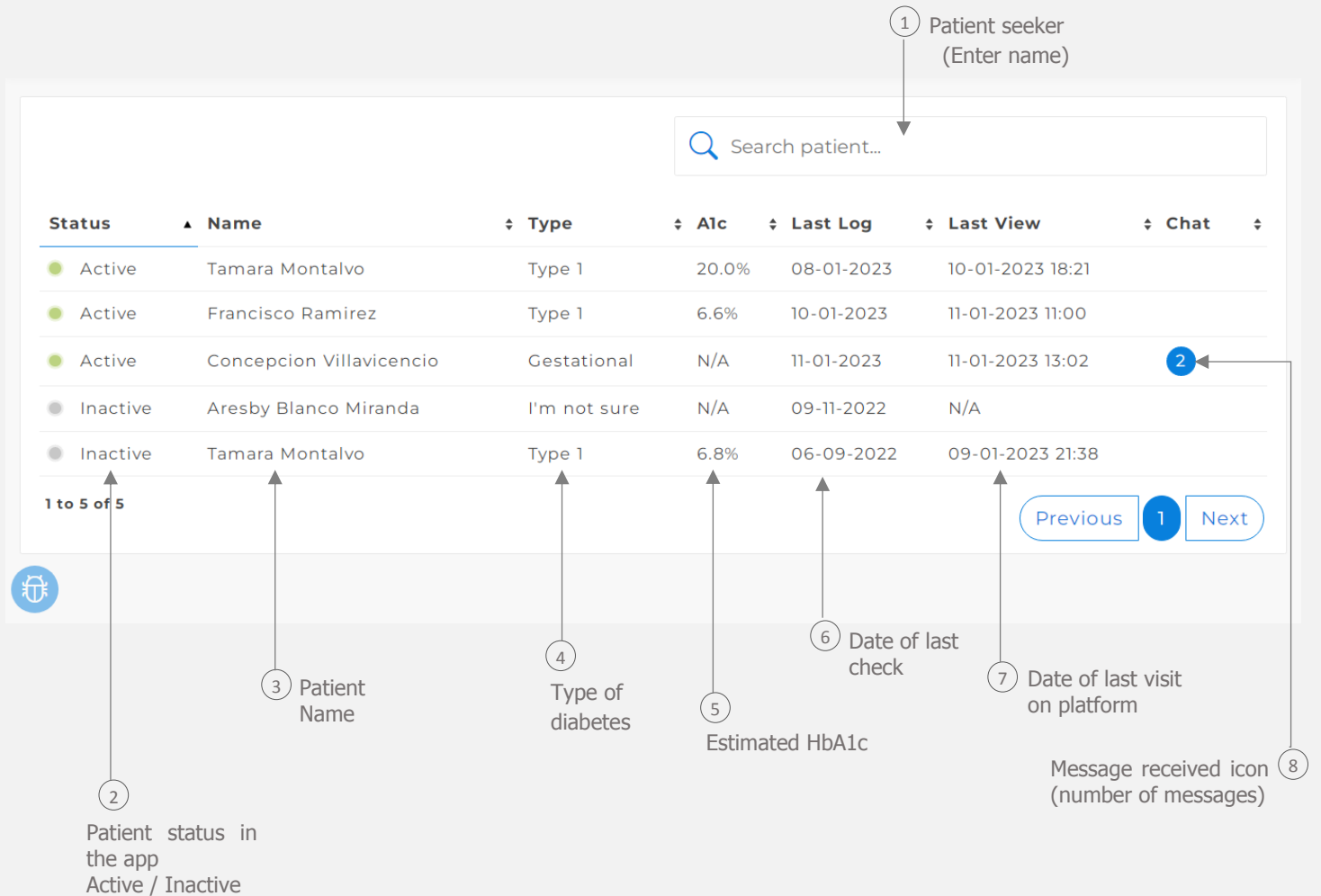


To return to the main screen just click on the Social Diabetes logo located in the upper left corner

06 Your office

In this section you will find the list of all your patients linked to SocialDiabetes with basic information of each patient sorted by columns.

Clicking on a patient will enter the patient panel, the patient's equipment will be displayed and you must select the one you want to visit.

1 Patient seeker (Enter name)

Search patient...

Status	Name	Type	A1c	Last Log	Last View	Chat
Active	Tamara Montalvo	Type 1	20.0%	08-01-2023	10-01-2023 18:21	
Active	Francisco Ramirez	Type 1	6.6%	10-01-2023	11-01-2023 11:00	
Active	Concepcion Villavicencio	Gestational	N/A	11-01-2023	11-01-2023 13:02	
Inactive	Aresby Blanco Miranda	I'm not sure	N/A	09-11-2022	N/A	
Inactive	Tamara Montalvo	Type 1	6.8%	06-09-2022	09-01-2023 21:38	

1 to 5 of 5

Previous 1 Next

2 Patient status in the app Active / Inactive

3 Patient Name

4 Type of diabetes

5 Estimated HbA1c

6 Date of last check

7 Date of last visit on platform

8 Message received icon (number of messages)

When selecting a patient, you can choose the team from which you want to visit the patient (when the patient is in different groups, and the practitioner can see the patient on different computers).

Concepcion Villavicencio

×

Select which patient's team you would like to visit to:

Educación en diabetes

Nutrición

Status	Name	Last View	Chat
Active	Tamara Montalvo	10-01-2023 17:32	2
Active	Francisco P...	10-01-2023 10:39	2
Active	Concepcion Villavicencio	10-01-2023 16:57	
Inactive	Aresby Bla...	30-12-2022 11:00	
Inactive	Tamara Montalvo	06-09-2022	09-01-2023 21:38

1 to 5 of 5

Previous

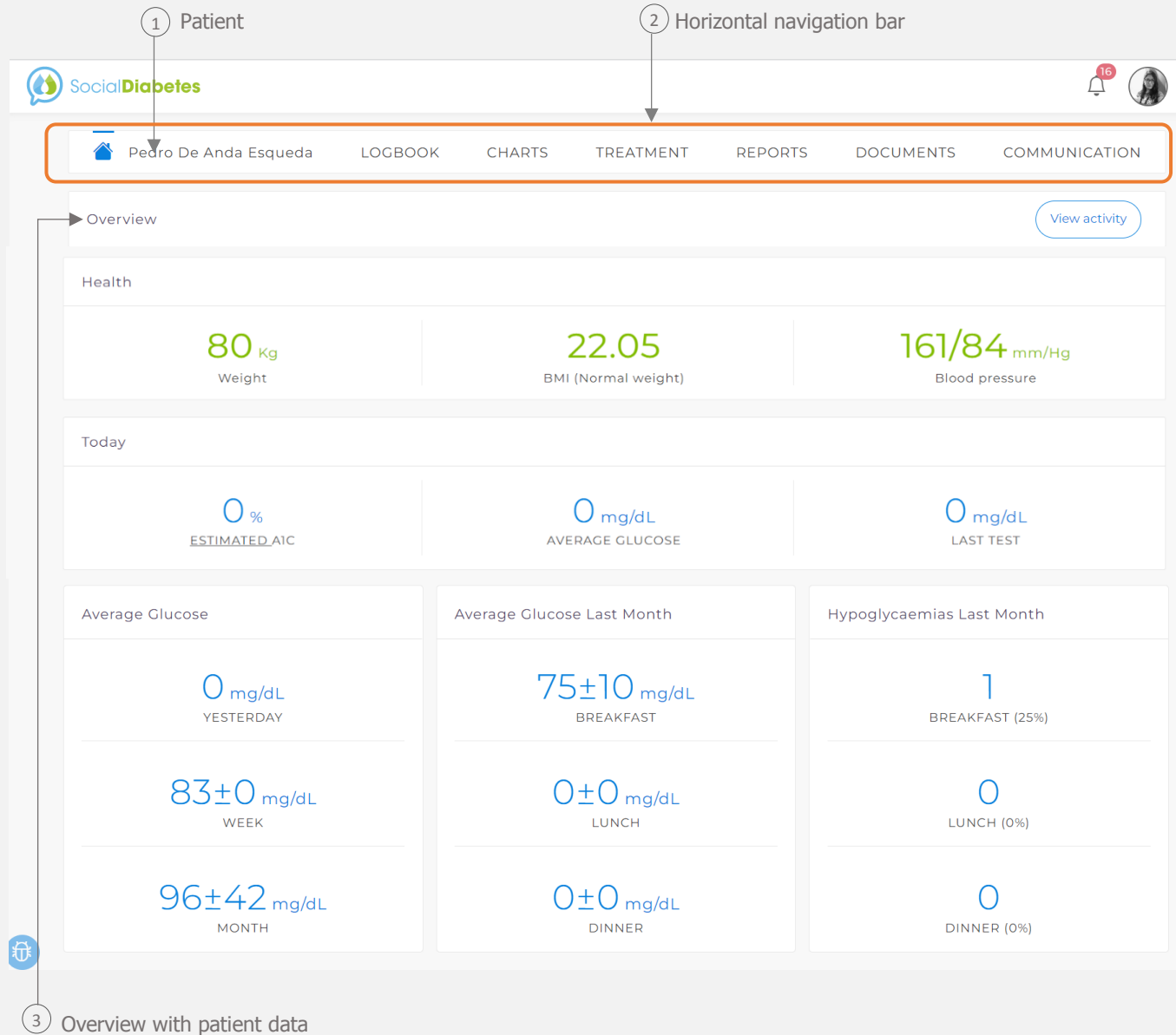
1

Next

07 Patient Panel



In the patient dashboard you will see an overview with patient data, with the same average figures that the patient sees on the home screen of your app, such as monthly weekly averages and hypoglycemia.



The screenshot shows the SocialDiabetes Patient Panel interface. Annotations point to specific elements:

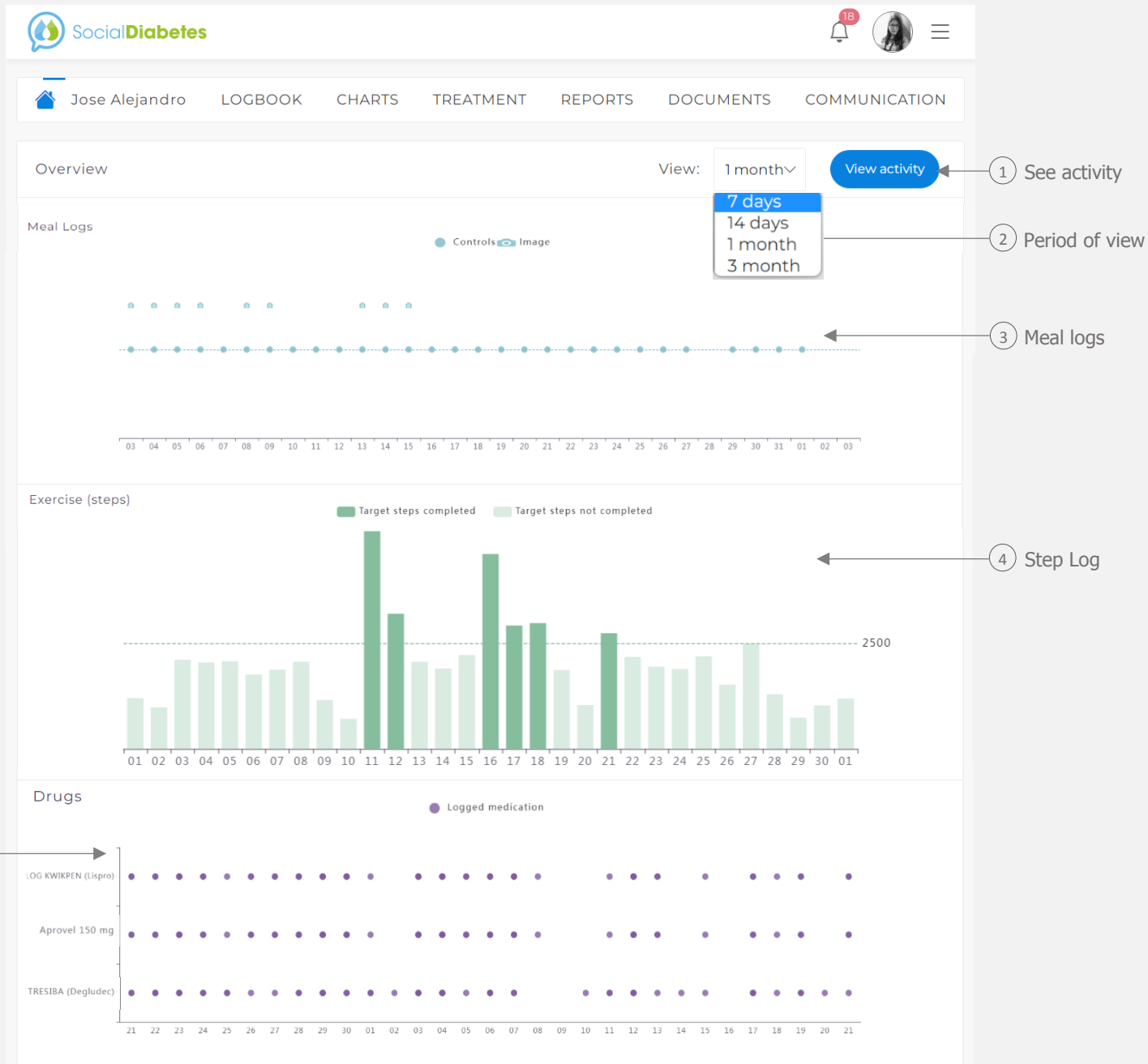
- 1 Patient:** Points to the patient name "Pedro De Anda Esqueda" in the navigation bar.
- 2 Horizontal navigation bar:** Points to the bar containing navigation options: LOGBOOK, CHARTS, TREATMENT, REPORTS, DOCUMENTS, and COMMUNICATION.
- 3 Overview with patient data:** Points to the main content area showing patient data.

