Getting Started with Freestyle Libre at BC Diabetes

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Introduction

This document contains information on how to work with BC Diabetes medical staff and your Freestyle Libre flash glucometer to help you manage your diabetes.

Resources for Patients New to Using Freestyle Libre

Online Videos

Abbott, the makers of the Freestyle Libre, have a number of videos demonstrating the use of the Freestyle Libre available on YouTube. Access these videos at http://bit.ly/libre-videos.

🚩 **Tip:** Watch videos with translated subtitles to help your understanding:
➢ Select the Gear icon in the lower right, then **Subtitles** >> **Auto-generated.**
➢ Choose the language you want.

Freestyle Libre Reader User Manual

The User Manual packaged with your Freestyle Libre contains important information for using your Freestyle Libre reader and system, such as:

- When to test your blood
- Using the reader for blood and ketone testing
- Reliability of sugar readings under different conditions
- Medical procedures that could affect your Libre sensor

About your sensor

This section contains information about your Freestyle Libre sensor, which is a key part of using the Libre system successfully. The more information you collect, the better your case manager can understand how to best support you in managing your diabetes.

Your sensor is designed to work with your reader for 14 days.

Scanning your sensor

Make scanning your sensor part of your routine around insulin or meals. The data collected by the Libre sensor can only be used if it is scanned on a regular basis. Incorporate scanning into your daily routines to gather more data. For example, try making it a habit to scan at times like:

- First thing in the morning
- Before regular activities, like meals or exercise
- Right before bed
- When you go to the bathroom in the middle of the night

Wearing your sensor

The Libre sensor has an adhesive on it to make it stick to your skin. While it is waterproof and strong, it can also be easy to forget that you are wearing it. Some care and attention can help you get the full value of the sensor.

Here are some tips to help you increase the likelihood of getting the full 14 days of use:

- **Be mindful to not bump the sensor.** This might mean paying attention as you are getting in/out of car or walking through doorways.
- **Take it slow.** For a common everyday task like changing your shirt, give yourself a day or two to slowly figure out how best to do it while not disturbing the sensor.
- **Keep it dry.** Avoid letting the sensor soak in water for over 30 minutes

Reader malfunction, or sensor falls off

If your Freestyle Libre Reader reports errors, or your sensor falls off, contact Abbott Customer Service by phone (1-888-205-8296) for assistance, or to request a replacement at no cost.

Using your Freestyle Libre with iPhone (LibreLink)

What you need

- iPhone 7 or newer; or an Android Phone.
- Passcode or other ID method (touch ID or face ID) that allows you to install new software on the iPhone - this may depend on your settings.

Step 0. Create a LibreView account or Add Our Practice to Existing Account

Create an account at the BC Diabetes office

1. Make sure BC Diabetes has your current e-mail address on file. A BC Diabetes staff member will send an invitation for you to create an LibreView account as a patient at our practice.
2. You will receive an e-mail with a link to Get Started with Libreview, and be given two options:
    a. **Create a new account** — Choose this option if you have not yet installed and logged into LibreLink.
    b. **Sign in** — Choose this option if you have created an account using LibreLink already.
3. Follow the instructions and prompts to create an account with a password. Note the password so you can use it for later steps.

Connect your LibreView Account to BC Diabetes

Note: these steps must be done on a laptop or desktop computer. Please only follow these steps if you already have a LibreLink account.

1. Log into LibreView with your e-mail address and password.
2. Select the icon in the top right-hand corner, then **Account Settings**.
3. On the left-hand pane, select **My Practices**.
4. To grant BC Diabetes permission to view your Libre data on an ongoing basis, enter our **Practice ID** number into the Practice ID text field.

BC Diabetes' practice ID for LibreView is **03524784**.

Step 1. Getting Started with LibreLink

If you have already started using your iPhone with a sensor, please skip this step.

