



# MEDTRONIC CARELINK™ PERSONAL GUIDE BOOK

Medtronic CareLink™ Personal software

Easy to Use, Easy to Share

UC202009935 EN - June 2020

**PERSONALISED DIABETES INSIGHTS  
TO EMPOWER YOUR THERAPY DECISIONS**

**Medtronic**

# WELCOME TO CARELINK™ PERSONAL SOFTWARE

## WELCOME

This Guide Book has been produced to help enable you to get the most out of CareLink™ Personal software. Whether you are new to CareLink™ Personal software or are experienced in uploading and generating reports, this guide aims to provide a complete 'how to' on registering an account, ensuring you have the CareLink™ Uploader installed on your computer, how to upload your device and generate reports.

See our reports guide for further information and details on the CareLink™ reports available to you, or speak to your healthcare team for further information.

Medtronic CareLink™ Personal software is designed to help you make the most of your diabetes therapy. Log in today to view your personalised diabetes insights and empower your therapy decisions.

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**PERSONALISED DIABETES INSIGHTS  
TO EMPOWER YOUR THERAPY DECISIONS**

# BENEFITS OF CARELINK™ PERSONAL SOFTWARE

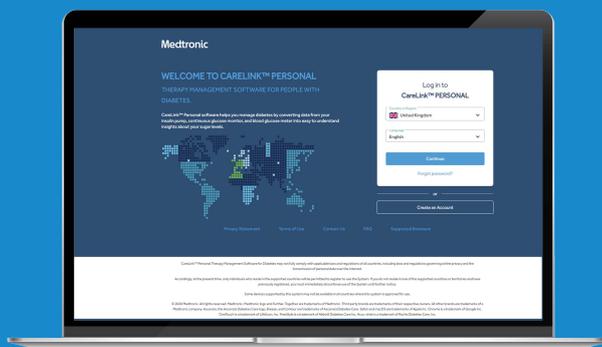
## WHAT IS CARELINK™ PERSONAL SOFTWARE?

Medtronic CareLink™ Personal software is a web based therapy management platform for use at home by those living with diabetes, their care partner or guardian.

It takes all the information from your Medtronic diabetes device, for example; insulin pump, continuous glucose monitor and compatible BG meter and stores it online, enabling you to create a variety of CareLink™ reports that provide visual insights into your diabetes and help you and your healthcare team to optimise your diabetes management.

## WHY USE CARELINK™ PERSONAL SOFTWARE?

- Ability to track your personal progress and trends with a variety of Carelink™ Reports, providing you individual insights into your therapy
- Prepare for and speed up you visits to hospital by uploading at home



- Back up your Medtronic device settings
- Ability to share your data with your healthcare team without going to see them
- Share your data with a Care Partner and allow them to receive alerts\*

\*Available with compatible Medtronic diabetes devices featuring Care Partner functionality

## PERSONALISED DIABETES INSIGHTS TO EMPOWER YOUR THERAPY DECISIONS

### FIND OUT MORE

[medtronic-diabetes.co.uk/carelink](https://medtronic-diabetes.co.uk/carelink)  
[medtronic-diabetes.ie/carelink](https://medtronic-diabetes.ie/carelink)

### LOG IN TO CARELINK

[carelink.minimed.eu](https://carelink.minimed.eu)

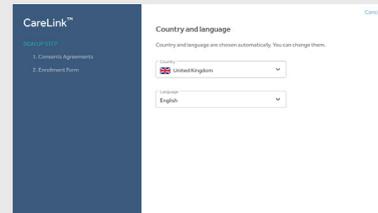


# REGISTERING FOR YOUR PATIENT ACCOUNT

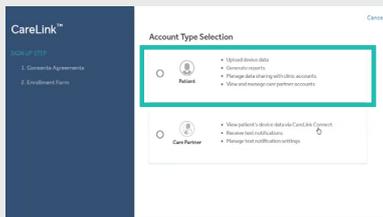
## SIMPLE PROCESS TO REGISTER YOUR ACCOUNT



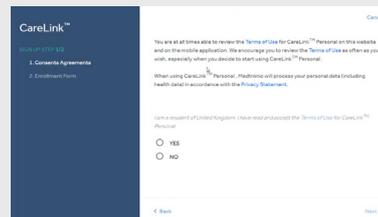
- 1 Go to [carelink.minimed.eu](https://carelink.minimed.eu) and click 'Create an Account'. Select your country and preferred language.



