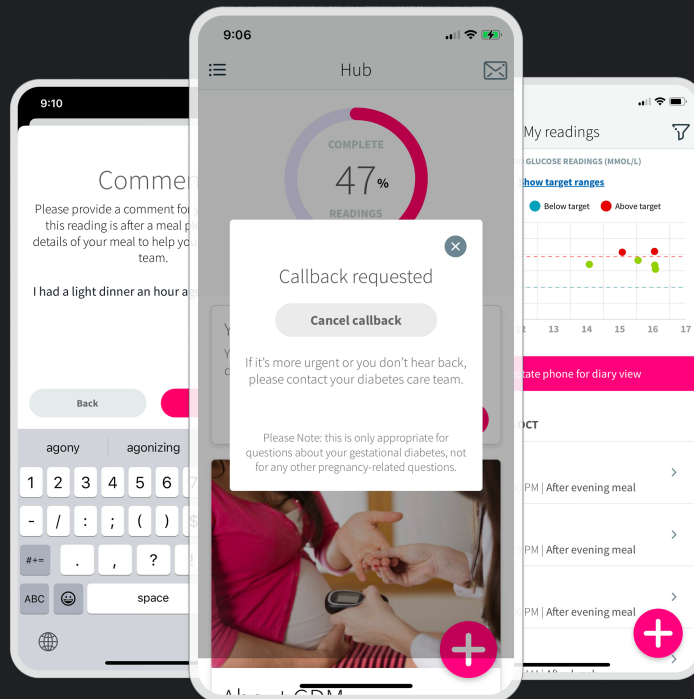




Huma

GDm-Health



G-CLOUD 15

Service definition document

1. Overview

What is GDm-Health?

GDm-Health™ is an m-Health (mobile health) remote communication system for people with gestational diabetes mellitus (GDM), a condition in which women develop high blood sugar levels during pregnancy. GDm-Health is a solution that enables the communication of blood glucose data and contextual information (e.g. meal and food diary) from patients to clinical staff in order to inform clinical decision making.

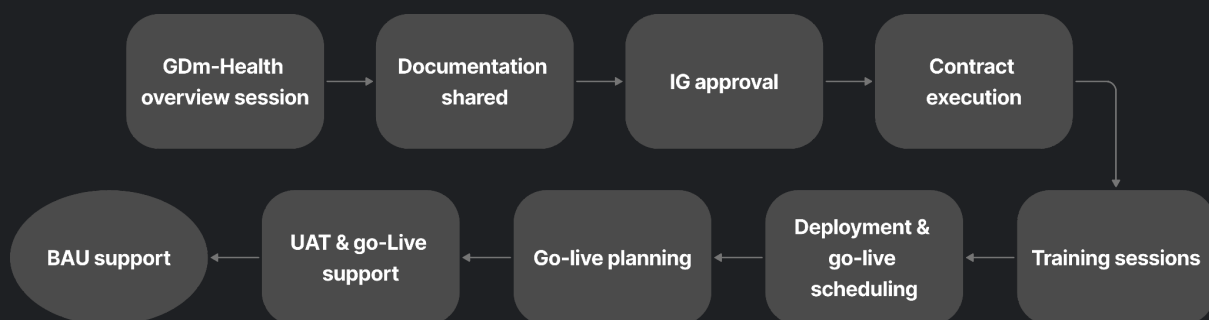
The GDm-Health system provides a means of recording blood glucose levels on a patient-level app, with the results communicated in near real-time to clinical staff.

The GDm-Health system consists of:

- A **smartphone 'app'** (application) available on both iOS and Android platforms which can connect to a blood glucose monitoring device via Bluetooth. This app is used by patients to upload their blood glucose readings.
- A **clinician website** used to review patient blood glucose readings.

GDm-Health has the ability to connect to commercially available blood glucose monitors in order to wirelessly communicate blood glucose readings. Additionally, the solution offers intentionally limited, bi-directional communication between patients and their healthcare teams: patients can request a call-back through the app and clinicians can use the web-app to generate messages to the patient (that the system records).

GDm-Health Implementation Process





In order to enable implementation and onboarding, customers are required to provide:

- Introductions to Information Governance teams within their trust: we cannot go live unless data privacy agreements have been signed
- Introductions to relevant Procurement team members to facilitate invoicing
- A completed 'Pre Implementation Checklist': this is a standard form provided by Huma by which we collect the names and contact details of the initial users of the platform as well as other details required to create a technical instance of the GDm-Health platform

Huma will provide an online session or webinar to introduce the GDm-Health platform. Huma will also facilitate User Acceptance Testing, using a standard checklist. During this session we will go through step by step to ensure that platform users are able to utilise all functionalities of the GDm-Health platform.