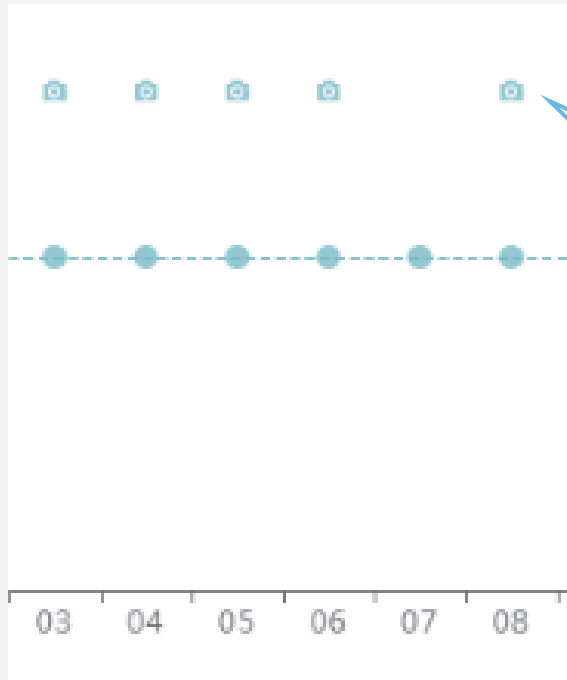
The interface includes the following data sections:

- Overview:** Includes a "View activity" button.
- Health:**
 - Weight: 80 Kg
 - BMI (Normal weight): 22.05
 - Blood pressure: 161/84 mm/Hg
- Today:**
 - ESTIMATED A1C: 0 %
 - AVERAGE GLUCOSE: 0 mg/dL
 - LAST TEST: 0 mg/dL
- Average Glucose:**
 - YESTERDAY: 0 mg/dL
 - WEEK: 83±0 mg/dL
 - MONTH: 96±42 mg/dL
- Average Glucose Last Month:**
 - BREAKFAST: 75±10 mg/dL
 - LUNCH: 0±0 mg/dL
 - DINNER: 0±0 mg/dL
- Hypoglycaemias Last Month:**
 - BREAKFAST (25%): 1
 - LUNCH (0%): 0
 - DINNER (0%): 0


View activity

By pressing "view activity" you will see graphs of records of food intakes, physical activity of the patient (steps) and medication intakes.






Controls 07-01-2023 ×

Control - 14:26 - Lunch 

By clicking on the control
you can have a detailed
view of the food record

Controls 07-01-2023 ×

Control - 14:26 - Lunch 

Date

07-01-2023

Hour



14:26

Before Lunch

Carbohydrates

45 g

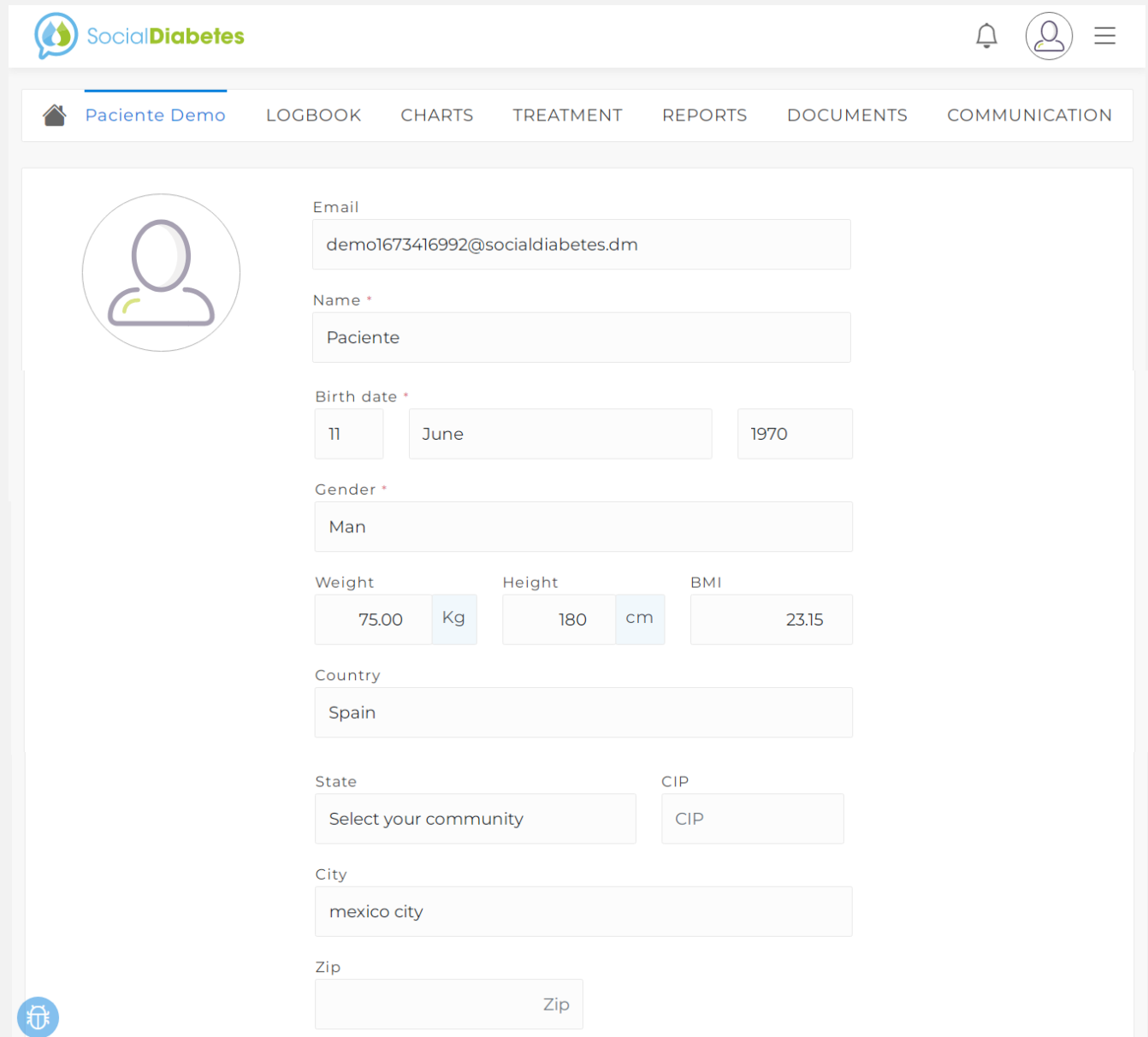
0

08 Patient profile



In the patient profile you will see the patient's personal data, which you have registered in the app, that is, it is a mirror of the patient's app profile.



The screenshot shows the 'Paciente Demo' profile in the SocialDiabetes app. The interface includes a top navigation bar with a home icon, 'Paciente Demo', and tabs for LOGBOOK, CHARTS, TREATMENT, REPORTS, DOCUMENTS, and COMMUNICATION. A notification bell and user profile icon are in the top right. The profile section on the left features a circular placeholder for a profile picture. The right side contains a form with the following fields:

- Email:** demo1673416992@socialdiabetes.dm
- Name *:** Paciente
- Birth date *:** 11 June 1970
- Gender *:** Man
- Weight:** 75.00 Kg
- Height:** 180 cm
- BMI:** 23.15
- Country:** Spain
- State:** Select your community
- CIP:** CIP
- City:** mexico city
- Zip:** Zip

A blue bug icon is located in the bottom left corner of the app interface.

09 Controls

In Controls you will find all the records made by the patient in the app.

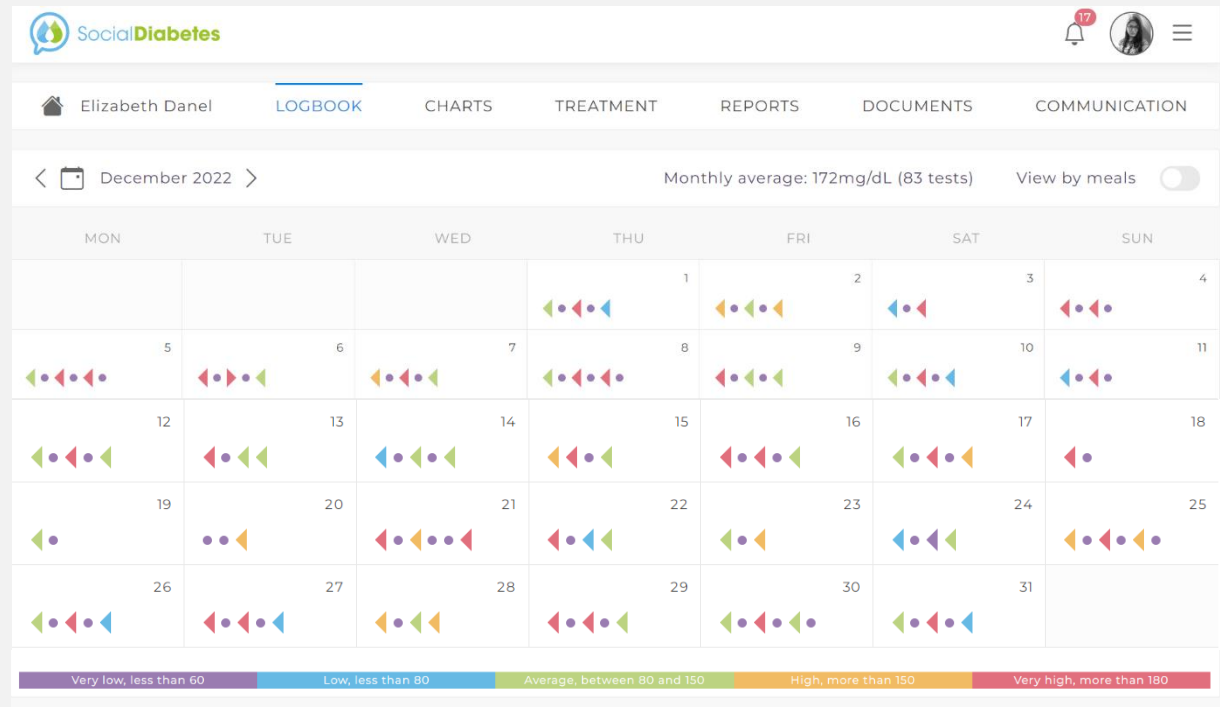
Glucose records are identified by colors according to the range in which the glucose figure is

The rest of the records such as: insulin, medications, blood pressure, food, exercise etc.



By clicking on each record you will see the information of the records; and with a second click you will see the detail of each record.

Main view of controls



Log Information


12	13	14	15
Before Breakfast 10:00 117 mg/dL	Before Refreshments in the morning 10:06 192 mg/dL	Before Breakfast 06:45 67 mg/dL	Before Breakfast 06:38 156 mg/dL
Rapid-acting 10:39 HUMALOG (Lispro) - 4u (0)	Rapid-acting 10:06 HUMALOG (Lispro) - 6u (0)	Rapid-acting 07:10 HUMALOG (Lispro) - 4u (0)	Before Lunch 15:05 422 mg/dL
Long-acting 10:39 Basal - 12 u	Long-acting 10:06 Basal - 12 u	Long-acting 07:10 Basal - 12 u	Rapid-acting 15:10 HUMALOG (Lispro) - 8u (0)
Before Lunch 15:25 133 mg/dL	Before Lunch 15:01	Before Lunch 16:00 136 mg/dL	Before Dinner 21:34

Detailed view of the registry

Control Detail			×
Refreshments at night			10-01-2023 01:27
Glucose	Carbs	Insulin	
135 mg/dL	40 g	Rapid NOVORAPID FLEXPEN (Asparta) 3 u Suggested Rapid 3 u	

You can also view glucose records sorted in a format by meals (pre- and postprandial) and averages.

To have data in this view, it is essential to ask patients to always mark the meal time when a new control is performed in the patient's app.

