

**Primary Tech-Enhanced Care (PTEC)**

# **HOME DIABETES MONITORING PROGRAMME**

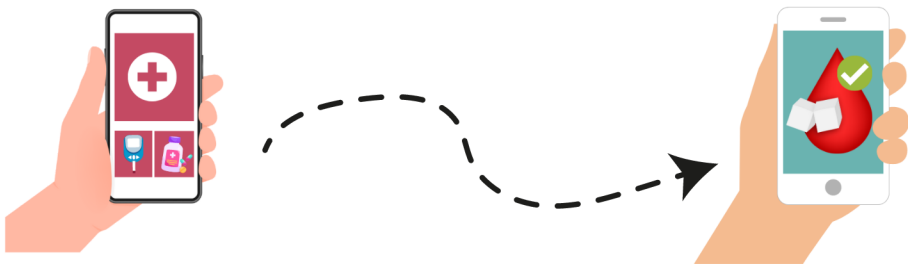
## **USER GUIDE**

**Blood Glucose Meter (BGM)**



# Welcome onboard the PTEC Home Diabetes Monitoring Programme!

Thank you for letting us journey with you to manage your diabetes. Under the PTEC Home Diabetes Monitoring Programme, you'll be able to understand your condition better with regular monitoring of your blood sugar levels and get better support from your care team.



Take your blood sugar reading at least once a week using a blood glucose meter.



Remember to share your weekly readings with your care team through the Health Discovery+ app. You may share your blood glucose meter with others, but please do not send their readings to your care team via the mobile app.



Follow the medication and lifestyle advice given by your care team.

# 3 Main Steps:



## INSTALL

- Installing HD+ App
- Bluetooth Pairing\*

*\*For Accu-Chek Instant meter only*



## MEASURE

- Please refer to your device manual on the key instructions for your blood glucose meter



## SHARE

- Uploading Blood Sugar Readings
- Notifications and Feedback on HD+

# STEP 1: INSTALL

## What you will need:



Smartphone with **Internet Access** and **Singpass App** installed

- **Phone Operating System:**
  - iOS 14.0.0 and above
  - Android 10.0 and above



## Blood Glucose Meter

- Your blood glucose meter
- Before starting, check the battery level

# Health Discovery+ (HD+) App



Health Discovery +



Scan with Singpass app  
to log in



## Step 1.1: Download

**Download the Health Discovery+ (HD+) app from the Apple App Store or Google Play Store.**

- If you're using an **Android** phone, enable your location  when installing the app.

## Step 1.2: Log in via Singpass

**Launch the HD+ App** on your phone.

Click **Sign In** using Singpass App.

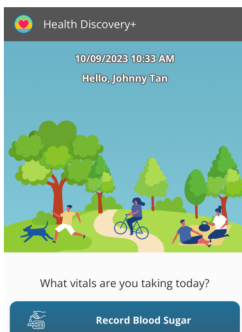
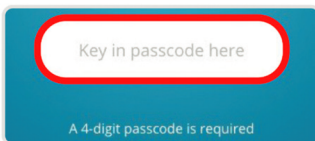
**Tap the QR code and log in** with Singpass App or Singpass **Log in and Password**.

## Step 1.3: Set up Passcode

Once logged in, **set your preferred 4-digit passcode**.

- First-time login users must read and accept the app's terms of use and consent to the programme.

**Upon successful login, you will be directed to the HD+ homepage.**



# Bluetooth Pairing of the Blood Glucose Meter\*

*\*For Accu-chek Instant meter only*

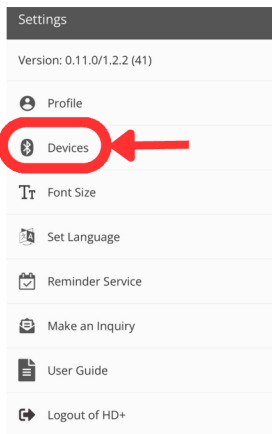
## Step 1.4: Enable Bluetooth



Turn **Bluetooth 'ON'** under the 'Settings' menu in your mobile phone.



Ensure **location is on** if you are using an **Android phone**.