1. Install the LibreLink software on your device one of the following ways:
    - Open this link in your phone's Web Browser:
        i. For iPhone: http://bit.ly/librelink
        ii. For Android: http://bit.ly/LibreLinkAndroid
    - Open the (iPhone) App Store or (Android) Google Play store. Search for "LibreLink."
2. Tap **Get** or **Install** to install the app. Follow the prompts if you are asked for a passcode or other ID method to install the app.
3. Tap the LibreLink icon to open the app. Tap **Get Started** (or login if you've already created an account).
4. Create a LibreView account. Take note of the login information - you will need this to generate reports.
5. Scan your sensor with your phone to establish the connection between them for the first time.
   It will take about 60 minutes for the sensor to be fully ready to show you your sugar readings. The app will start counting down to the time when it is ready.

Using your the Freestyle Libre reader

What you will need

- **Connector cable:** this is a yellow cable that is packaged with the Libre reader. (If you do not have one, a USB mini cable will also work - it is often used for charging devices like Android phones.)
- **Computer or Laptop:** this must be running Windows 10, Windows 8, Windows 7 or Windows Vista; ***or*** Mac OS X El Capitan (10.11) or higher.
- **Administrator password:** you must be able to install new software on your computer. If your computer is managed by an IT department at a workplace, for example, you may not be able to follow these instructions.

Install Freestyle Libre Desktop Software

1. Download the Freestyle Libre desktop software at this link in your web browser: **http://bit.ly/libre-desktop**
2. Launch the downloaded installer file. Follow the instructions and prompts to install the software.
    - **Windows:** Provide the administrator password if prompted. If prompted for a software installation location, proceed with the default.
    - **Mac OS X:** Drag the Freestyle Libre icon to the Applications folder shortcut as directed. Provide the administrator password if prompted.
3. Test that the software has been installed, by launching the software.
    - Clicking on the icon on your desktop or from the **Start** menu.
    - The application main window appears (see Figure).
4. Connect your Reader to your computer or laptop, using the cable and a USB port.
    - The Create a Report and Profile options in the Application are now available (see Figure).

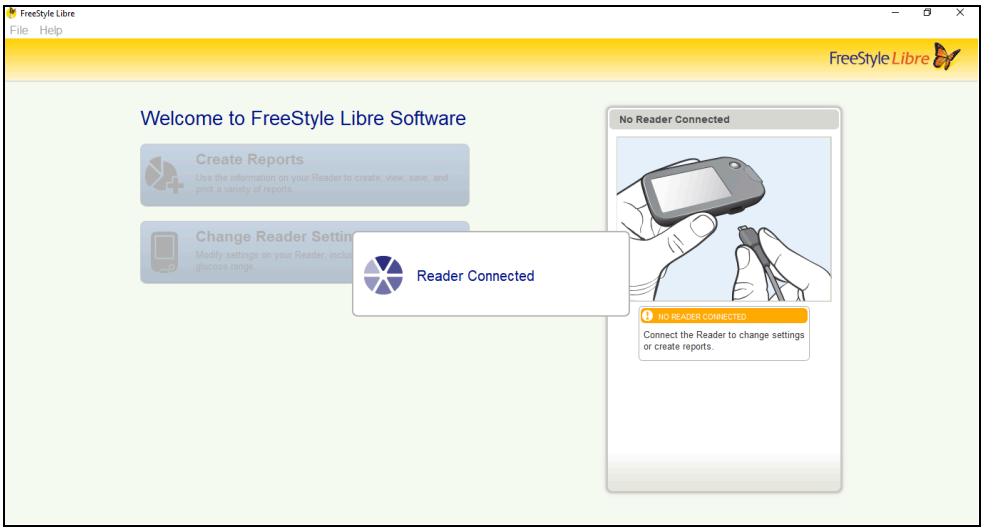
Working with Freestyle Libre reports

A Freestyle Libre Report summarizes your blood sugar readings over several days or weeks. Follow the steps below to use the Freestyle Libre Desktop software to generate a report, then e-mail it to your case manager ahead of your appointment.