<  December 2022 - Week 50 >
Weekly average: 177mg/dL (19 tests)

View by meals
☒

1

	Breakfast		Refreshments in the morning		Lunch		Refreshments in the afternoon		Dinner		Refreshments at night	
Date	Before	After	Before	After	Before	After	Before	After	Before	After	Before	After
01	121	76			90				99			
02	96	73			89				100			
03	72	153			72				112			
04	83	132			139	147						
05	117				114				133			
06	125				116				133			
08	158	211			139				164			
09	148				94				275			
10	168				134				124			
23	121				108				163			
24	136				111				112			
25	177				89				128			
26	129				139				171			
27	140				85				137			
28	157				110				93			
29		197			85				110	78		
30					72				83			
31	114				107				127			
Average	152±66	400±0	192±0		215±109				135±68			

View by meals
2

Average with standard deviation per meal time

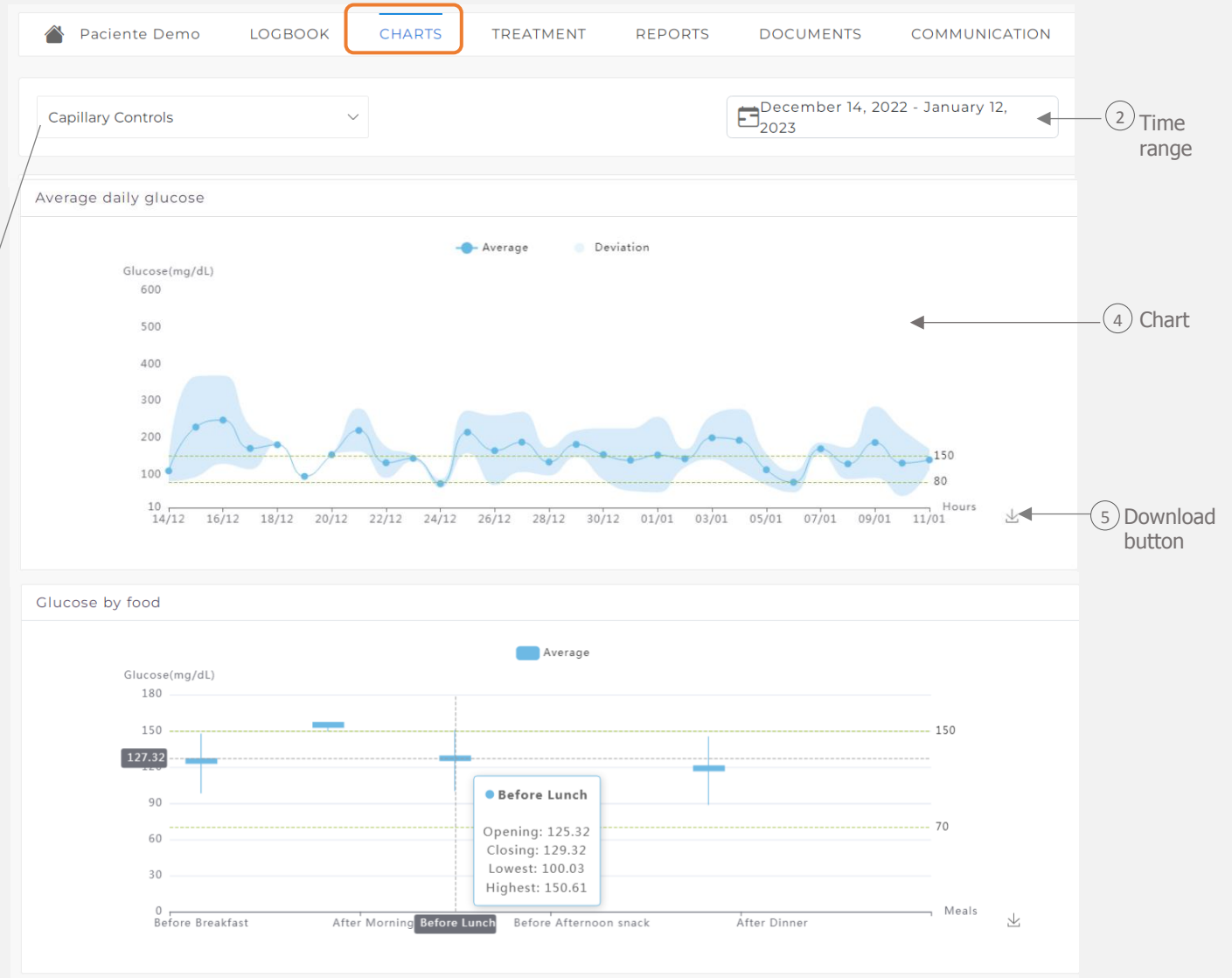
010 Charts

In this section you can view patient records graphically, giving you an overview of the patient's condition, easy to interpret.

① Control source

Capillary Controls

Capillary Controls
 Freestyle
 Dexcom
 GlucoMen Day



Charts

When no data has been entered from a control category, an absence data message appears.



We don't have any data to generate graphs

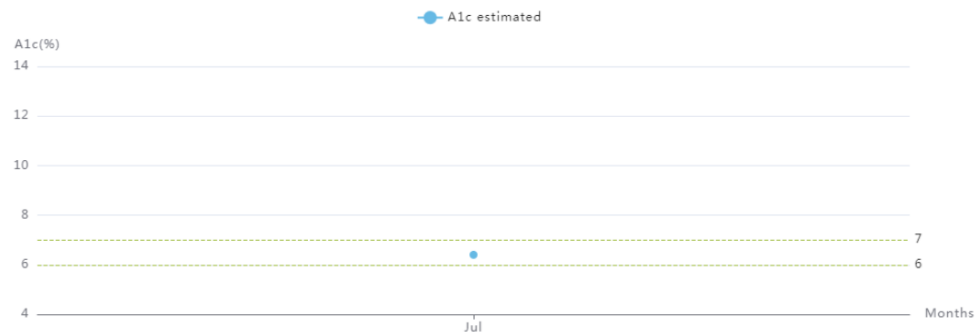
Glucose ranges

Very low Low Normal High Very high

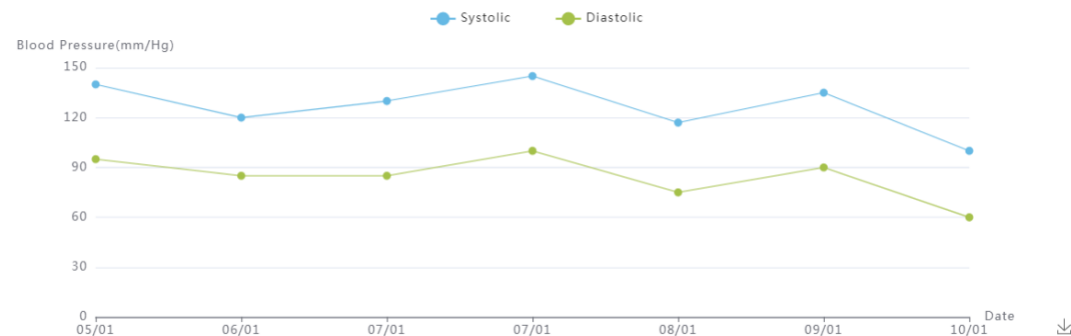


Glucose Range
(Time in Range)

A1c estimated

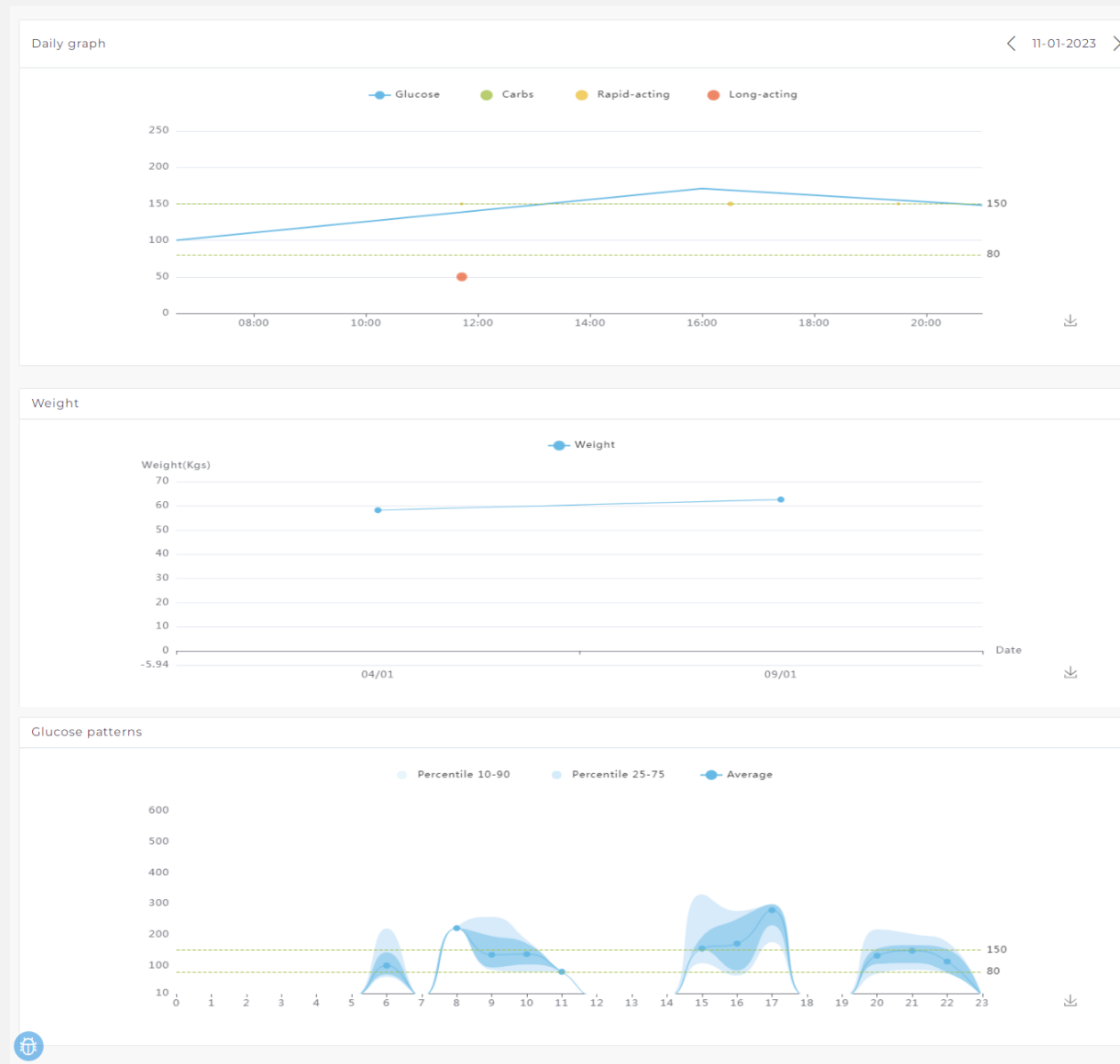


Blood pressure



Charts

The graphs that the professional sees on the medical platform are the same that the patient can see from the app.

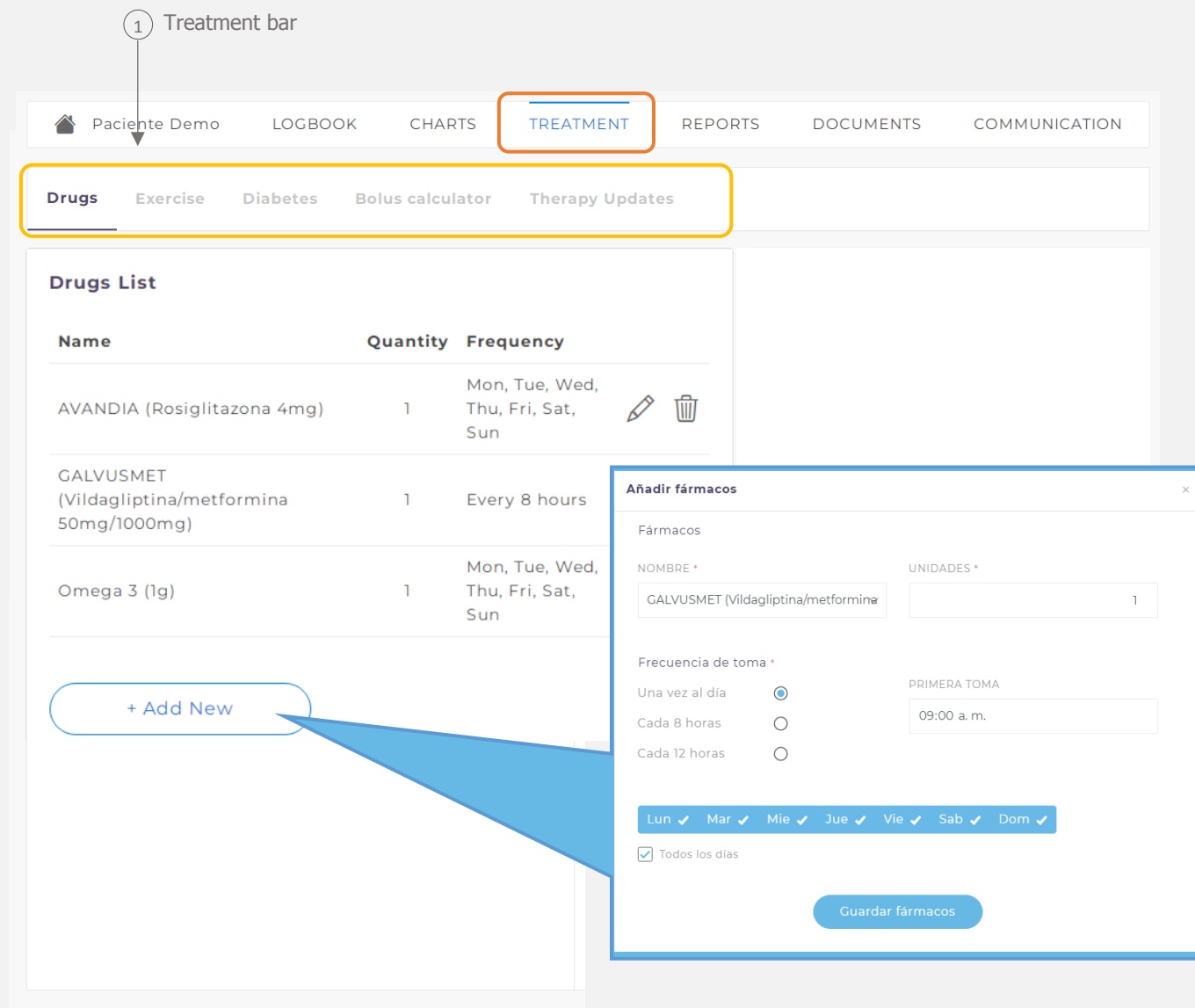


011

Drugs

In this section you can perform the review and modification of treatment parameters of your patients (drugs, including fixed-dose insulin, configuration of the bolus calculator and exercise), as well as a history of all changes made since you are linked to SD.