## Step 1.5: Selecting Devices in the app

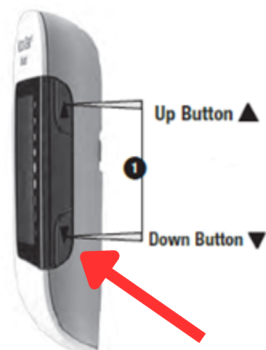
In HD+ app, **tap on 'Settings'** at the bottom of the screen and **select 'Devices'**.

**Select 'Glucometers'** then select '**Accu-Chek Instant**'.

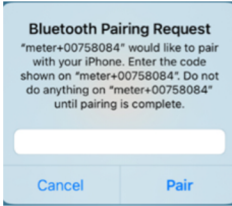
## Step 1.6: Bluetooth pairing

**Turn off** your glucose meter if it is on.

**Long press or hold the down ▼ button until a Bluetooth ⌘ symbol appears on the screen.**



**The pairing symbol and wireless symbol will start flashing on the screen of the blood glucose meter.**



**Find the 6-digit PIN number (located on the back of your blood glucose meter), enter this PIN number on the pop-up screen of your mobile phone, and press 'Pair'.**

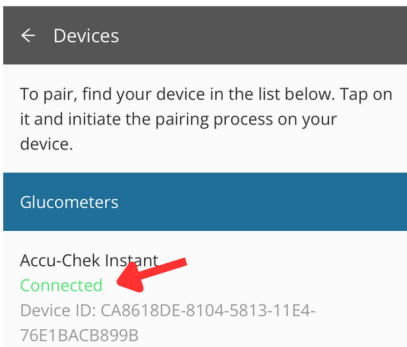
**'OK' will appear on the blood glucose meter if pairing is successful.**

### Step 1.7: Pairing to HD+ app

If pairing is successful, you will see **'Connected'** in green in the app.

**If pairing is unsuccessful, you will see 'No Device Found' in the HD+ app, and 'Err' will be displayed on your blood glucose meter:**

- Turn off the glucose meter and your phone, then turn them back on again.
- Ensure the glucose meter and your phone are within 1 metre from one another.
- Ensure your phone's Bluetooth and location settings are turned on.
- Restart the pairing process again.
- For further troubleshooting, please call our IT hotline at **6958 7998**.



# STEP 2:

# MEASURE

## What you will need:



### Blood Glucose Meter

- Your blood glucose meter
- Before starting, check the battery level



### Glucose Meter Test Strips



### Lancing Device/ Single-Use Lancets



# Measuring Your Blood Sugar Level

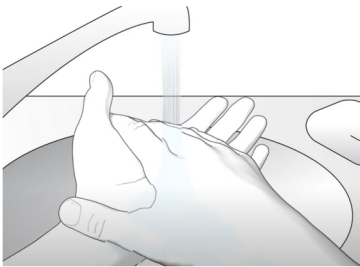
Please refer to the manual provided with your blood glucose meter for detailed instructions on the set-up and measurement process. Below are the key steps required.

## Step 2.1: Set up your blood glucose meter (e.g. Set up the date and time)

Ensure that your blood glucose meter is fully set up, then insert a test strip.



## Step 2.2: Prepare the lancing device and wash your hands



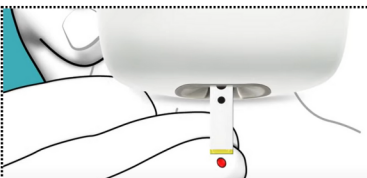
Prepare your lancing device.

To ensure better accuracy of your readings, please wash your hands with soap and water, or clean your finger with an alcohol swab, before measuring your blood sugar.

## Step 2.3: Measure your blood sugar level



Massage the finger to facilitate blood flow, and prick your finger.



Squeeze lightly on the puncture site until a sufficient drop of blood has formed, and apply it onto the test strip. Your reading will appear on the screen of your glucose meter.

## STEP 3:

# SHARE

### What you will need:



Smartphone with **Internet Access** and **Singpass App** installed

- **Phone Operating System:**
  - iOS 14.0.0 and above
  - Android 10.0 and above



### Blood Glucose Meter

- Your blood glucose meter
- Before starting, check the battery level

# Bluetooth Submission of Readings\*

*\*For Accu-chek Instant meter only*

## Step 3.1: Submit your reading (Bluetooth/ Auto)

1



In the HD+ App, click 'Record Blood Sugar', and select 'Auto'.