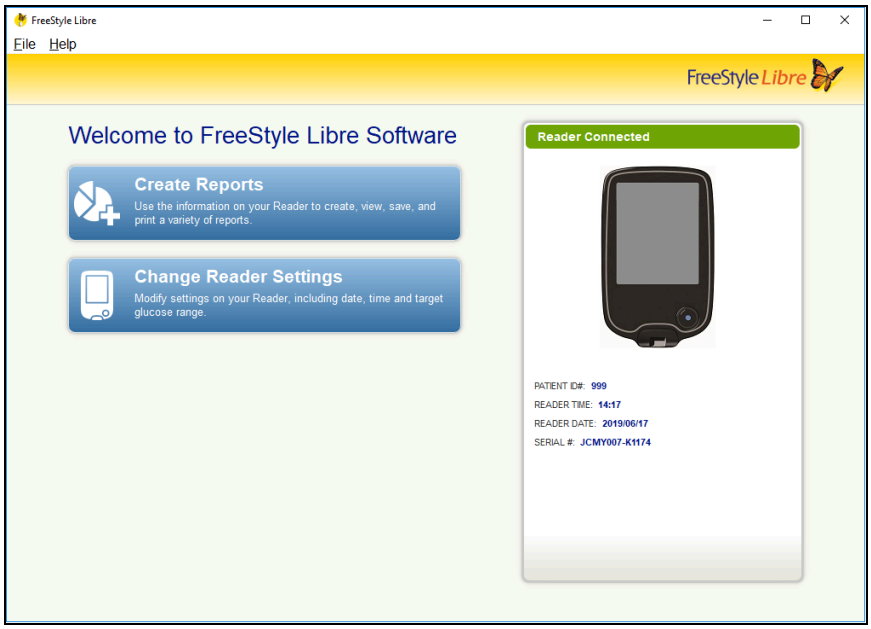
Create report for a Freestyle Libre follow-up appointment

1. Open the Freestyle Libre Desktop software using an icon in your Start Menu or on the Desktop.

2. Plug your reader into your computer or laptop. Open the Freestyle Libre desktop application.
   A “Reader Connected” icon will show.



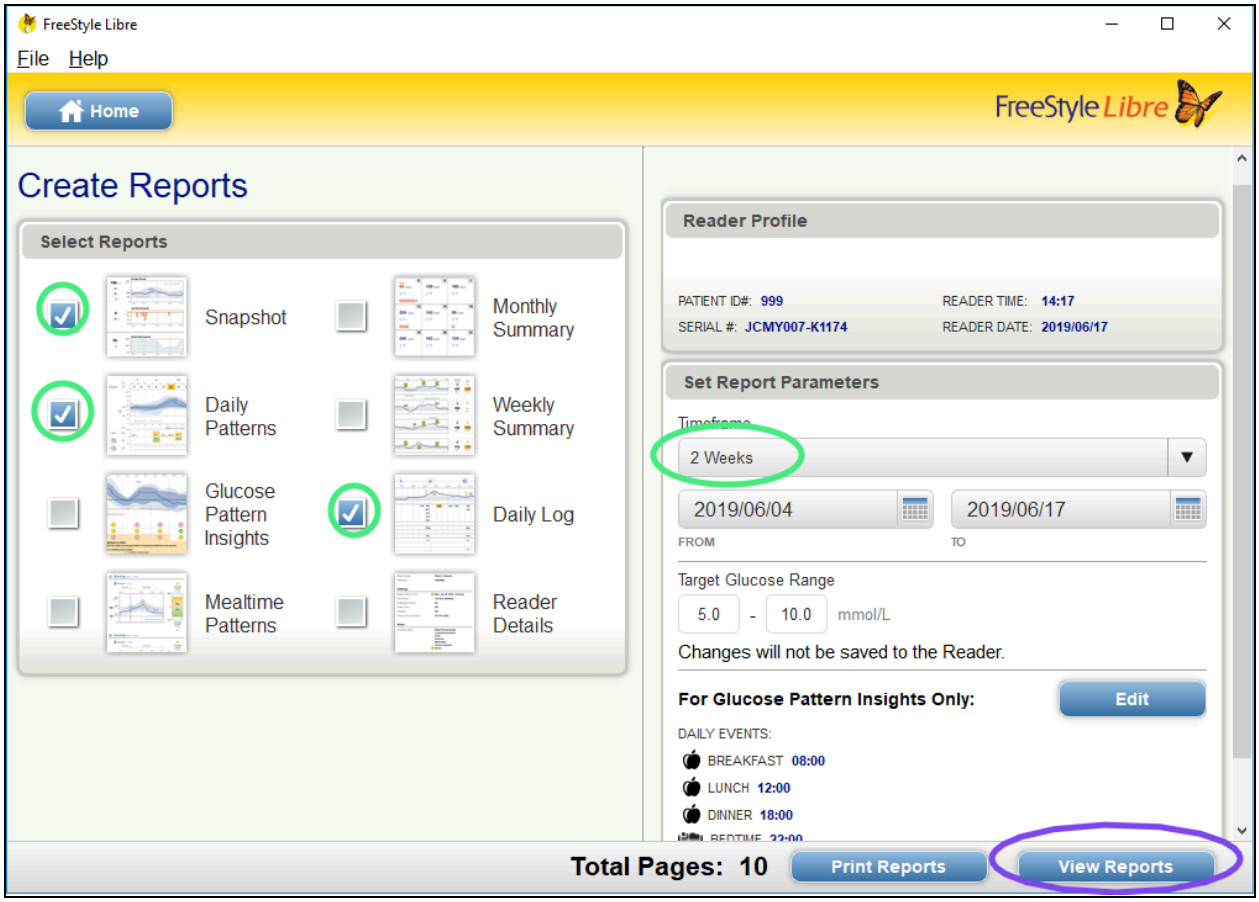
Reader while it is connecting. This screen may show for 10-20 seconds.