Which will be reflected in real time in the patient's app, sending a notification of treatment modification from your doctor.



1 Treatment bar

Paciente Demo LOGBOOK CHARTS **TREATMENT** REPORTS DOCUMENTS COMMUNICATION

Drugs Exercise Diabetes Bolus calculator Therapy Updates

Drugs List

Name	Quantity	Frequency
AVANDIA (Rosiglitazona 4mg)	1	Mon, Tue, Wed, Thu, Fri, Sat, Sun
GALVUSMET (Vildagliptina/metformina 50mg/1000mg)	1	Every 8 hours
Omega 3 (1g)	1	Mon, Tue, Wed, Thu, Fri, Sat, Sun

+ Add New

Añadir fármacos

Fármacos

NOMBRE * UNIDADES *

GALVUSMET (Vildagliptina/metformina) 1

Frecuencia de toma *

Una vez al día ☒ Cada 8 horas ☐ Cada 12 horas ☐

PRIMERA TOMA

09:00 a. m.

Lun ✓ Mar ✓ Mie ✓ Jue ✓ Vie ✓ Sab ✓ Dom ✓

☒ Todos los días

Guardar fármacos

DRUGS: Indication of oral drugs, add one or those that are necessary.

In SocialDiabetes you will find all the medicines available for diabetes, as well as some for hypertension and dyslipidemia.

Drugs

Indication of fixed insulin dose (basal and rapid), select the name of the insulin to be indicated, the duration of action of the insulin and the doses

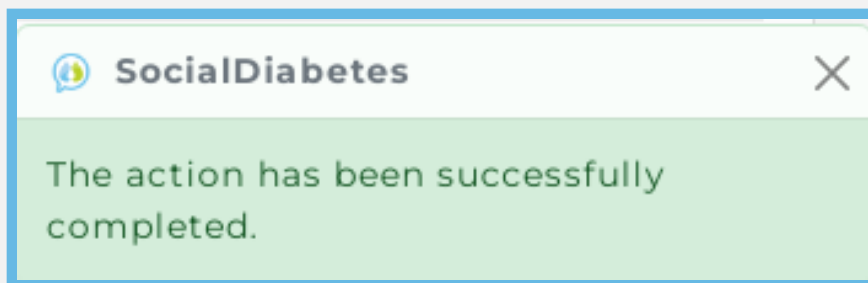
Drugs
Exercise
Diabetes
Bolus calculator

Fixed Insulin Dose

	Fast	Slow
Insulin *	HUMALOG (Lispro) ▼	LANTUS (Glargina) ▼
Duration *	4.00	12.00
Breakfast	8	12
Morning snack	0	0
Lunch	15	0
Afternoon snack	0	0
Dinner	12	0
Evening snack	0	8

Save

This information is a fundamental part of patient treatment. When a fixed dose of insulin is indicated, the patient will be able to see the indication in the app in the "Treatment" section. You can consult this function in the User Manual of the SOCIALDIABETES MOBILE APPLICATION



Can indicate general aspects of physical activity such as step goal, indication of exercise days per week and intensity of activity

Exercise

Paciente Demo
LOGBOOK
CHARTS
TREATMENT
REPORTS
DOCUMENTS
COMMUNICATION

Drugs
Exercise
Diabetes
Bolus calculator
Therapy Updates

The platform will generate a program of physical activity for a period of three months for the patient.
Complete the following fields.

Level of activity *

Very light (little or no exercise)

Step target *

The American Diabetes Association recommends walking 10,000 steps a day.

-
10000
+

Select the days available to perform physical activity: *

The American Diabetes Association recommends 150 minutes or more of aerobic activity per week.

Mon ✓
Tue ✓
Wed ✓
Thu ✓
Fri ✓
Sat ✓
Sun ✓

☒ Every day

Save

① Physical activity level selection

Select one...

- Very light (little or no exercise)
- Light (exercise 1-3 times per week)
- Moderate (exercise 3-5 times per week)
- Intense (high intensity exercise 6-7 times per week)
- Very intense (very high-intensity exercise or work)



Always remember to save changes before exiting "Treatment"

Bolus calculator

Drugs

Exercise

Diabetes

Bolus calculator

Therapy Updates

Allow to recommend the most adequate dose of insulin at any time.

☒ Use Bolus Calculator

☒ Do not allow the patient to perform changes

Rapid-acting

Name

Duration

Decimals

NOVORAPID FLEX

5.00

No

Units

Glucose

Carbohydrates

mg/dl

Grams

Glycemic Target

Glucose control targets for each hourly span

From	To	Goal	Final
07:00	21:00	80	130
21:00	07:00	100	140

Sensitivity Factor (ISF)

The reducing effect a unit of insulin has on blood glucose level

From	To	ISF
00:00	00:00	40

Carbohydrate/insulin ratio

Represents how many grams of carbohydrates are covered by 1 unit of insulin.

From	To	Ratio
00:00	00:00	40

Automatic calculation

Save

4

Insulin configuration

5

Configuration of bolus calculator parameters

3


Unit configuration

2

Allow patient-made settings

1

Activate the bolus calculator


 Always remember to save your changes before exiting "Treatment"

This information determines a fundamental part of the patient's treatment. Based on the configuration of the bolus calculator, the system will suggest to the patient the dose of insulin to apply, each time glucose and/or food controls are entered in the app.

SocialDiabetes 25

Diabetes

In this section you will find data on the characteristics of your patient's diabetes and treatment, the glycemic targets and the nutritional indication with the carbohydrate intake per meal time; which you can modify whenever you wish.

This data will always be reflected in the patient's app.



Always remember to save your changes before exiting "Treatment"

Concepcion Villavicencio
 LOGBOOK
 CHARTS
 TREATMENT
REPORTS
DOCUMENTS
COMMUNICATION

Drugs
Exercise
Diabetes
Bolus calculator
Therapy Updates

Treatment

Diabetes Type

Gestational

Debut *

2018

Use insulin Rapid-acting ☒
Use insulin Long-acting ☒
I take pills ☒
Check my blood glucose ☒
I measure my blood pressure ☒
I control my weight ☒
I do ketone controls ☐
I use a pump ☐

Units

Weight

Kgs

Height

Centimeter

Glucosa

mg/dl

Carbohydrates

Grams

Decimals of insulin

No

Glucose range

The following ranges are standard values defined by the American Diabetes Association (ADA), indicate your glucose ranges and change the information if necessary.

Very low glucose

50

mg/dl

Low glucose

70

mg/dl

High glucose

110

mg/dl

Very high glucose

280

mg/dl

High postprandial glucose

130

mg/dl

Low postprandial glucose

70

mg/dl

Meal times

Indicates the recommended amount of carbohydrates for each time of day.

Breakfast	Carbs
08:30	45.00 gr
Refreshments in the morning	Carbs
12:00	15.00 gr
Lunch	Carbs
14:00	45.00 gr
Refreshments in the afternoon	Carbs
17:00	15.00 gr
Dinner	Carbs
21:00	30.00 gr
Refreshments at night	Carbs
21:00	0.00 gr

Save

With SocialDiabetes you can always indicate treatment to your patients in a personalized way.

Titration

Social Diabetes has a basal insulin titration function, which is necessary to make the necessary adjustments to basal or slow insulin doses for patients who are starting to use this insulin, or just to make dose adjustments based on treatment goals.

You should only set the parameters to increase or decrease insulin units when the glucose parameters set in the configuration are met.

Function available only for patients with type 2 diabetes.

Drugs
Exercise
Diabetes
Bolus calculator
Titration
Therapy Updates

Insulin
Active dose
Time of measurement
Calculate titration every

LANTUS (Glargina)
8 units
08:15 a. m.
3 days

If glucose is
More than
135 mg/dl
Sum
2 units

If glucose is
Less than
80 mg/dl
Subtract
1 units

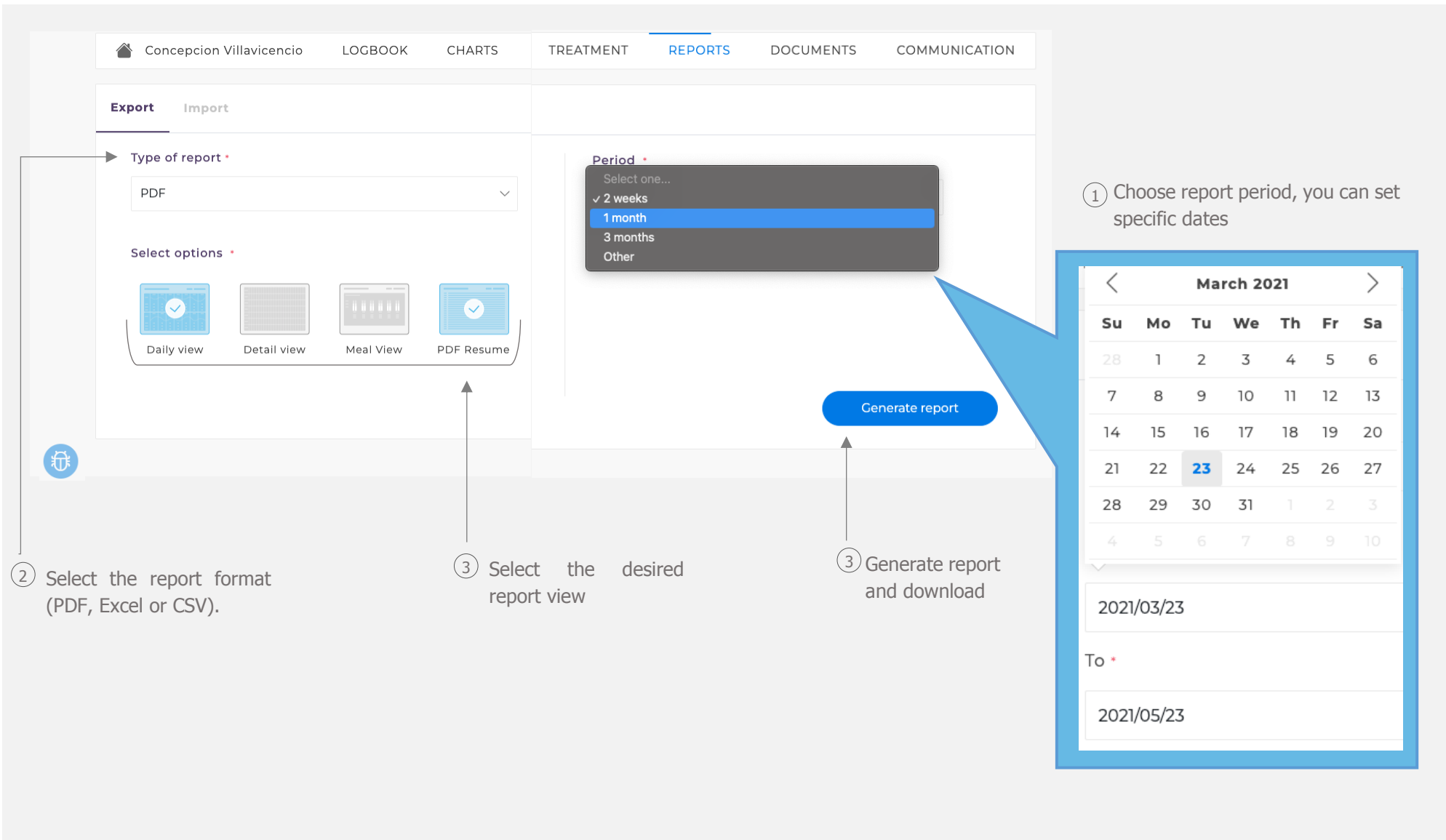
+ Add New
Save



This function will only appear on the panel of patients registered with Type 2 Diabetes, with basal insulin use.