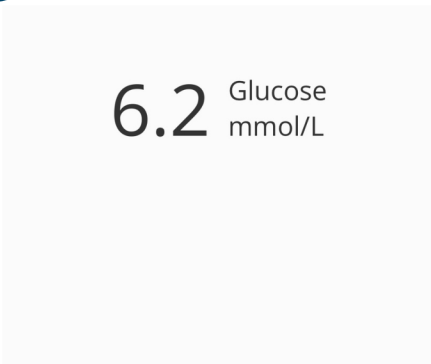
2



Receive Bluetooth Reading

Click 'Receive Bluetooth Reading' and wait for the blood sugar reading to be transferred via Bluetooth automatically.

3



6.2 Glucose mmol/L

Retake

Next

Once blood sugar reading appears on the screen, click 'Next' to proceed OR 'Retake' to retake the blood sugar reading.

4

Please submit at least one fasting (e.g. before breakfast) reading every month.

Meal Status\*

Before Meal

After Meal

Meal\*

Breakfast

Lunch

Dinner

Notes

E.g. details on (i) food and drinks, (ii) medications or (iii) physical activity with meals.

Back

Next

Select 'Meal' and 'Meal Status' then input 'Notes' for additional comments and click 'Next'.

# Manual Submission of Readings

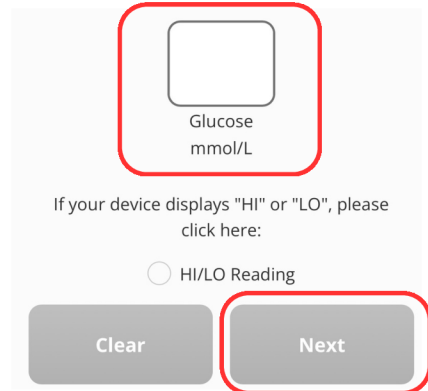
## Step 3.1: Submit your reading (Manual)

1



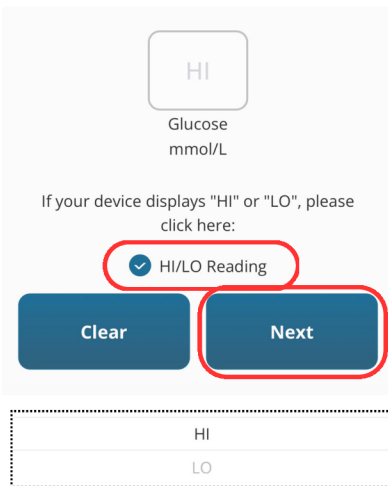
In the HD+ App, click 'Record Blood Sugar', and select 'Manual'.

2



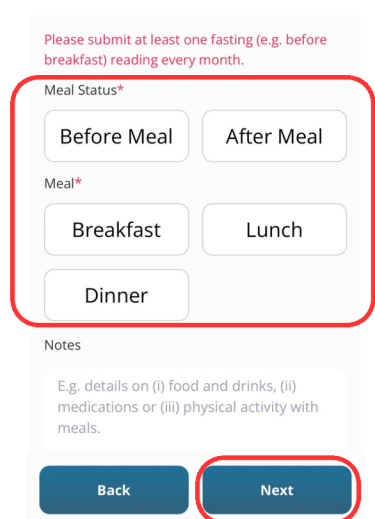
Key in your blood sugar reading and click 'Next'. The range you can enter is between 0.6 to 33.3mmol/L.

3



Your blood glucose meter may display a 'HI' or 'LO' instead of a number. If it does, indicate this in the option above, specify it, and click 'Next'.

4



Select 'Meal' and 'Meal Status' options, then input 'Notes' for additional comments and click 'Next'.

## Step 3.2: Receive feedback in the app



When your reading is successfully submitted, you will receive feedback regarding your blood sugar level control in the app\*.

7 mmol/L Breakfast, After Meal  
02/09/2024 09:54 AM

Thank you for submitting your blood sugar reading. Please continue to monitor your blood sugar and take your diabetes medication (if any) as advised.

Please follow the instructions and reply to the messages if requested.

## Step 3.3: Notifications from the app



We will provide you with timely and interactive advice, such as educational messages and recommendations on how to better manage your blood sugar levels, via the in-app notifications.

Do read the notifications carefully and follow the instructions closely. Please reply to the messages if required.