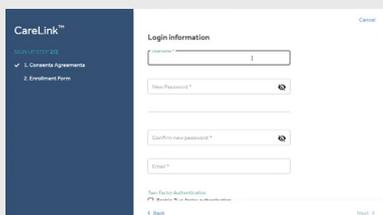
- 2 Confirm your language and country.



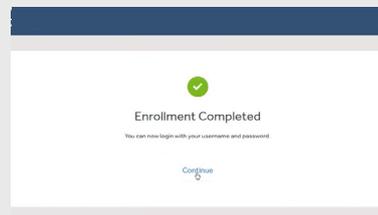
- 3 Select 'Patient' as your account type and click 'Next'.



- 4 You will then be taken through the consent process. Some consents are mandatory to sign up to CareLink™ Personal software, others are optional but will greatly improve your experience and Medtronic's ability to develop future products. Please ensure you read these carefully and confirm your selection. Optional consents can be updated at a later date through your account settings.



- 5 Please fill in the relevant information in the fields provided. Tip: Your password should be at least 8 characters long, but if you forget this you are able to request a reset.



- 6 Your enrollment is now complete.

**IMPORTANT:** Please make a note of your CareLink™ Personal username and ensure you use a valid email address.



Registered your CareLink™ Personal account? Make a note of your username here:

# INSTALLING THE CARELINK™ PERSONAL UPLOADER

**FOR GREATER INSIGHTS & MORE INFORMED DECISIONS UPLOAD TO CARELINK™ PERSONAL SOFTWARE**



Upload regularly (for example every 2 weeks).



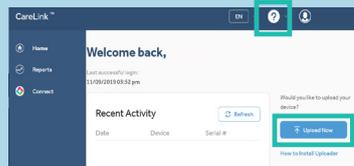
Understand your diabetes therapy management through visual insights. Explore trends and review what has happened over time.



Collaborate with your diabetes healthcare team on where and when to make adjustments. Link your account to help speed up your clinic visits.

## GET STARTED BY DOWNLOADING THE CARELINK™ UPLOADER INSTALL FILE

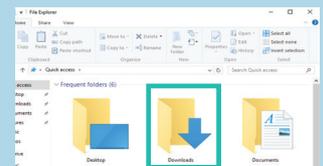
A one-time download per computer where you wish to upload your device.



- 1 Log in to CareLink™  
Click "How to install Uploader" OR Click on the "?" and then "How to install Uploader".



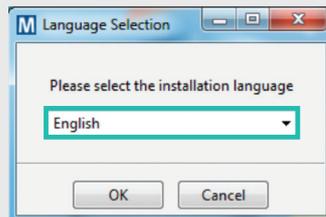
- 2 Click the download link and select a location to save the Uploader file.



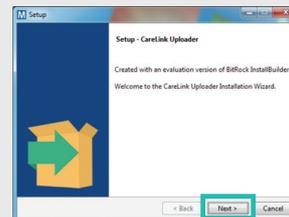
- 3 Find the downloaded file. Open the file and select "Run".

## AFTER DOWNLOADING, INSTALL THE CARELINK™ UPLOADER

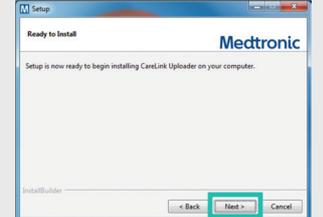
You'll need to make sure you're an administrator on your computer to install the CareLink™ Uploader App.