012 Reports

You can generate reports with all the data that you see in the platform and that were registered by the patient in the app.



The screenshot shows the 'REPORTS' tab in the SocialDiabetes application. The interface includes a top navigation bar with options: CONCEPCION VILLAVICENCIO, LOGBOOK, CHARTS, TREATMENT, REPORTS (selected), DOCUMENTS, and COMMUNICATION. Below this is a sub-header with 'Export' and 'Import' tabs. The main area contains two dropdown menus: 'Type of report' (set to PDF) and 'Period' (with a dropdown menu open showing options: 2 weeks, 1 month (selected), 3 months, and Other). Below these are 'Select options' with four icons: Daily view, Detail view, Meal View, and PDF Resume (which has a checkmark). A blue bug icon is located at the bottom left. A blue button labeled 'Generate report' is at the bottom right. A date picker inset on the right shows a calendar for March 2021 with the 23rd selected, and a date range from 2021/03/23 to 2021/05/23.

② Select the report format (PDF, Excel or CSV).

③ Select the desired report view

③ Generate report and download

① Choose report period, you can set specific dates

March 2021						
Su	Mo	Tu	We	Th	Fr	Sa
28	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31	1	2	3
4	5	6	7	8	9	10

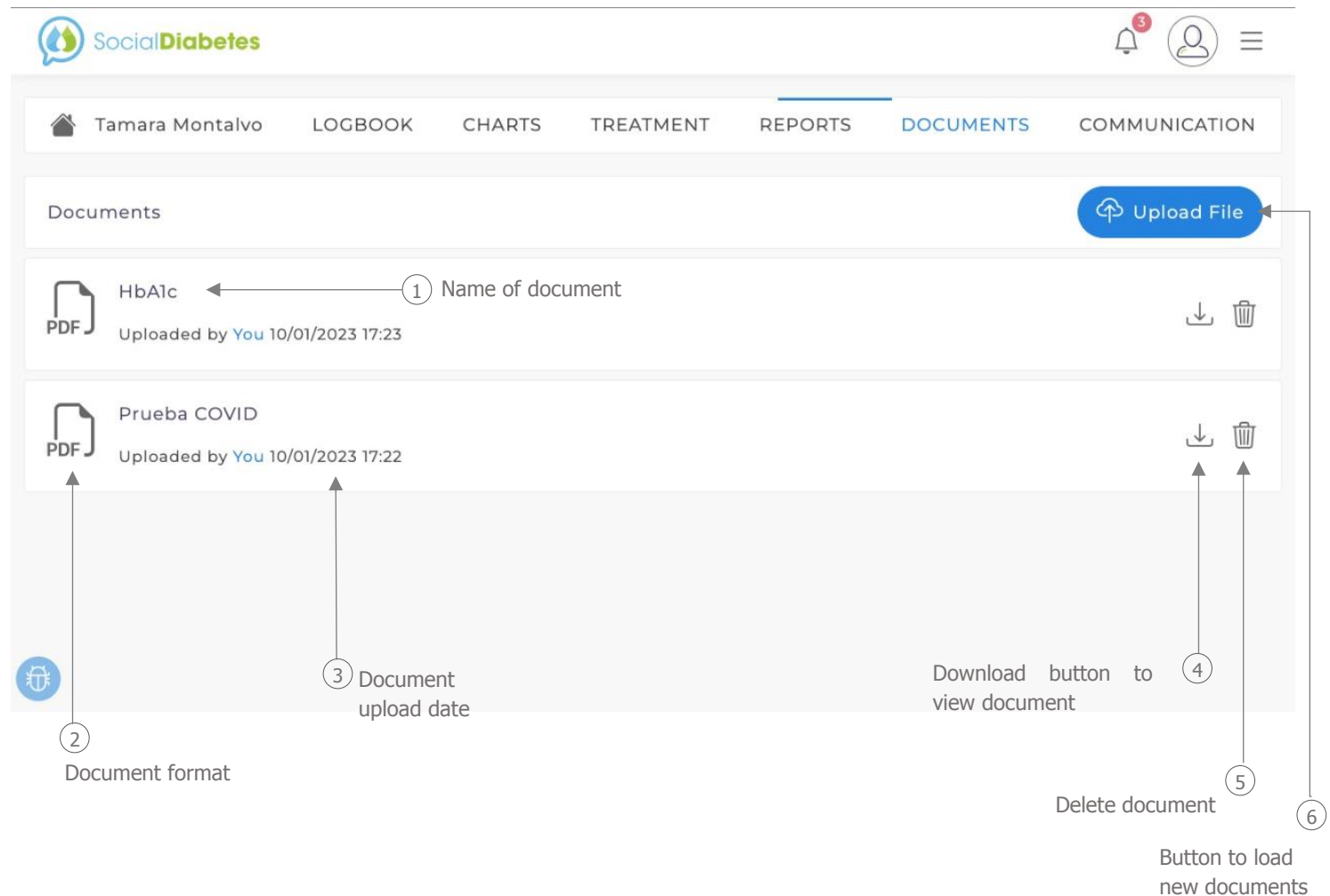
2021/03/23

To *

2021/05/23

013 Documents

In this section you can save documents about your patient such as clinical laboratory tests, medical records or any other document of your interest about your patient.

Documents

Upload File

HbA1c 1 Name of document
 Uploaded by You 10/01/2023 17:23

Prueba COVID
 Uploaded by You 10/01/2023 17:22

2 Document format

3 Document upload date

Download button to view document 4

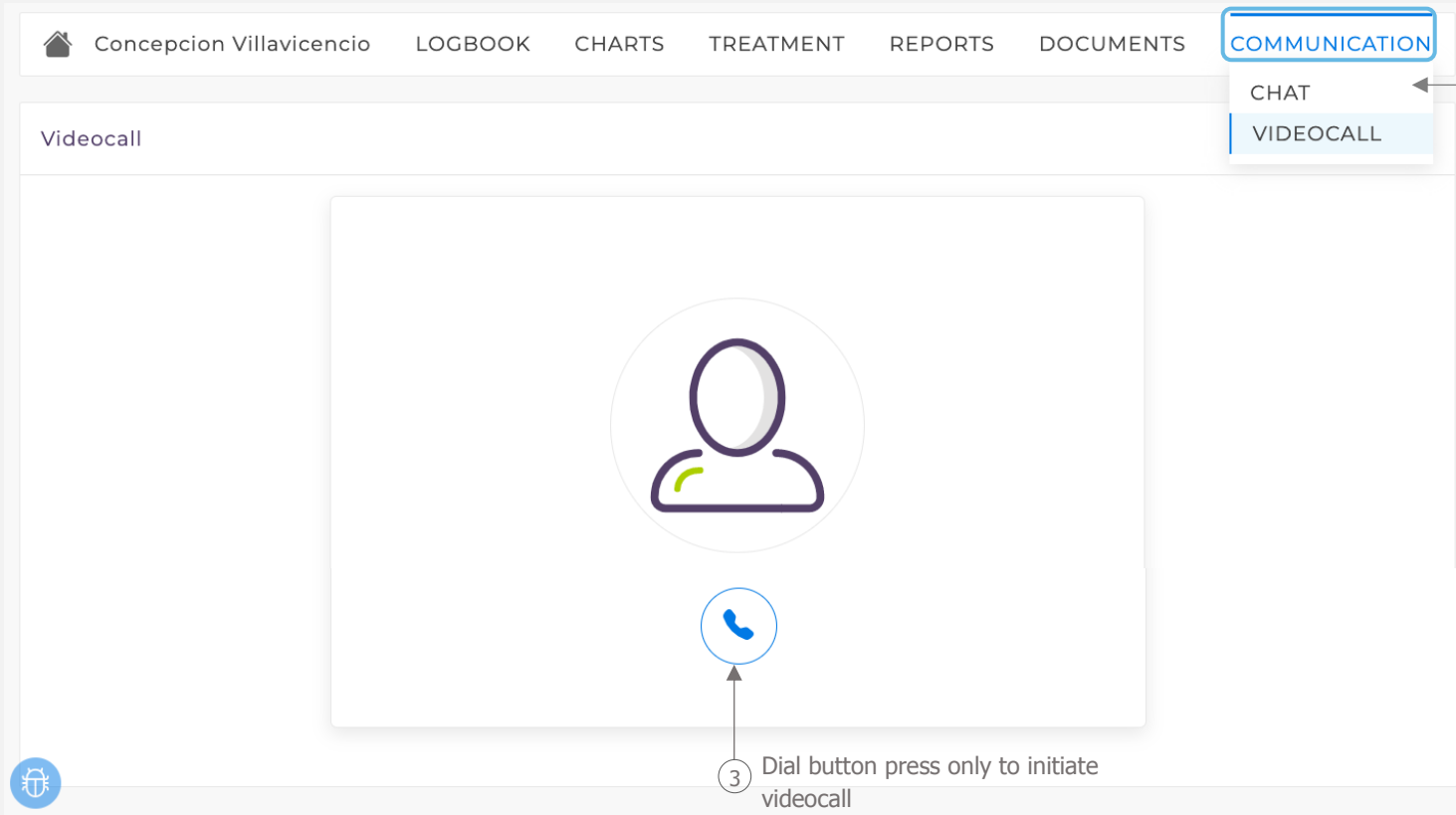
Delete document 5

Button to load new documents 6

Your patient will receive a notification in the app every time a document is uploaded to the medical platform

014 Communication

SocialDiabetes allows you to maintain real-time communication with your patients either by CHAT or video-call.



② Choose CHAT or VIDEOCALL

③ Dial button press only to initiate videocall

It is necessary that the patient has active permissions to use microphone and call the app on your Smartphone, to receive the call

Status	Name	Type	A1c	Last Log	Last View	Chat
Active	Aresby Blanco Miranda	I'm not sure	6.7%	12-01-2023	N/A	
Active	Tamara Montalvo	Type 1	20.0%	08-01-2023	12-01-2023 23:35	2
Active	Francisco Ramirez	Type 1	6.6%	12-01-2023	11-01-2023 11:00	
Active	Concepcion Villavicencio	Gestational	N/A	11-01-2023	N/A	1
Inactive	Tamara Montalvo	Type 1	6.8%	06-09-2022	09-01-2023 21:38	

1 to 5 of 5

Previous
1
Next

Francisco Ramirez
✕

Select which patient's team you would like to visit to:

Diabetología

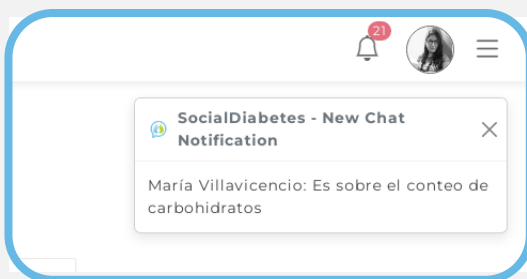
Educación en diabetes

Nutrición

Messages received (number)

In the list of your patients you will see an icon indicating that there is a new message, indicating to which group the message was sent.

When the message arrives from a patient you will see a notification, indicating the name of the patient sending the message, which when clicked will take you to the patient's chat.