GDm-Health Clinician Portal Q&A

Q: Does the GDm-Health clinician site require client installation?

A: No, GDm-Health is a web-based application and does not require client installation.

Q: How are user permissions controlled on the GDm-Health web app?

A: User access to GDm-Health is role based and permissions are controlled by users who are created as designated 'super-users'. Super-users can add and remove users in GDm-Health. 'Standard users' are only able to access patient information and are not able to add or remove users on GDm-Health. There is also an option to have 'administrator' access which can be used by IT or an Admin Assistant – these users are not able to access patient information.

Q: Are passwords enforced for access to the system?

A: Yes, a password is needed for the clinician to access the site. Each user will have their own log in and password.

Q: Does the clinician site integrate with our trust electronic patient record (EPR) system?

A: No, the GDm-Health clinician website does not currently integrate. If required, we can discuss how you can copy information over to your EPR systems.



Q: Can we prompt our patients to attend post-partum tests after they have been archived?

A: No, you cannot send messages after they have been archived. We advise waiting until after these have been done before archiving patients.

Q: Can you set a generic response to text patients if everything is ok with readings on weekly review?

A: This is not a current feature. However, many clinicians using the system have their own templates saved into a word document which they copy and paste.

Q: Can a patient be taken out of archive and re-activated if they return to our care with another pregnancy?

A: No, once archived they can't be reactivated. If the patient returns to your care with a further pregnancy, then a new patient record will need to be created. Each pregnancy will be treated as a new record. However, the previous record will still be accessible under your previous patients list.

Q: Can a patient record be opened by more than one user at the same time?

A: Yes, multiple users can access the patient information at one time. Changes to medication and notes etc. will be recorded per clinician.

GDm-Health Patient App Q&A

Q: Where is the GDm-Health patient app available?

A: The GDm-Health patient app is available in the UK app store for both iOS (Apple) and Android. The app supports Android version 4.5 and above and iOS 10 and above. If a patient does not have an iOS or Android device, they will not be able to download the GDm-Health patient app.

Q: How much does the GDm-Health patient app cost to download?

A: The GDm-Health patient app is free to download from both iOS and Android app stores.

Q: How is access to the patient app constrained to authenticated and authorised individuals?



A: The GDm-Health patient app is activated by entering a one-time activation code received upon creation of a patient record via the GDm-Health clinician website. This code is exchanged to internal credentials Huma utilises to communicate to the server; this is stored and encrypted.

Q: Is there multi-language support on the app?

A: The App is currently in English only. However, the app is very simple to use and has various images to talk patients through the steps of using the app and uploading a blood glucose reading. We also have a video that can be used to send to patients which can be followed along with.

Q: Should patients be talked through the app or is it easy enough to just send a meter to the patient at home for them to set up?

A: This is up to each Trust. We have various materials that can be used to assist the patient in setting up the app and the meter, including videos and a step-by-step leaflet. These are provided in order to onboard the patient remotely and if the patient feels confident, they could set themselves up without being talked through the steps. The patient can be informed at the point of diagnosis that they will be monitored using GDm-Health and therefore to expect a text to download and activate the app.

Q: People frequently lose or change their phones. Does this mean that the data is lost?

A: No, when a patient loses or changes their phone, they can re-download the app. A new activation code can then be generated by the clinician and once this activation code is inputted into the app, the app and the clinician site will be re-synced. No data is lost.

Q: On the call back function within the patient app, can we change the labels above the numbers e.g. from Diabetes Specialist Midwife to Diabetes Specialist Nurse?

A: The labels on the call back function can be changed. When planning for go live we will work with you to ensure the labels are appropriate for your trust.

Q: Are the patients prompted to take their medication?

A: When the patient takes their blood glucose reading, the app will prompt them to take their medication and ask the patient to record how much they took at the appropriate mealtime. This will then appear in the diary under the BG reading within the clinician site.

Q: What are the communication channels for the patient?

A: The patients can request a callback from their diabetes care team. The patients can receive text and in-app messages from their diabetes care team, but they cannot send messages back to the team.

GDm-Health Support

Huma is providing a third line support service, in that the initial triage and steps to resolve issues, will be done by the organisation providing clinical care to the patient / service user.

Customer Responsibilities

In order to provide accurate and timely support to GDm-Health users, it is the customers responsibility to action the requirements below:

Identifying Designated Support Users

Super User - The trust is required to identify at least two Super Users. The responsibilities of this role include:

- Cascading system training down to new/existing members of the clinical team.
- User account management including the deactivation of users who no longer require access to GDm-Health.
- Acting as first line support when support queries are raised by patients or colleagues.
- Liaising with the designated System Administrator if support queries cannot be resolved.