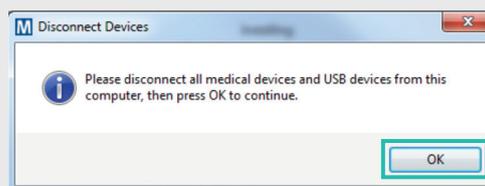
- 1 Choose your language.



- 2 Click "Next".



- 3 Click "Next".



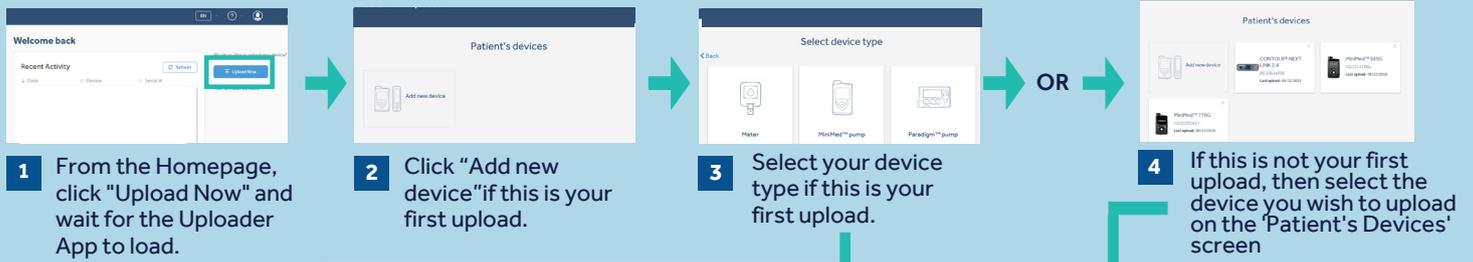
- 4 Make sure your CareLink™ USB or meter are not plugged in and click "OK"  
Click "Finish" to complete the installation.

## NOW, YOU'RE READY TO UPLOAD

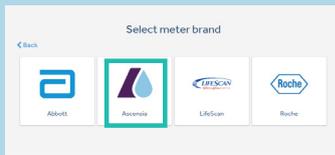
That's it! Return to the CareLink™ Personal software homepage and get ready to upload your device.



# UPLOADING YOUR PUMP OR METER



## UPLOAD METER



A. Select the meter brand if you want to upload BG meter data only.



B. Select meter model.



C. Follow the on screen prompts to prepare your device for data upload.

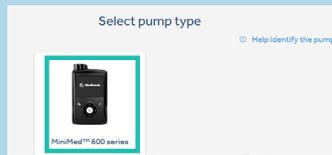


D. Wait for the upload to complete.



E. Upload success.

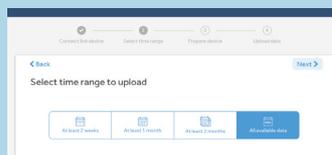
## UPLOAD PUMP



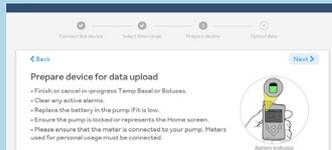
A. Select your pump type.



B. Connect your link device.



C. Select the time range you wish to upload.



D. Follow the on screen prompts to prepare your device for data upload.



E. Enter your pump serial number (first upload only).



F. Wait for the upload to complete.



G. Upload success.

## TO ENSURE SUCCESS, GET EVERYTHING READY

Plug your CareLink™ USB or meter into your computer

- Place your pump as close as possible to the CareLink™ USB or meter that is plugged into your computer
- Keep the meter linked with the pump