This screen appears once the reader is successfully connected.

3. Click **Create Report**. The Report settings screen appears.
4. Toggle the checkboxes next to the views so that only the following reports are selected to be included in the report:
   - Snapshot
   - Daily Summary
   - Daily Log

5. For Report Date, select Custom and specify the day you started wearing your sensor, and **13 days** after that day.
    - **Example:** if you know your sensor was applied at your BC Diabetes appointment that happened on March 15, select March 15 as the report's Start date, and March 28 (14 total days of data) as the Report's End date.
    - If you are still wearing your sensor, you can use the "2 weeks" option to automatically go two weeks from today's date.



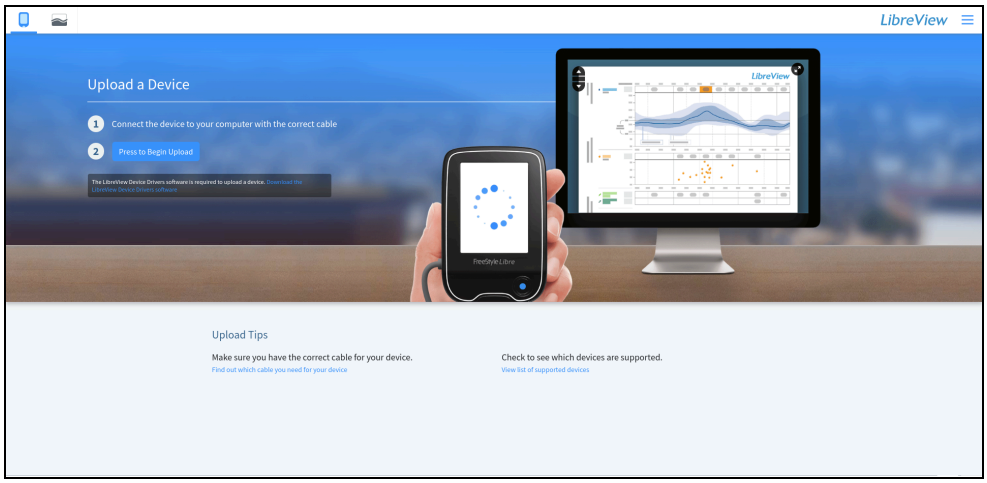
6. Click **View Report**. The report is shown on the screen.
7. Click **Save** to save a PDF file to your computer.
8. Attach the PDF of the report to an e-mail; send this to your case manager prior to your scheduled appointment.