System Administrator - The Trust is required to identify a System Administrator. The responsibilities of this role include:

- Cascading system training down to new/existing members of the clinical team.
- User account management including the deactivation of users who no longer require access to GDm-Health.
- Acting as second line support when support queries are raised by Super Users.
- Liaising with the Huma support team if support queries cannot be resolved within the Trust.
- Acting as the main point of contact for Huma during the introduction of new software releases, updates and system maintenance activities.



- Ensuring that all contact information is current and accurate by communicating changes to Huma when required.

Huma Customer Support

Customers may place support calls via the methods listed below:

- A. Email (preferred): support.diabetes@huma.com
- B. Web support + live chat via Intercom
 - Huma customer support portal for patients:
<https://intercom-help.eu/huma-eu/en/collections/15507-gdm-health-for-patients>
 - Huma customer support portal for clinicians:
<https://intercom-help.eu/huma-eu/en/collections/18111-gdm-health-for-clinicians>
- C. Phone: +44 203 743 0060

Live support (via Intercom and email) is available 9-5 M-F, phone line is available 24/7. Our median response time (for issues of any priority across the last 12 weeks) is 46 minutes. There is a team based in the UK that is responsible for responding to support queries and we follow a documented complaints & feedback handling process. We have a tiered system to prioritise service issues:

- **Priority 1 (Critical/Major):** Response within 30 mins, estimated time to resolve within 1 business day - may depend on scale and cause of service issue
- **Priority 2 (Acute):** Response within 30 minutes, estimated time to resolve within 2 business days
- **Priority 3 (High):** Response within 7 hours/ within the same business day, estimated time to resolve within 5 business days
- **Priority 4 (Medium):** Response within 3 business days, estimated time to resolve within 8 business days
- **Priority 5 (Low):** Response within 4 business days, estimated time to resolve within 10 business days

All resolution times depend on the scale and cause of the service issue.

GDm-Health Training

Training Videos

There are [several videos available on YouTube](#) that demonstrate the functionality of the platform and provide helpful guidance to clinicians and patients. Many of these videos are available in multiple languages:

Videos for patients (all under 5 mins)

- How to download the GDm-Health app on Google Play and activate the app: Available in [English](#), [Romanian](#), [Turkish](#), [Slovak](#), [Polish](#), [Bengali](#), [Pashto](#), [Tamil](#), [Farsi](#), [Urdu](#), [Arabic](#), [Punjabi](#)
- How to download the GDm-Health app on Apple App Store and activate the app: Available in [English](#), [Romanian](#), [Turkish](#), [Slovak](#), [Polish](#), [Arabic](#), [Bengali](#), [Pashto](#), [Tamil](#), [Punjabi](#), [Farsi](#), [Urdu](#)
- How to connect your meter: Available in [English](#)
- How to set up a blood glucose meter for manual input: Available in [English](#), [Polish](#), [Turkish](#), [Slovak](#), [Romanian](#), [Arabic](#), [Bengali](#), [Pashto](#), [Tamil](#), [Punjabi](#), [Farsi](#), [Urdu](#)
- How to submit a blood glucose reading manually: Available in [English](#), [Polish](#), [Turkish](#), [Slovak](#), [Romanian](#), [Arabic](#), [Bengali](#), [Tamil](#), [Pashto](#), [Punjabi](#), [Farsi](#), [Urdu](#)
- Using GDm-Health and the WaveSense Jazz Wireless meter: Available in [English](#)
- How to obtain a blood sample using the lancing device: Available in [English](#)
- How to upload your blood glucose results to GDm-Health: Available in [English](#)

Videos for clinicians

- Walkthrough of the clinician portal, 8 mins ([link](#)). This video covers the following topics:
 - How a clinician/administrator would access the solution on a PC/ Laptop
 - View of the interface for clinicians.
 - What patient data clinicians can access and how.
 - How clinicians and patients can interact/communicate/advise back & forth.
 - How to record a visit.
 - How to record/access treatment details.
 - How to identify clearly as Gestational diabetes or Type 2 diabetes on record, or other.

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- How clinicians will be alerted when there is a pattern of glucose readings above the pregnancy targets x 3 and flag up if no entries are put into the record.
- How users will be able to add dietary notes for each meal /oral medication, and insulin name and dose given.
- How clinicians will be able add medication started and to send general messages or medication messages through to the user.
- Call back request to team for user
- Able to add date of gestation
- Admin area training for super-users ([link](#))