Tamara Montalvo
LOGBOOK
CHARTS
TREATMENT
REPORTS
DOCUMENTS
COMMUNICATION

Encrypted messaging with HIPAA clinical data protection

Chat

26-10-2022

10-01-2023

26 Oct 2022

10 Jan 2023

Hola
17:08 ✓

Hello
10:59 ✓

Good morning doctor, I have some doubts about my medications
11:00 ✓

Good morning Tamara, tell me what doubts you have
11:04 ✓

😊
📎

0/3000

Conversation history

3

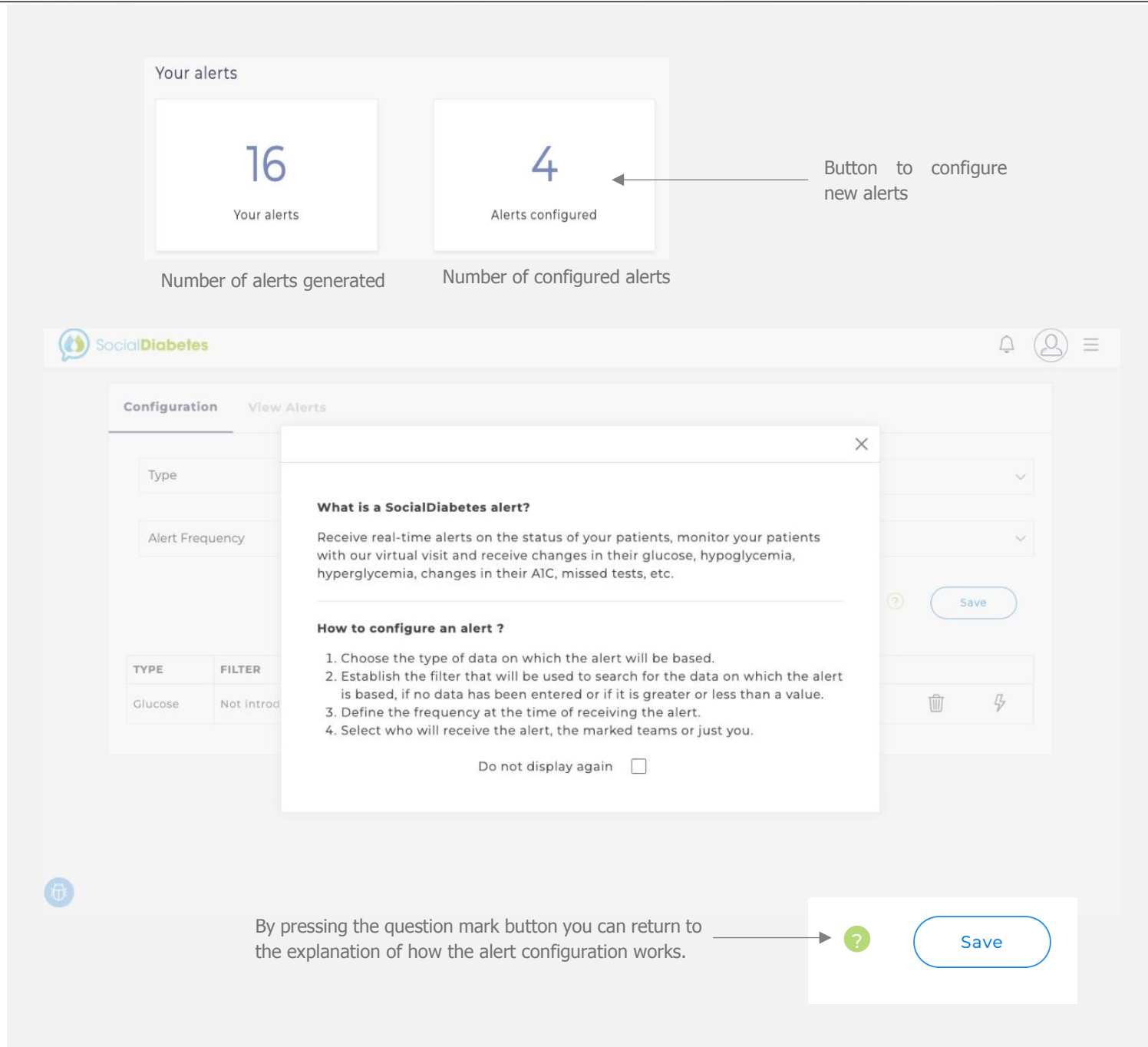
4 Type the message and just press Enter or press the "send" button ►

015 Alerts

SocialDiabetes has an alert system that makes it easy to focus on the data you are interested in about your patients and have better data management.

Just configure them based on the desired parameters and you will receive a daily report of the patients that meet the configured guidelines.

Choose the alert type, information filter parameter, index value or days, alert frequency and notification receiver.



Your alerts

16
Your alerts

4
Alerts configured

Number of alerts generated Number of configured alerts

Button to configure new alerts

Configuration View Alerts

Type

Alert Frequency

TYPE	FILTER
Glucose	Not introd

What is a SocialDiabetes alert?

Receive real-time alerts on the status of your patients, monitor your patients with our virtual visit and receive changes in their glucose, hypoglycemia, hyperglycemia, changes in their A1C, missed tests, etc.

How to configure an alert ?

1. Choose the type of data on which the alert will be based.
2. Establish the filter that will be used to search for the data on which the alert is based, if no data has been entered or if it is greater or less than a value.
3. Define the frequency at the time of receiving the alert.
4. Select who will receive the alert, the marked teams or just you.

Do not display again ☐

By pressing the question mark button you can return to the explanation of how the alert configuration works.

?

Save

Configuration

Type

Glucose
Insulin
Medium Glucose
Hypoglycemia
A1c
Carbohydrates
Exercise
Blood Pressure

Filter

Not entered
Highest
Lower

Type

Filter

Units

Alert Frequency

Alert Frequency
Daily
Weekly

Notification Receiver

Notification Receiver
Just me
Team
Diabetes gestacional
Educación en diabetes
Endocrinología
Nutrición

?

Save

1 SAVE

TYPE	FILTER	FREQUENCY	TO			
Insulin	Not introduced in 2 days	Daily	Just me			
Glucose	Not introduced in 5 days	Daily	Educación en diabetes Team			
Hypoglycemia	in the last few in 3 days	Daily	Nutrición Team			
Glucose	Highest than 250 mg/dL	Daily	Nutrición Team			

2 List of configured alerts

3 Button to activate and deactivate alerts

4 Delete alert

5 Button to view results of configured alert



Matches have been found ×

Patients have been found in this alert, do you want to see the result?

Decline
Accept

By clicking on the lightning bolt icon you will see the result of the configured alert, clicking OK will display the list of generated alerts with the number of patients that met the alert guidelines.

Clicking on the alert will display the list of patients that generated the alert and clicking on a patient's name will open a new window in the patient's control panel.

List of alerts generated

Configuration

View Alerts

DATE	ALERT	NOTIFICATION RECEIVER	FREQUENCY	TOTAL
13-01-2023	Insulin Not introduced in 2 days	Just me	Daily	2
13-01-2023	Hypoglycemia in the last few in 3 days	Nutrición	Daily	2
13-01-2023	Glucose Not introduced in 5 days	Educación en diabetes	Daily	1
12-01-2023	Insulin Not introduced in 2 days	Just me	Daily	3
12-01-2023	Hypoglycemia in the last few in 3 days	Nutrición	Daily	2
12-01-2023	Glucose Not introduced in 5 days	Educación en diabetes	Daily	2
11-01-2023	Insulin Not introduced in 2 days	Just me	Daily	2
11-01-2023	Hypoglycemia in the last few in 3 days	Nutrición	Daily	1
11-01-2023	Glucose Not introduced in 5 days	Educación en diabetes	Daily	

1 to 10 of 11

Previous

List of patients who generated the alert ×

Patients that match the alert

Tamara Montalvo

Aresby Blanco Miranda

1

2

3

4

5

Date of alert generation

Type of alert generated

Equipment receiving alert

Periodicity in the alert was

List of patients who generated the alert ×

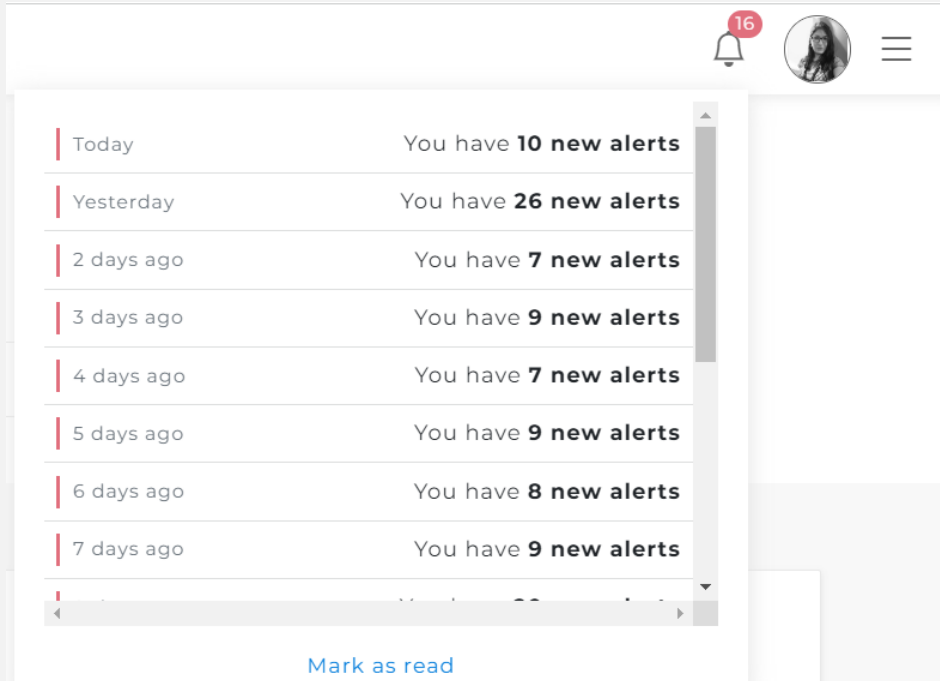
Patients that match the alert

Tamara Montalvo

Aresby Blanco Miranda



You can also access the alerts panel by clicking on the notification icon (bell), where you can see all the alerts generated based on the configuration, as well as chat messaging notifications.



16

Today You have **10 new alerts**

Yesterday You have **26 new alerts**

2 days ago You have **7 new alerts**

3 days ago You have **9 new alerts**

4 days ago You have **7 new alerts**

5 days ago You have **9 new alerts**

6 days ago You have **8 new alerts**

7 days ago You have **9 new alerts**

Mark as read



Number of alerts generated

New messages



Maria Villavicencio LOGBOOK CHARTS TREATMENT REPORTS DOCUMENTS COMMUNICATION

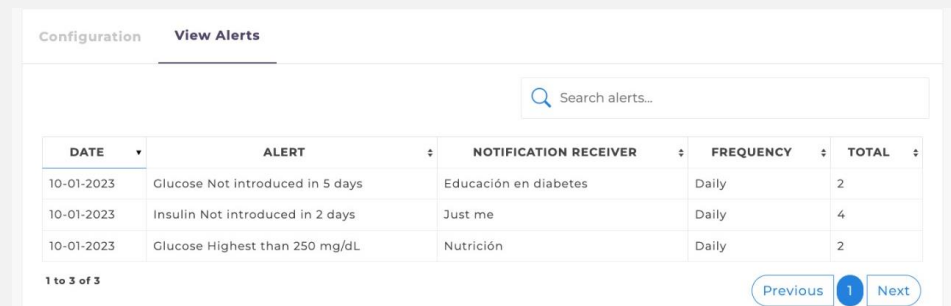
Chat

07-01-2023

Buenos días doctora, necesito ayuda con una duda 11:11 ✓

Es sobre el conteo de carbohidratos 11:12 ✓

Alerts generated based on alert settings



Configuration View Alerts

Search alerts...

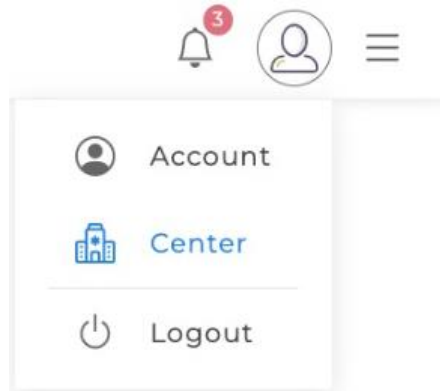
DATE	ALERT	NOTIFICATION RECEIVER	FREQUENCY	TOTAL
10-01-2023	Glucose Not introduced in 5 days	Educación en diabetes	Daily	2
10-01-2023	Insulin Not introduced in 2 days	Just me	Daily	4
10-01-2023	Glucose Highest than 250 mg/dL	Nutrición	Daily	2

1 to 3 of 3

Previous 1 Next

016 Virtual Center

In the virtual center you will see all the information regarding the total number of health professionals and patients integrated into the system; and it is the window from which you will be able to manage and organize the professionals and patients linked to the center in work teams.