### Advise

The app will advise you on the actions to take if your blood sugar levels are not normal.



### Remind

The app will prompt you if you missed your blood sugar reading that week.



### Educate

The app will provide you with tips on managing your diabetes.

*\*IMPORTANT: The readings obtained from the glucose meter are not monitored in real time. Should your readings go above 20.0mmol/L (when fasting) or 25.0mmol/L (at all other times), or go below 4.0mmol/L, please re-measure if you are prompted to do so. If you are feeling unwell, or if your readings stay out of range after an hour, please seek medical advice immediately.*

# Frequently Asked Questions (FAQs)

**Q: I forgot my Singpass password. How do I reset it?**

**A:** If you have set up your Singpass, you can reset your password online:

1. Visit Singpass portal/homepage  
(<https://www.singpass.gov.sg/home/ui/>)
2. Select 'Reset password' and enter your NRIC or FIN details, followed by your SMS One-Time Password
3. Create your new Singpass password

If you require further assistance, please contact the Singpass Helpdesk at [support@singpass.gov.sg](mailto:support@singpass.gov.sg) or call **6335 3533**. The operating hours are from 8am to 8pm (Mondays to Fridays), and from 8am to 2pm (Saturdays), excluding Sundays and public holidays.

**Q: What should I do if the HD+ app is not working?**

**A:** If you are experiencing issues with your app, you can try the following:

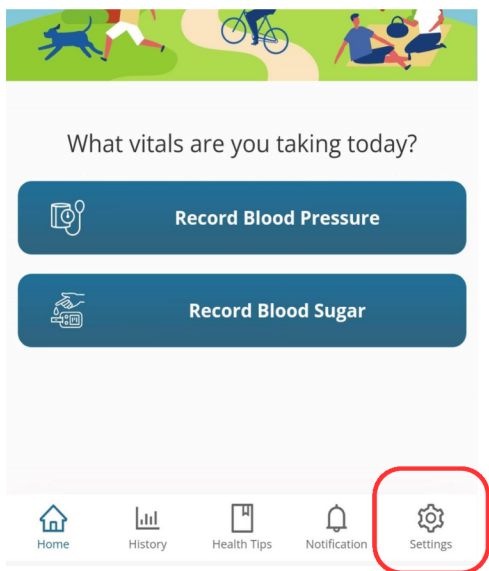
- Force quit the app and reopen it,
- Restart your phone, or
- Check for updates to the app

If you encounter issues with your blood glucose meter, please refer to the device manual and warranty card for more information.

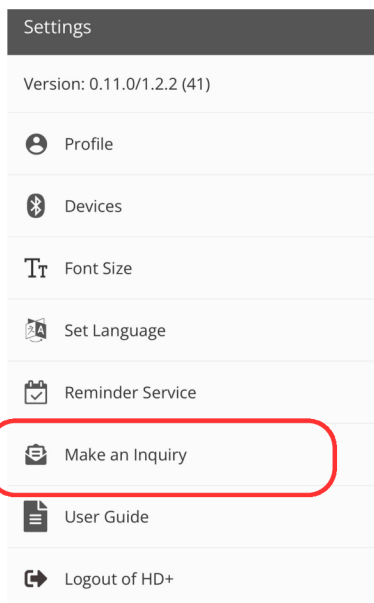
If you encounter issues with the Health Discovery+ phone app, please call our IT hotline at **6958 7998** between **Mondays to Fridays** (except public holidays), **9am to 6pm**.

If you have questions on the PTEC programme, please send an inquiry to the care team via the Health Discovery+ app.

1



2



# Contact Centre

IT Hotline (For all IT-related questions) 6958 7998

Monday to Friday: 9am to 6pm

## For all other queries:

National Healthcare Group Polyclinics 6355 3000

National University Polyclinics 6908 2222

SingHealth Polyclinics 6643 6969

Monday to Friday: 8am to 4.30pm

Saturday: 8am to 12.30pm

Not operational on Sundays and Public Holidays

Scan the QR code or visit  
[https://for.sg/  
monitormyglucose](https://for.sg/monitormyglucose) for  
more information on the  
programme.



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All information is correct as of September 2024. We reserve the rights to amend the information from time to time as necessary. For the latest information and medical advice, please approach the care teams and your doctor.