## Make sure your pump is ready to upload

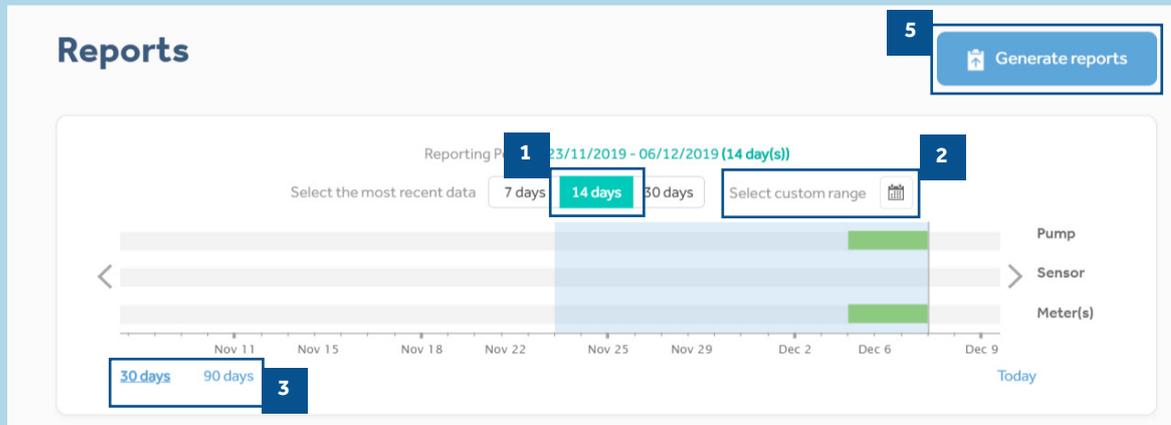
Check that the pump is not on one of these screens



- No temp basals
- No alarms
- No active bolus
- No low battery

# GENERATING YOUR CARELINK™ REPORTS

Generating reports to gain personalised visual insights into your diabetes therapy is made simple and easy with CareLink™ Personal Software.



1 **Time selection.** How many days do you want to look back on?

2 Or you can select a **custom date range.**

3 Quickly select the **last 30 or 90 days** worth of data

4 Select your reports

5 **Generate** your CareLink™ reports

4

Select favorites Clear All

- ASSESSMENT & PROGRESS** ☆  
Assess glucose control for progress and compare between two time periods.  
Choose compare period: Not selected
- DAILY REPORT** ☆  
Trouble-shoot problems or copy your best results by reviewing individual days.  
Choose days: 0 day(s) selected
- WEEKLY REVIEW** ☆  
Review glucose, insulin, food, and events day by day for a week at a time.
- DASHBOARD** ☆  
Visually spot glucose trends and patterns.
- MEAL BOLUS WIZARD** ☆  
Compare BG and SG differences before and after a bolus was given for each meal.
- ADHERENCE** ☆  
Identify better behaviors by tracking how you use your pump.
- SENSOR & METER OVERVIEW** ☆  
Visually spot sensor and blood glucose trends over each hour or meal of the day. Identify relationships between glucose, insulin, food, and events day by day.
- LOGBOOK** ☆  
Compare BG and pump records over days and times in a logbook format.
- DEVICE SETTINGS SNAPSHOT** ☆  
Review and record all of your latest pump settings for safe-keeping.
- EPISODE SUMMARY** ☆  
Review summary of glucose patterns and description of events preceding episodes of low and high glucose.

Data Export (CSV)

Select the reports you wish to generate from the 'report buttons' (you can click on the 'i' icon for an overview of each report, or on the button to select it)

**Note:** Some reports are only available for specific devices. This will be stated on the report tab.

For your favourite reports, click on the 'star' next to the report name to add it to your favourite list for quick report generation in future.

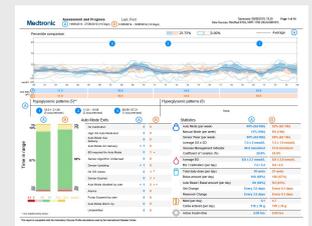
# UNDERSTANDING YOUR CARELINK™ REPORTS

## HOW DO I READ MY REPORTS?

Understanding your reports can really help you visualise your diabetes management and give you and your diabetes healthcare team some great insight into making any adjustments to improve your therapy. This section will help you understand what your reports are showing you. For further information, take a look at our interactive CareLink™ report guides (available as PDF's) or speak to your diabetes healthcare team.