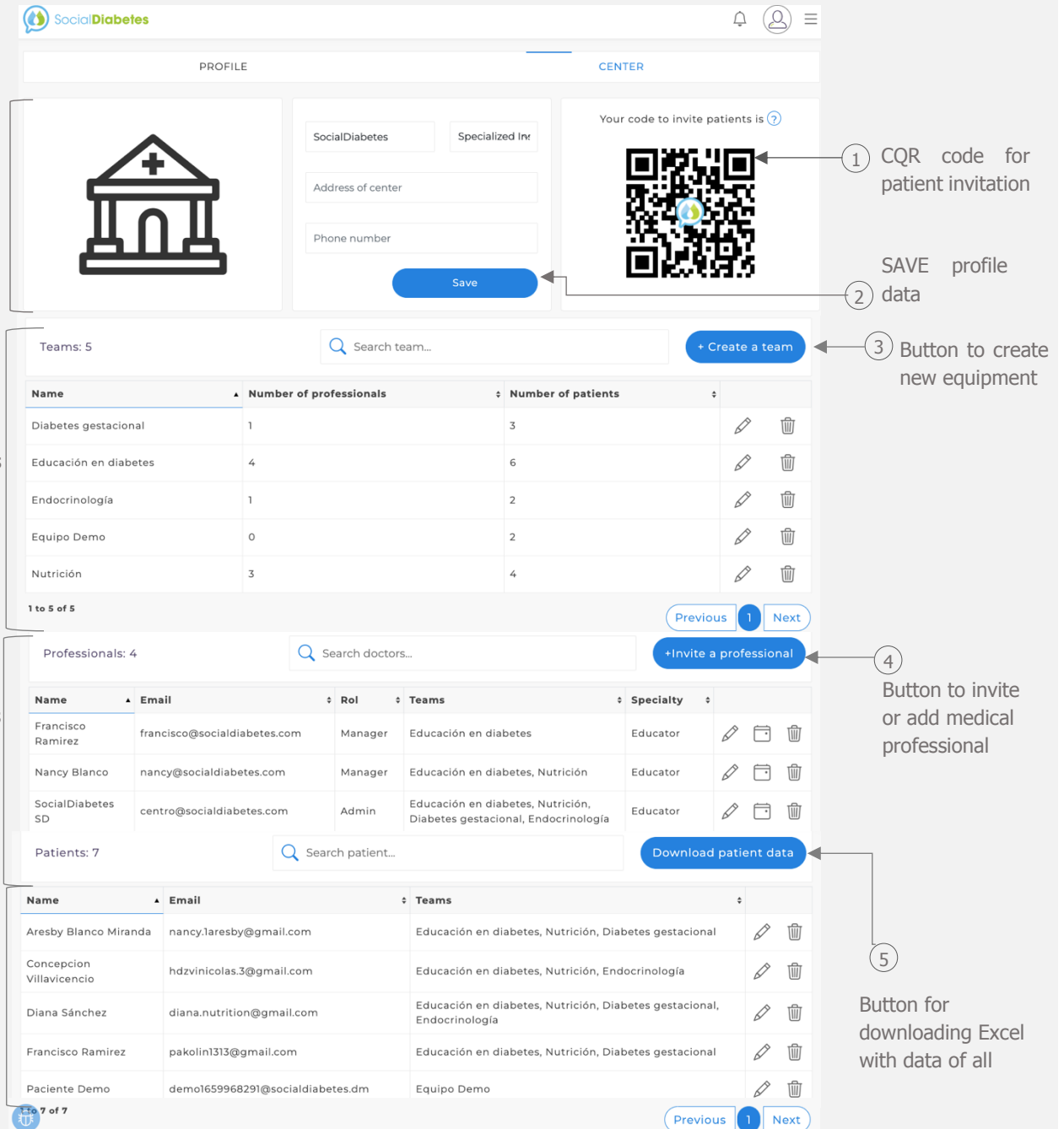


Virtual medical center profile data and photo

List of work teams within the center

List of professionals linked to the virtual center

List of patients linked to the virtual center



1 CQR code for patient invitation

2 SAVE profile data

3 Button to create new equipment

4 Button to invite or add medical professional

5 Button for downloading Excel with data of all

Teams: 5

Name	Number of professionals	Number of patients		
Diabetes gestacional	1	3		
Educación en diabetes	4	6		
Endocrinología	1	2		
Equipo Demo	0	2		
Nutrición	3	4		

1 to 5 of 5

Professionals: 4

Name	Email	Rol	Teams	Specialty		
Francisco Ramirez	francisco@socialdiabetes.com	Manager	Educación en diabetes	Educator		
Nancy Blanco	nancy@socialdiabetes.com	Manager	Educación en diabetes, Nutrición	Educator		
SocialDiabetes SD	centro@socialdiabetes.com	Admin	Educación en diabetes, Nutrición, Diabetes gestacional, Endocrinología	Educator		

Patients: 7

Name	Email	Teams		
Aresby Blanco Miranda	nancy.1aresby@gmail.com	Educación en diabetes, Nutrición, Diabetes gestacional		
Concepcion Villavicencio	hdzvinicolas.3@gmail.com	Educación en diabetes, Nutrición, Endocrinología		
Diana Sánchez	diana.nutrition@gmail.com	Educación en diabetes, Nutrición, Diabetes gestacional, Endocrinología		
Francisco Ramirez	pakolin1313@gmail.com	Educación en diabetes, Nutrición, Diabetes gestacional		
Paciente Demo	demo1659968291@socialdiabetes.dm	Equipo Demo		

The functions performed by each professional in the virtual center will depend on their role and credentials

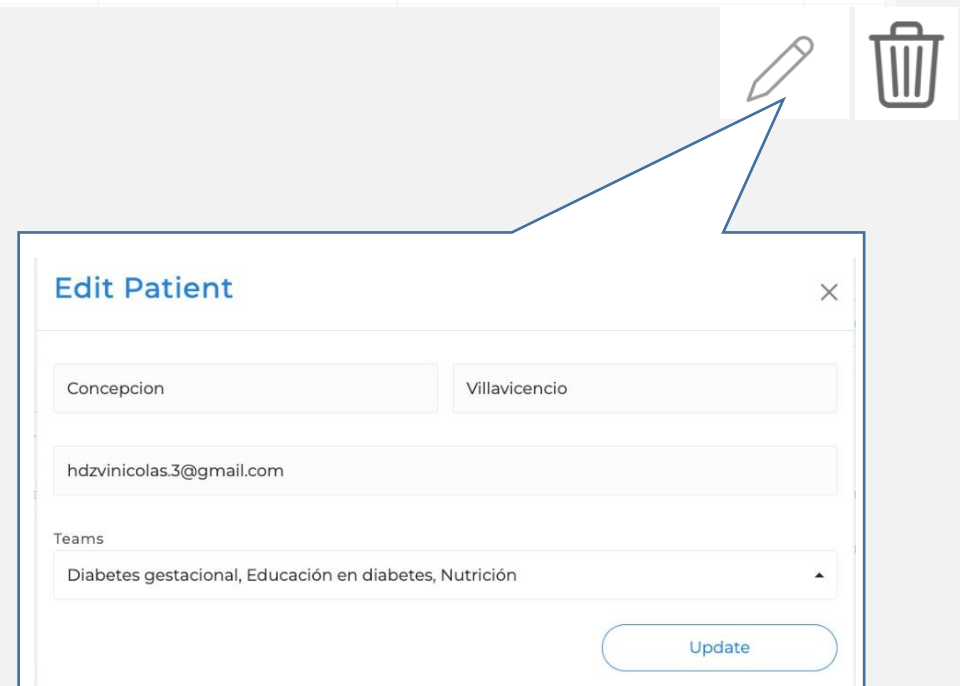
The administrator, manager, and members can add or invite patients

Once the patient has been added, he/she can always edit his/her data



You can download the QR code and send it to the patient, or the patient can scan it in the SocialDiabetes app directly from their screen, to add a patient to the virtual center (it will be added to the team(s) to which the professional who made the invitation belongs). (For patients who already have an account in the app)

Name	Email	Teams		
Aresby Blanco Miranda	nancy.laresby@gmail.com	Educación en diabetes, Nutrición, Diabetes gestacional		
Concepcion Villavicencio	hdzvinicolas.3@gmail.com	Educación en diabetes, Nutrición, Endocrinología		
Diana Sánchez	diana.nutrition@gmail.com	Educación en diabetes, Nutrición, Diabetes gestacional, Endocrinología		



Edit Patient

Concepcion Villavicencio

hdzvinicolas.3@gmail.com

Teams
Diabetes gestacional, Educación en diabetes, Nutrición

Update

+ Create a team

Only the administrator and manager can create teams

Name your team

Team's Name

Create

Button to create a new group

Name your team

Endocrinología

Create

+ Invite a professional

Only the administrator and manager can invite a professional or directly create the user of a professional.

Professional information

First Name

Last Name

Email

Select a role

Select a specialty

✓ Select a role

Manager

Member

Read Only

✓ Select a specialty

General medicine

Internal medicine

Endocrinology

Nutrition

Educator

Nursing

Others

Create professional

Indicate the role you will assign to the professional

Indicate the professional's specialty

Professional information

Tamara

Montalvo

centro@socialdiabetes.com

Manager

General medicine

Teams

Endocrinología

Create professional

You can always delete a team, professional or patient



Are you sure you want to delete this record ?

Cancel

Delete

017 Professional roles

Within the virtual center, professionals have different roles, which give them different functionalities capabilities within the center and in relation to patients and other professionals.

Roles:

- Administrator
- Manager
- Member
- Read only

Administrator: This is the creator of the center and who has control of the virtual center, and therefore, who can organize the center with ample freedom of movement with the health personnel and associated patients, that is to say, the total management of the center, being able to perform the following actions:

Professional management

→ Invite other professionals

You can invite or create directly the users you want to be part of the center. The only mandatory information to do this is the name and e-mail address.

You can also unlink professionals that you wish will no longer be part of your virtual center.

→ Assignment of roles

As an administrator you have the function of determining the role you want the professionals to have within your virtual center, which will determine their capabilities within it, these roles can be changed at any time you wish

→ Creation of teams

For the organization of the center you must form work teams, since all patients must be registered in at least one team; you can create as many teams of professionals as you need within the Center. A patient and professional can be in more than one team and a team can have several patients and professionals.

Patient management

→ Assign patients to different work teams

In the same way you organize which professionals make up the different work teams, you can assign patients to the different work teams.

Other functions

- Configuration of the basic information of the Medical Center such as name, address, telephone and type of center.

Manager: Has a power similar to that of the administrator, without having authority over all the professionals (specialists) since he/she cannot disassociate professionals with a higher or equal role to him/her, i.e. administrators and managers. The rest of the capacities are equal to those of the administrator.

Member: It is part of the healthcare staff linked to the center, who will have free access to the virtual consultation of the patients that the administrator has linked to his work team.

They can see all the information about their patients and make changes to them, such as editing aspects of the treatment or bolus calculator and have contact with their patients, but they cannot assign patients to a work team. You can see the list of the rest of the professionals linked to the center, without being able to add or unlink another professional.

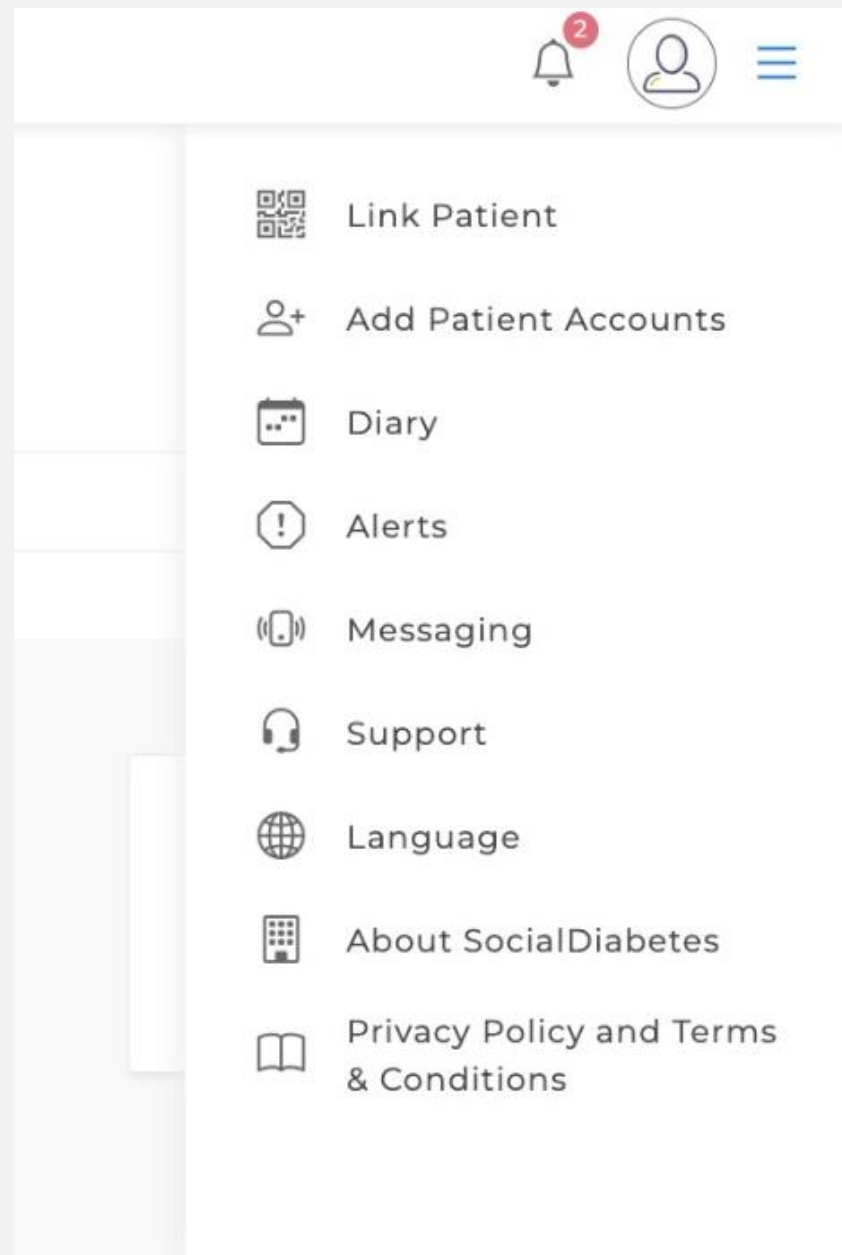
Read only: In this role the professional will only be able to see the patient's information without being able to make changes of any kind.