Create and work with reports in LibreView

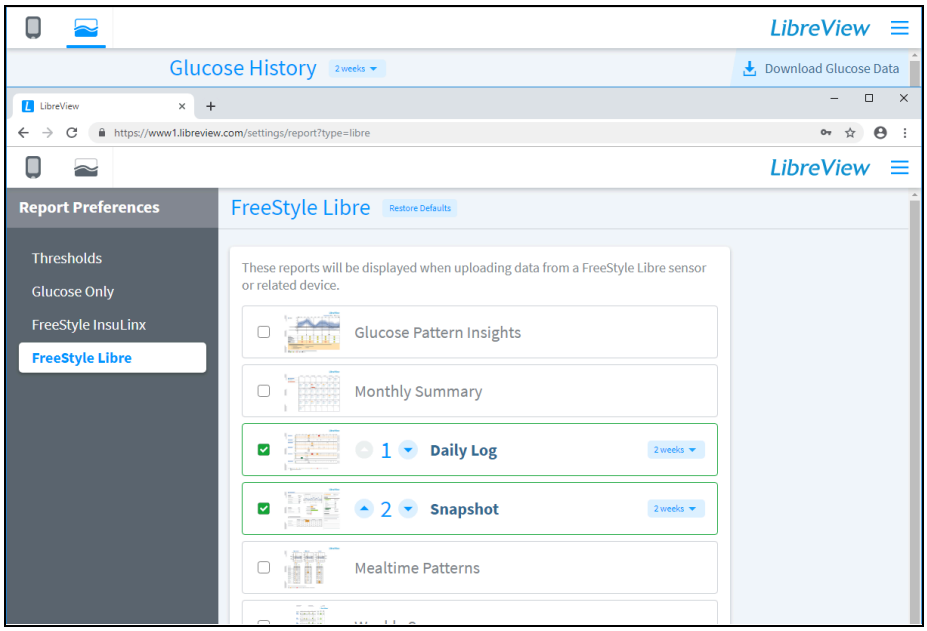
A Freestyle Libre Report contains a summary of your blood sugar readings over several days or weeks. Follow the steps below to use the Freestyle Libre Desktop software to generate a report, then e-mail it to your case manager ahead of your appointment.

Log in for the first time: Set up Report Preferences

1. Log into the LibreView website (https://libreview.com) using your e-mail address and your password.
2. For your first login, you will be prompted to read and indicate consent to Terms of Use and Privacy and Confidentiality agreements. Once you have read and understand the terms, indicate your approval to proceed.
3. The LibreView meter upload start screen shows.



4. Select the icon in the upper right corner ☰ to open **Report Preferences**.
5. A list of Report Types appears on the left-hand side of the screen. Select **Freestyle Libre** to customize the report. (See Figure.)

