



THE mHEALTH PATIENT MONITORING SOLUTION FOR DIABETES – AN ACTIVECARE CALL CENTER CASE STUDY

In 2013, a case study was carried out by an ActiveCare call center to assess the impact of a wireless mobile glucose monitoring device on diabetic patients. It produced surprising results. More than just better patient engagement, it showed that much short-term reduction in costs - especially in employee claims can be attained.

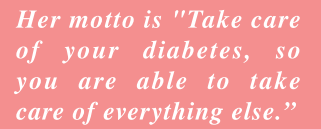
In the past, many such studies were long-term and concentrated mostly on complications arising from patient non-adherence to test and monitoring procedures. As a result, absenteeism at work rose, with a corresponding rise in claims against employers. More healthcare workers had to be dispatched to check on errant patients, raising medical program costs further. It was a vicious cycle that was hard to redress.

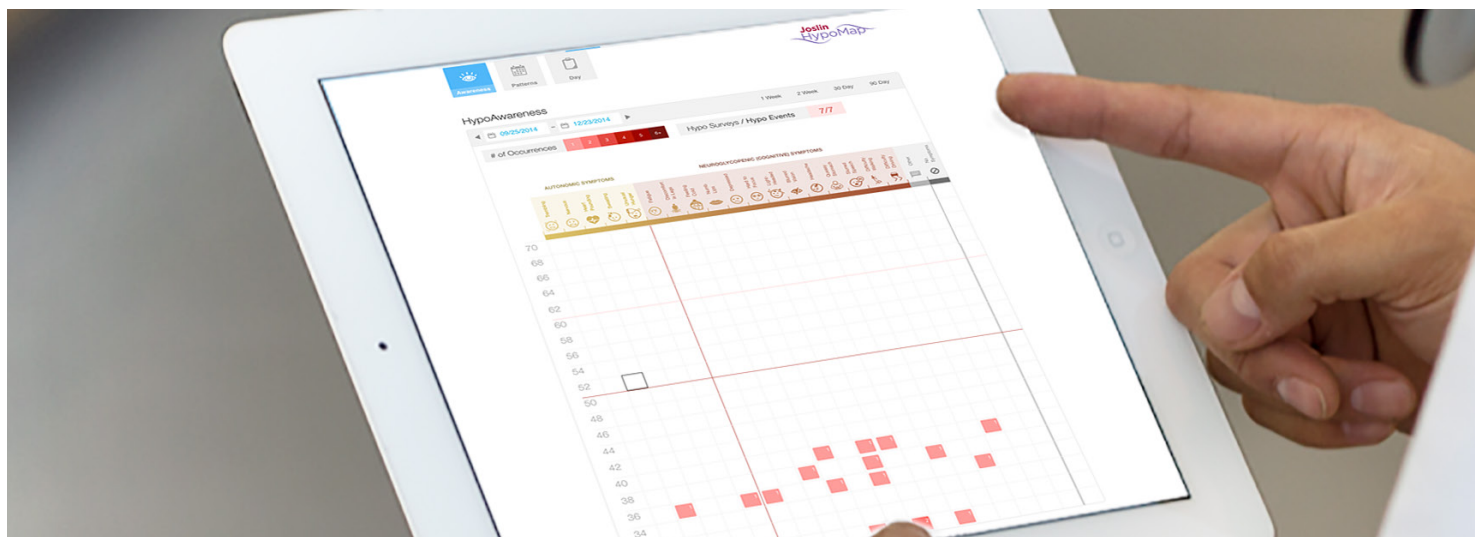
With modern communications technology, the study showed that diabetic patients can be better engaged and motivated. An ecosystem of sorts could easily be set up to involve all “carestakers” – ranging from a dedicated diabetic call centre (such as ActiveCare’s), doctors and concerned family members. Secure patient data websites and smartphone apps were also developed to encourage engagement by all.



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What are the daily challenges you and your family face related to diabetes?

For me, the challenge is juggling my blood sugar and my family obligations and my work responsibilities. One thing that I have learned is that I can be open about it. I frequently check my blood sugar openly in my office and my colleagues are very supportive and understanding. I also am more aware of the need to encourage my family to lead a healthy lifestyle to avoid diabetes and other health problems.

After many years of living with diabetes, I learned that diligence is really the only way to overcome challenges. After many adjustments, I now have a routine related to how and when I take my insulin, what I eat and when I check my blood sugar - which can be 5-6x per day.

How do you stay educated about diabetes and your care plan?

Using my data, I am able to review my care plan, and even clarify my questions about my plan when meeting with my doctor. I am also an avid reader and often read about diabetes best practices online. I attend diabetes programmes hosted by local hospitals and also attend a support group. I make it a point to read the nutritional content of the food I eat and even attended nutritional classes to help me understand my nutrition better.

What did you use before Glooko?

Before I knew about the Glooko app, I used manual recording BUT, I was not able to record manually every detail. It was just too time consuming and tedious. The excel worksheet I used did not easily summarise my blood sugar and insulin data and didn't allow me to see trends.

With the Glooko app on my mobile phone, it is easy for me to record when I take my insulin, what food I eat, and how and when I exercise. And the ability to directly sync my blood sugar with Glooko directly with my meter makes my life much easier. And to top it off, my healthcare team can see my Glooko information in their computer system without any additional work!

What are some of the things Glooko helps you do?

With Glooko, I understand under what conditions I tend to go low. Knowing that, helps me to use things like the rule of 15 to manage my hypoglycemia. I also realized that a simple 20 minute brisk walk, 3 times a week works wonders for me to have better blood sugar levels. It also improves my circulation, helps to make me more energetic and gives me a chance to clear my mind!

Glooko also helps me get better at knowing the impact of my insulin doses. I know that I am not so great at estimating the carb content of my lunch when I eat out and am more careful about it now.

I view the Glooko weekly trends and statistics regularly to compare and improve. The Joslin Hypomap with Glooko is very useful as it allows me to identify the causes of hypoglycemia and what I do to treat it. It also gives me clarity around the frequency of my hypoglycemia.

What features should Glooko offer next?

Glooko should allow the user to repeat or set the insulin units for those of us who use MDI. It should allow us to add in the time of insulin injection and the type - all in one screen.

Do you see yourself using Glooko for the long term?

Yes! Glooko is a long term tool for me. It's an important part of each day and my diabetes control plan. Since the cost of living with diabetes in Singapore is high and almost not well subsidized, I hope the long term cost of using Glooko will be minimal!

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