****NOTE:** Regardless of the role that each professional has, all professionals can only see the information of the patients that are associated to the team(s) in which each professional is.



018 User menu (hamburger)

From the user menu you can directly access different functions of the medical platform and general tools.



Link Patient

You can download the QR code and send the patient, or the patient can scan it into the SocialDiabetes app directly from their screen, to add a patient to the virtual center (they will be added to the team(s) to which the inviting professional belongs). (For patients who already have an account in the app)



Link Patient



Add Patient Accounts



Diary



Alerts



Messaging



Support



Language



About SocialDiabetes



Privacy Policy and Terms
& Conditions

Link Patient Accounts



Share this QR code with your patients to monitor their diabetes and access their data. Your patient should read this code from the mobile application.

[Download QR Code](#)

In the "Contact my medical professional" section of the SocialDiabetes mobile application, it is where the patient can scan the QR code to connect with their virtual medical center. You can consult this function in the User Manual of the **SOCIALDIABETES MOBILE APPLICATION**.

Add patient Accounts



Link Patient



Add Patient Accounts



Diary



Alerts



Messaging



Support



Language



About SocialDiabetes



Privacy Policy and Terms
& Conditions

It is possible to add a patient directly by simply entering their data and a password to create a patient account in SocialDiabetes (for patients who do not yet have an account in the app).

Add Patient



Name

Surname

Email










Password



Add Patient

Diary

In the diary, the professional can record the programming of video calls to be made, and be able to have a better management of their activities within the virtual center.

-  Link Patient
-  Add Patient Accounts
-  **Diary**
-  Alerts
-  Messaging
-  Support
-  Language
-  About SocialDiabetes
-  Privacy Policy and Terms & Conditions

< > Today

January 2023

Month Week Day

Mon	Tue	Wed	Thu	Fri	Sat	Sun
26	27	28	29	30	31	1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31	1	2	3	4	5

You just have to click on the day you want to schedule the video call and fill in the event data, and save the changes.

Once the event is programmed, by clicking on the record, you can make the video call and delete it.

New Event
×

Title *

Description

Patient *

Select one...

Event start *

2023-01-11 00:00


Save

Educational session
×

11-01-2023 00:00

You will learn to count carbohydrates

SocialDiabetes SD - Educación en diabetes



Tamara Montalvo
 ↗

📞

🗑

Alerts



Link Patient



Add Patient Accounts



Diary



Alerts



Messaging



Support



Language



About SocialDiabetes



Privacy Policy and Terms
& Conditions

You can access the alert configuration section from the user menu, as well as from the main panel.

Configuration

View Alerts

Type



Filter












Alert Frequency



Notification Receiver



Save










TYPE	FILTER	FREQUENCY	TO	
Glucose	Lower than 70 mg/dL	Daily	Just me	  
Glucose	Highest than 180 mg/dL	Daily	Just me	  
Glucose	Not introduced in 5 days	Daily	Educación en diabetes Team	  

Messages

With this function of the medical platform, it is possible to send messages to the patients linked to your center.



You only have to write the message and select the characteristics that the patients to whom you want to send the message must meet.

Patients will receive the message as a notification

-  Link Patient
-  Add Patient Accounts
-  Diary
-  Alerts
-  **Messaging**
-  Support
-  La
-  At
-  Pr & C

Press the "New message" button to create a new one

[New Messaging](#)

Title ▼	Body	Created	Confirmation	
educational session	Tomorrow we will have a virtual educational session, don't forget your eating plan.	05-11-2022	Sent on the spot	
HbA1c study	Remember to carry out the laboratory analysis of your HbA1c corresponding to the first quarter of the year	09-01-2023	Sent on the spot	

1 to 2 of 2

[Previous](#)
[one](#)
[Next](#)

Message

Recipients

Confirmation

Title *

Body *

Next

Message

Recipients

Confirmation

Countries

Mexico

Pathology

Type 1

Configuration

Select one...

Previous

Next

Message

Recipients

Confirmation

Countries

Select one...

Pathology

Select one...

Configuration

Select one...

Previous

Next

Message

Recipients

Confirmation

☒ Send it now

☐ Schedule for a specific time

☐ Send test

Previous

Finish










Support



SocialDiabetes provides user support if there is a technical failure (bug), or if you have any questions or comments regarding the operation of the medical platform.

You just have to fill in the fields and describe your problem.

You can also send the report or comment along with a screenshot showing the reason for the comment or report, just click the bug icon.

-  [Link Patient](#)
-  [Add Patient Accounts](#)
-  [Diary](#)
-  [Alerts](#)
-  [Messaging](#)
-  [Support](#)
-  [Language](#)
-  [About SocialDiabetes](#)
-  [Privacy Policy and Terms & Conditions](#)

Support

NAME

SocialDiabetes

LAST NAME

SD

EMAIL

centro@socialdiabetes.com

TAGS

☐ IOS
☐ Android
☒ Health Professional

SUBJECT

Subject

MESSAGE

Message

Send

Answers that can resolve common user questions


1

Check our FAQs

From this section you can download the User Manual of the SOCIALDIABETES MEDICAL PLATFORM








2

Download Platform Guide












Language

The SocialDiabetes medical platform is available in three languages, choose the one you prefer.

-  Link Patient
-  Add Patient Accounts
-  Diary
-  Alerts
-  Messaging
-  Support
-  **Language**

- English SocialDiabetes
- Español Privacy and Terms
- Català is

About SocialDiabetes

-  Link Patient
-  Add Patient Accounts
-  Diary
-  Alerts
-  Messaging
-  Support
-  Language
-  **About SocialDiabetes**
-  Privacy Policy and Terms & Conditions

General information about SocialDiabetes

SocialDiabetes

20230102t110349

02-01-2023

COMPANY

Centre Modernista - Pavelló Sant Manel

Carrer de Sant Antoni Maria Claret, 167

NIF: B65765489

Email: support@socialdiabetes.com

Privacy Notice and Terms and Conditions



Link Patient



Add Patient Accounts



Diary



Alerts



Messaging



Support



Language



About SocialDiabetes



Privacy Policy and Terms & Conditions

Know in detail the terms and conditions of SocialDiabetes

PRIVACY POLICY

1. Which Personal Data we collect from our Users

We only collect Personal Data from our Users that are adequate, relevant and limited to what is necessary for the provision of our Services and other Purposes provided in this Privacy Policy.

Need of the Personal Data of our Users

All fields of our data collection forms are necessary for us to provide the Services.

We use your Personal Data to render the Services and for the other Purposes described in this Privacy Policy

The non-communication of such data to SocialDiabetes determines the impossibility of providing and using the Services adequately.

We collect both Personal Data as such and general data. Personnel include health data. We obtain for example the glucose readings either automatically by connectivity with a glucometer or continuous meter or because it is entered manually by the User.

Examples

Terms & Conditions

Agreement

1. Definitions

Aggregate, Anonymised or Pseudonymised Use

Means the use of the Users' Personal Data that SocialDiabetes can made in some cases as per the User Agreement, including their disclosure to Third Recipients, in such a manner that the Personal Data can no longer be attributed to a specific User.

Application

Means the SocialDiabetes mobile application through which we also render the Services.

Bolus Calculator

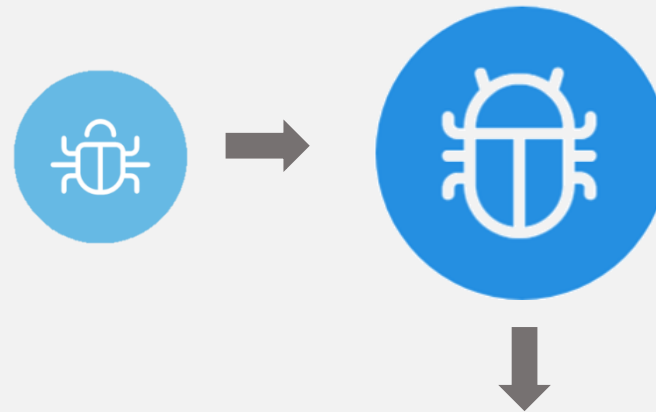
Means our insulin dose calculator for each patient at each time, and it is the sole

019 Bugs

In all windows during your navigation you will see the Bug icon, with which by clicking on it you can report an error of the current window or screen in which you click on the icon.

This report is sent to Social Diabetes technical support to solve the problem.

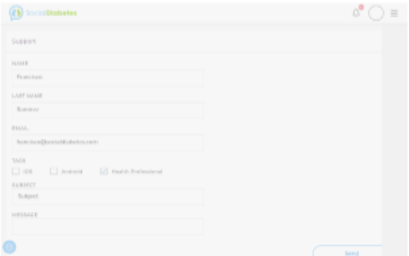
**A Bug is a system or software error that generates an unwanted or unexpected result.*



Report Bug

×

Please, explain the incident found



Submit

Warnings
and precautions










Warnings and precautions










SOCIALDIABETES is a stand-alone medical device software intended for better glycemic control by: self-control of diabetes in patients by calculation and recommendation of insulin dosage; and monitorización and treatment of diabetes by healthcare professionals (HCP).

- **It is important to use this device under optimal conditions that avoid disturbance, lack of concentration and lack of awareness of the clinical impact of its use.**
- **Be sure you are following precautions before using this device**
- **Healthcare professionals (HCP) will be requested about their professional condition as an HCP. The device operation requires HCP with experience in the endocrinology area (diabetes, nutrition, metabolic syndrome) for monitoring and treatment of their patients with diabetes.**
- **The software should only be used in combination with equipment with the listed minimum system requirements (App and Medical Platform).**
- **Improper use of the application, entering incorrect or nonactual data may cause adverse health risks to the patient.**
- **The patient is responsible for the information entered, as well as for the use of the resulting data.**

Annex

I. Symbols (Notifications, icons and colors)

Icon	Elemento	Screen	Explication
	Normal control	Logbook	Control of normglycemic, glucose in the range of 70 to 150mg / dl
	Very low control	Logbook	Control of hypoglycemia, glucose less than 54mg / dl
	Low control	Logbook	Control in hypoglycemia, low glucose less than 70mg / dl
	High control	Logbook	High glucose control, more than 150mg / dl
	Very high control	Logbook	High glucose control, more than 250mg / dl
	Night control	Logbook	Control marked "Overnight"
	Control	Logbook	TA control, insulin, bolus, medicine, food, exercise, weight, HbA1c, ketones
	Padlock	Logbook	The blood glucose figure has been sent directly by an integrated glucometer, without any manual interaction
	Calendars	Logbook, Treatment - exercise	Find the day or date you want to check your logs

	Read messages	Your virtual consultation	Read messages, once a conversation has started in the chat
	New unread message	Your virtual consultation	New message received in the chat, indicating the number of unread messages
	Edit	Virtual center, Treatment- drugs	Option to edit data
	Play Alert	Alerts- settings, Alerts- View alerts	It leads to the list of alerts generated based on the configured alert
	Activate or deactivate function	Alerts - configuration Treatment- Bolus Calculator Diabetes - Insulin Decimals Logs - view by food	You can activate or deactivate the operation of some functionality
	Delete	Treatment - drugs, Alerts-configuration, Documents	Remove item
	Download	Charts, Documents	Generate document or charts download
	Bug	In all windows while browsing	Send a report of an error (bug) or comment about a window or screen, the message will be sent along with a screenshot.
	Notification	In all windows during navigation on the toolbar	History of alerts and notifications generated by the system (alerts and messaging)

II. Terminology

Finished	Meaning / explanation
Bolus calculator	It allows to adjust the rapid insulin in real time according to the state and needs of the patient at all times, based on glucose figures, carbohydrate consumption and previously applied insulin.
Decimals setting	The use of decimals in the insulin dose can be activated
Standard deviation	Indicator of glucose variability, which is used to complement the values of the means. The higher the standard deviation, the greater the fluctuation or variability of glucose values during a certain period of time.
Sensitivity factor	The lowering effect that a unit of insulin has on the blood glucose level.
Glycated hemoglobin	Glycated hemoglobin is the value of the fraction of hemoglobin (red blood cells) that has glucose attached to it. The calculation of glycated hemoglobin is an indicator of the control of the patient with diabetes. A higher HbA1c index indicates a higher level of glucose in the blood, and therefore a higher risk of complications for the patient.
Hyperglycemia	The blood glucose level above the target range.

Finished	Meaning / explanation
Hypoglycemia	The blood glucose level falls below the target range.
Log	The data records made by the patient in the app, which can be: glucose, medication, blood pressure, insulin, food, exercise, weight, HbA1c or ketones. All records are visible on the controls screen
Normoglycemia	The desired glucose level according to the target range
Glucose ranges	Glucose levels within which it is recommended that the patient be kept for most of the time
Insulin ratio Insulin / carbohydrate ratio	The carbohydrate rations covered by each unit of insulin
Time slots	24 hours divided into several bands that are adjusted to the patient's meals. They must add up to 24 hours continuously, without leaving any time between section and section, for the bolus to be configured correctly



www.socialdiabetes.com