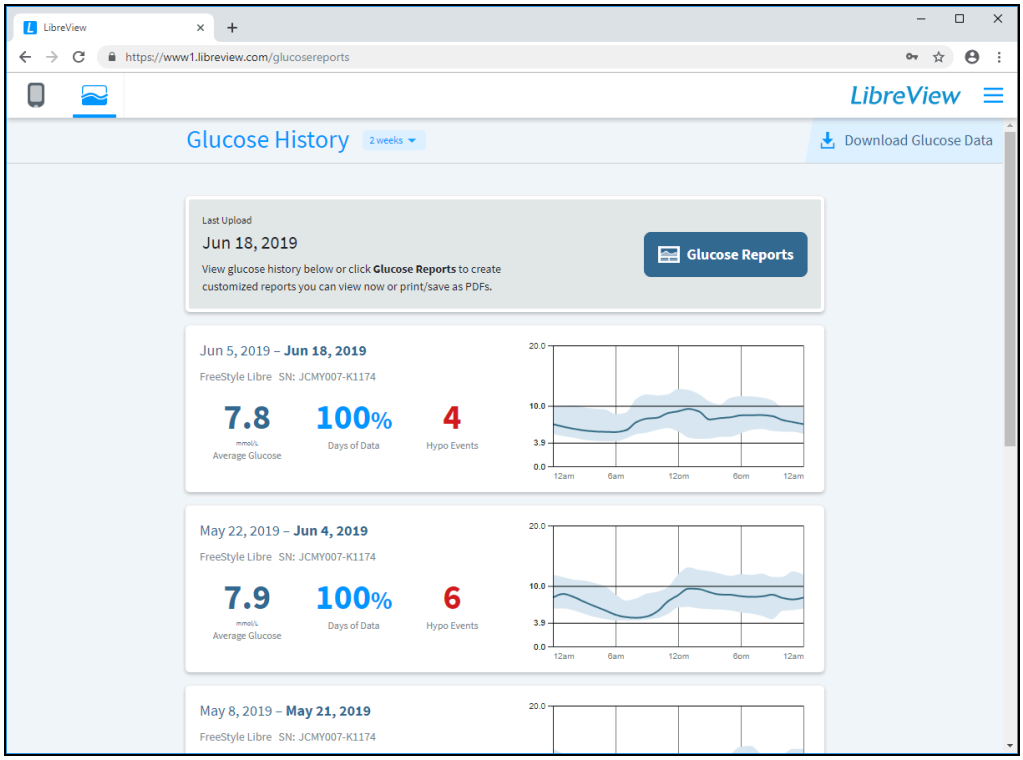


6. Select the following reports **only**:
    - Daily Log
    - Snapshot
    - Daily Patterns
7. Check that the dropdown to the right of the reports all have ‘2 weeks’ selected. Your report preferences are saved automatically. These reports will be selected by default for all Freestyle Libre data.

Generate Report & E-mail to your Case Manager

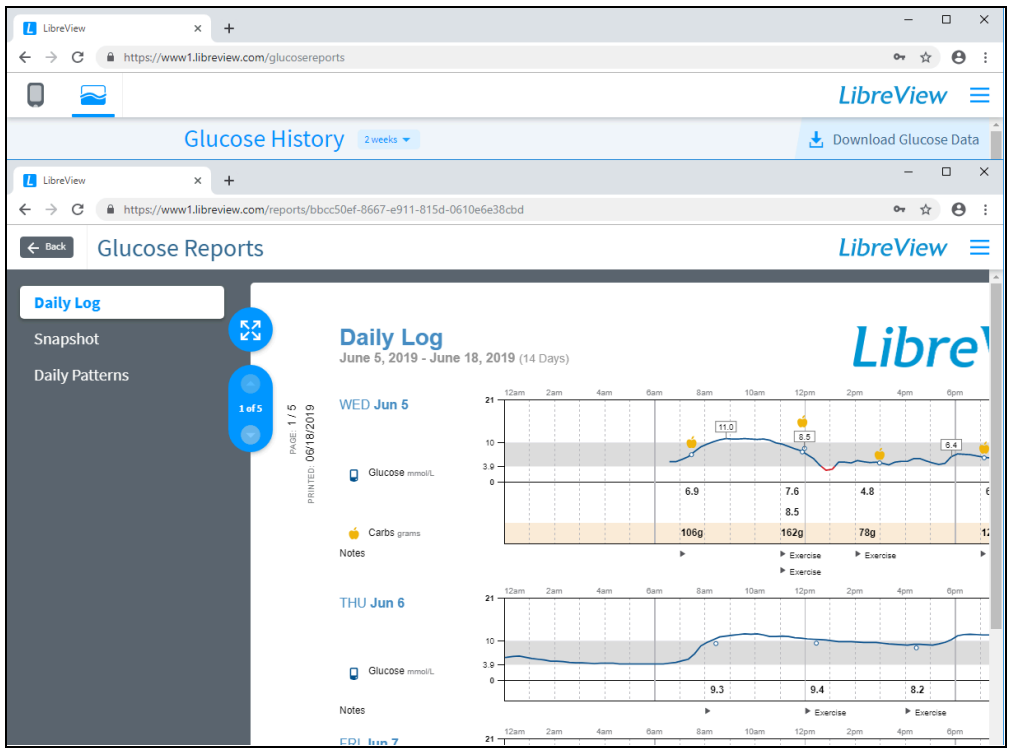
1. Log into the LibreView website (https://libreview.com) using your e-mail address and your password.
2. The LibreView meter upload start screen shows.