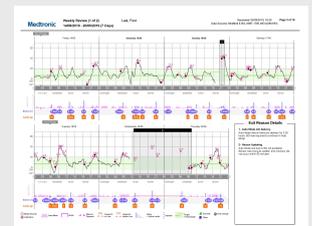
## ASSESSMENT & PROGRESS REPORT

With this report you can see your sensor glucose (SG) trace with time in range (TIR) and compare it to how you have done in the past if you wish. You will also be able to see how long you stayed in Auto Mode, the reasons you came out of Auto Mode and how often you changed your infusion set and reservoir.



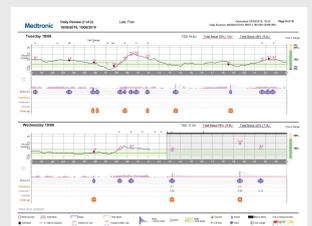
## WEEKLY REVIEW REPORT

This report generates data from your selected date range. It shows your sensor, insulin delivery and events information. 7 days are displayed on each page to easily assess any trends and patterns over the week period.



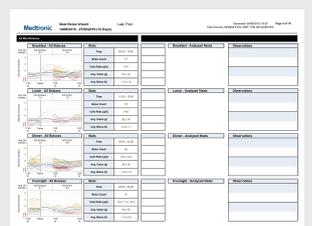
## DAILY REVIEW REPORT

This report can help you by showing your selected days in much more detail. It can be used to see when you have had Auto Mode exits so that you can identify any patterns and minimise your time in Manual Mode.



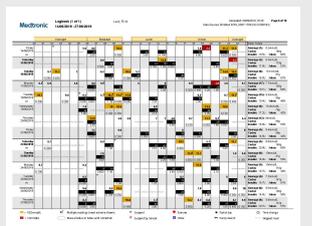
## MEAL BOLUS WIZARD™ REPORT

This report is designed to help you understand how your meals and carbohydrate intake can impact your time in range (TIR) and overall glycaemic control. To effectively make use of this report, it is important that your preferences for meal times have been set correctly. Please see the preferences section if you have not done so.



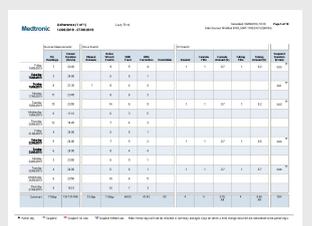
## LOG BOOK REPORT

This report shows information on carbohydrate intake, bolus information and blood glucose levels day by day and hour by hour. Rather than use graphs, this report provides information in a table if this is your preference.



## ADHERENCE REPORT

This report is a quick information table for you to assess your sensor wear, blood glucose monitoring, bolus details and set change information. It can be used to see whether you could change the way in which you use your pump to further improve your experience.



