

# Vivifyhealth™

## Glucose Meter Quick Start Guide

### OneTouch Verio Flex

The enclosed glucose meter is provided for your use during the care management program to measure and display blood glucose (sugar) levels. The following information explains the process to pair the glucose meter, record your results, and view trend data.

#### Pair the Device

1. On the Vivify app home screen, select *Have You Received Your Blood Glucose Meter* to begin. An animated gif will provide instructions to pair the device.
2. Press and hold the OK button to turn on the meter.
3. Press the OK and UP buttons at the same time, and then release.
4. Enter the 6-digit code displayed on the device when prompted, and then select Pair.



Once the OneTouch Verio Flex Glucose Meter is successfully paired, a check mark will appear on the Vivify app screen, and a success card will appear on the home screen of the Vivify app for 30 minutes.

#### Record Your Vitals

1. Follow the manufacturer's instructions for measuring your blood glucose.
2. The glucose meter will receive your reading. Note that if you have taken a *previous* reading, that result will be sent to the Vivify app.
3. Confirm your reading, and then select Next.

If the device does not connect and record your data automatically, tap Enter Manually on the screen. In the field provided, record your data.



Please read the *OneTouch Verio Flex Owner's Booklet* for more information on how to use the device.

#### View Trend Data



You can view the changes in your biometric data over time using the Trend tab. Biometric data for your blood glucose is available in grid and graph format with options to view results by day, the past 7 days, or an average.

## Troubleshooting

### Why is the meter not turning on?

The meter turns on when a test strip is inserted into the device. Do not remove the test strip until the result is displayed.

Check the battery to see if it is dead or missing. Replace the battery. The battery positive (+) side must face up.

### Why is the reading not transmitting to the phone?

If the reading is not transmitting to the phone, move the device closer to the phone. The meter and the phone should be within 10 feet of each other. Return to the reading screen and see if this resolves the issue. Also, you can try to unpair the device and pair it again.

### How do I unpair the glucose meter?

To unpair the device, go to the app settings, hold your finger on the words OneTouch Verio Flex Glucose Meter, and then select Yes when the unpair confirmation appears. You must also remove this device from the Bluetooth settings in the phone, and then repeat the pairing process.

## Request a Call

The Request a Call screen may have options for questions, concerns, and technical issues depending on the configuration of the app.

**DO NOT USE THIS PROGRAM FOR EMERGENCY OR URGENT CARE. IN AN EMERGENCY, CALL 911 OR GO TO THE NEAREST EMERGENCY ROOM.** The program and program nurses and other representatives cannot diagnose your problems or suggest treatment. This program is not a substitute for your doctor's care. Your health information is kept confidential in accordance with the law. Any information and any device provided through this program is for your information only. Participation in the program and use of the device is voluntary, and your ability to use the device may differ depending on the nature of your medical condition. The program and device do not provide real-time monitoring or act as an emergency alert system, and are not intended for use when time-critical care is required.