3. In the top left-hand corner, switch to the Report screen by clicking on this icon:

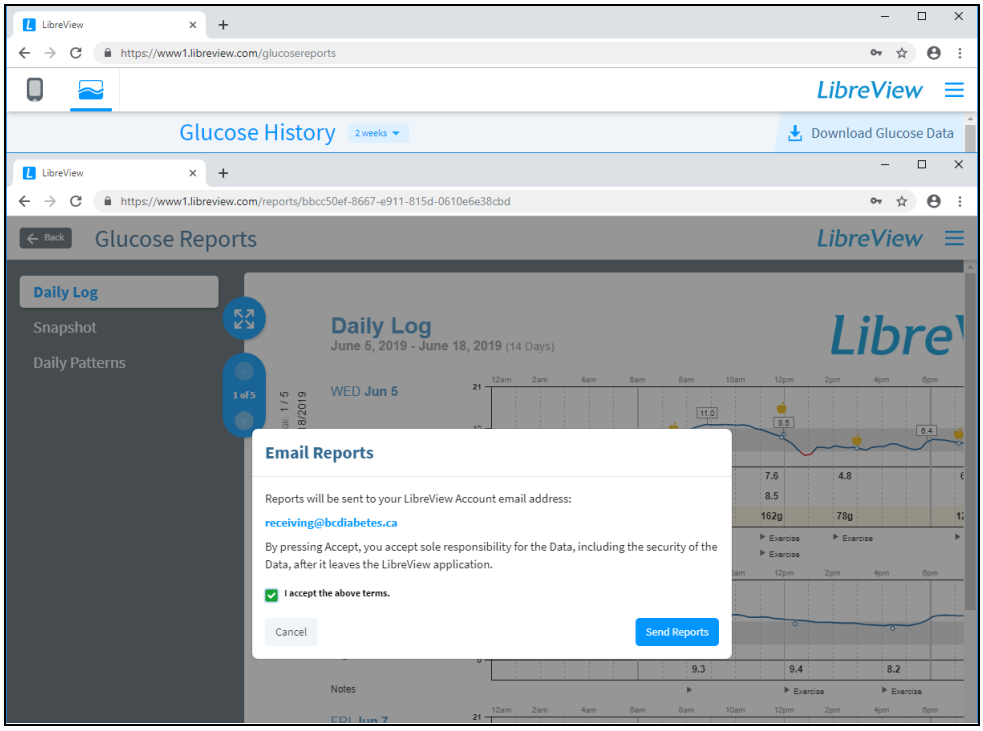


Libreview - Initial Report Screen showing data summaries.

4. Click **Glucose Reports**. By default, the report will include the 2 latest weeks of data.



5. If necessary, customize the report further using the blue buttons in the bottom-left corner of the screen:
    - (Today's Date): Click this button to change the date range of the data in the report.
    - Freestyle Libre: Click this button to change the data source. (This is generally not applicable.)
    - Report Settings: Click this button to change the types of reports generated and other advanced options.
6. Once the report is showing what you need it to, click **Email** to send the report. When prompted, enter your case manager's e-mail address.



Prompt for e-mailing generated report.

7. If you wish, use Print/Save in order to save a copy of the generated report to your computer.

Using your Freestyle Libre Reader and LibreLink app simultaneously

You can choose to monitor your glucose levels with either the LibreLink app, the reader, or **both.** If you wish to use both the FreeStyle LibreLink app on your phone, and the FreeStyle Libre reader with the same sensor, follow these steps:

1. Start your sensor with the reader first.
2. Then scan with the phone within one hour.

Remember: the FreeStyle LibreLink app and FreeStyle Libre readers do not share data with each other. Data is not synchronized between devices, so to ensure your reports include all available data choose one device that you will use to scan your sensor at least once every 8 hours.

For example, if you switch between your reader and the app, you may see gaps in your glucose data, which will affect the reports available through the reader, the FreeStyle LibreLink app, and LibreView. It is important to continue scanning your sensor with either the app or the reader at least once every eight hours so you and your healthcare professional can get a complete picture of your glucose trends and patterns.