# ASSESSMENT & PROGRESS REPORT

## Understanding your CareLink™ Reports

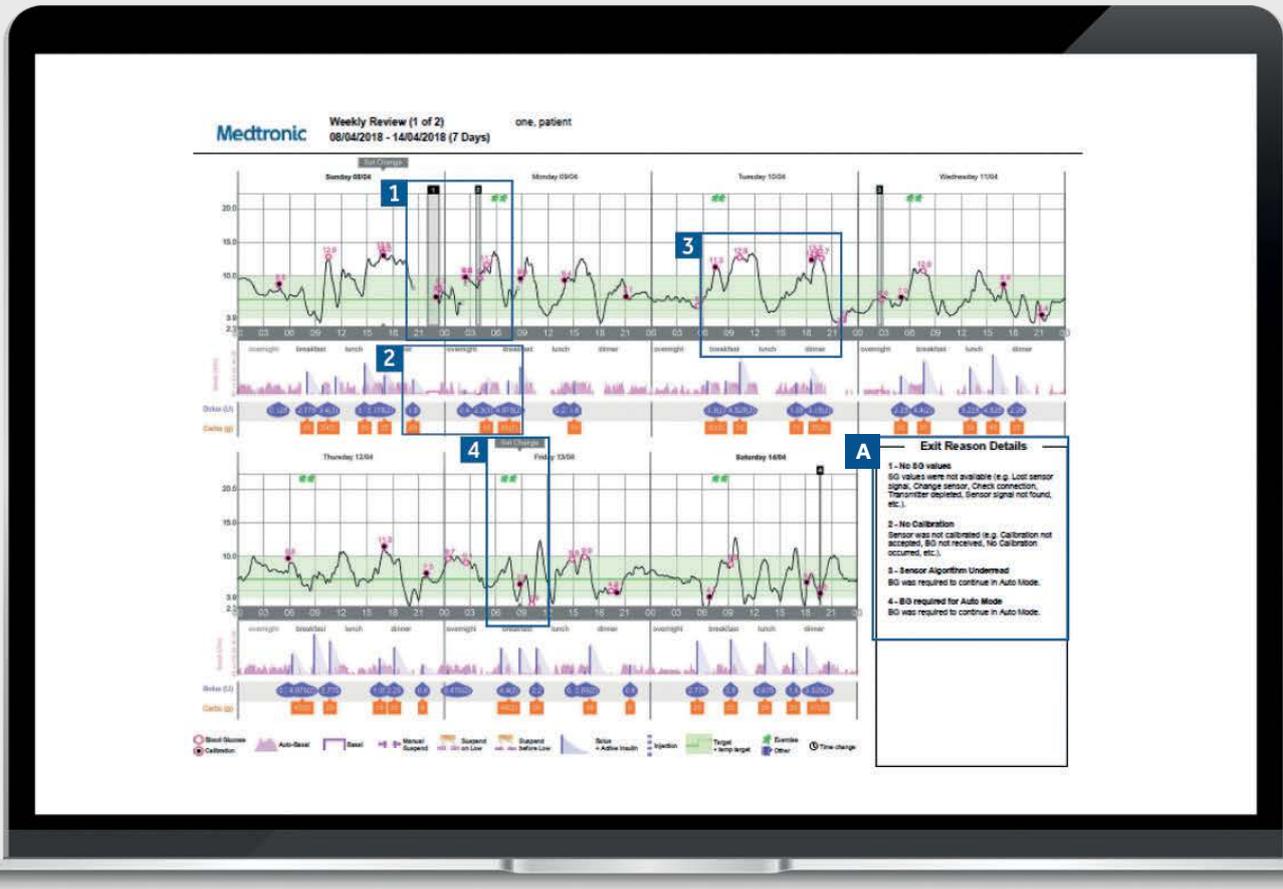


Representative patient profile

- 1 These are the date ranges of your data. 'Data A' (in blue) is your selected time frame (i.e. the past week from the date of upload). 'Data B' (in orange) is your past data (i.e. the two week before that to make comparison easy).
- 2 This graph represents all of your sensor glucose (SG) readings over 24hrs (midnight to midnight). The colours remain the same for the data A or B (e.g blue or orange). The dark shaded areas represent where most of your SG readings fell within that time period. The coloured dotted line represents how far spread out the rest were. A tighter band means tighter control.
- 3 The dark dotted line represents your average SG levels for data A only.
- 4 This is your time in range (TIR) between 3.9 – 10 mmol/l and can again be compared side by side data A vs data B so you can easily track any changes.
- 5 Here you can see all the reasons for Auto Mode exit and how many times each one happened to you in both data sets.
- 6 These figures show how long you spent in Auto Mode and Manual Mode as well as your average SG value and your glucose management indicator (GMI). Your GMI may be similar to your laboratory HbA1c that is taken from your blood sample but it should not be treated the same as your lab HbA1c.
- 7 This is your blood glucose data. An average value and also how many times per day you have been calibrating your glucose sensors.
- 8 This is your insulin use data. It shows how much you are using altogether, how much is basal and how much is bolus insulin. Here you'll also find information on how often you have been changing your infusion set and reservoir.
- 9 This section is about your food intake. It will work out how many meals per day you are eating and the carbohydrate amounts per day. Your active insulin time is how long your pump thinks insulin stays active in your body after it has been delivered. Consult your healthcare team if you have any queries about this setting.

# WEEKLY REVIEW REPORT

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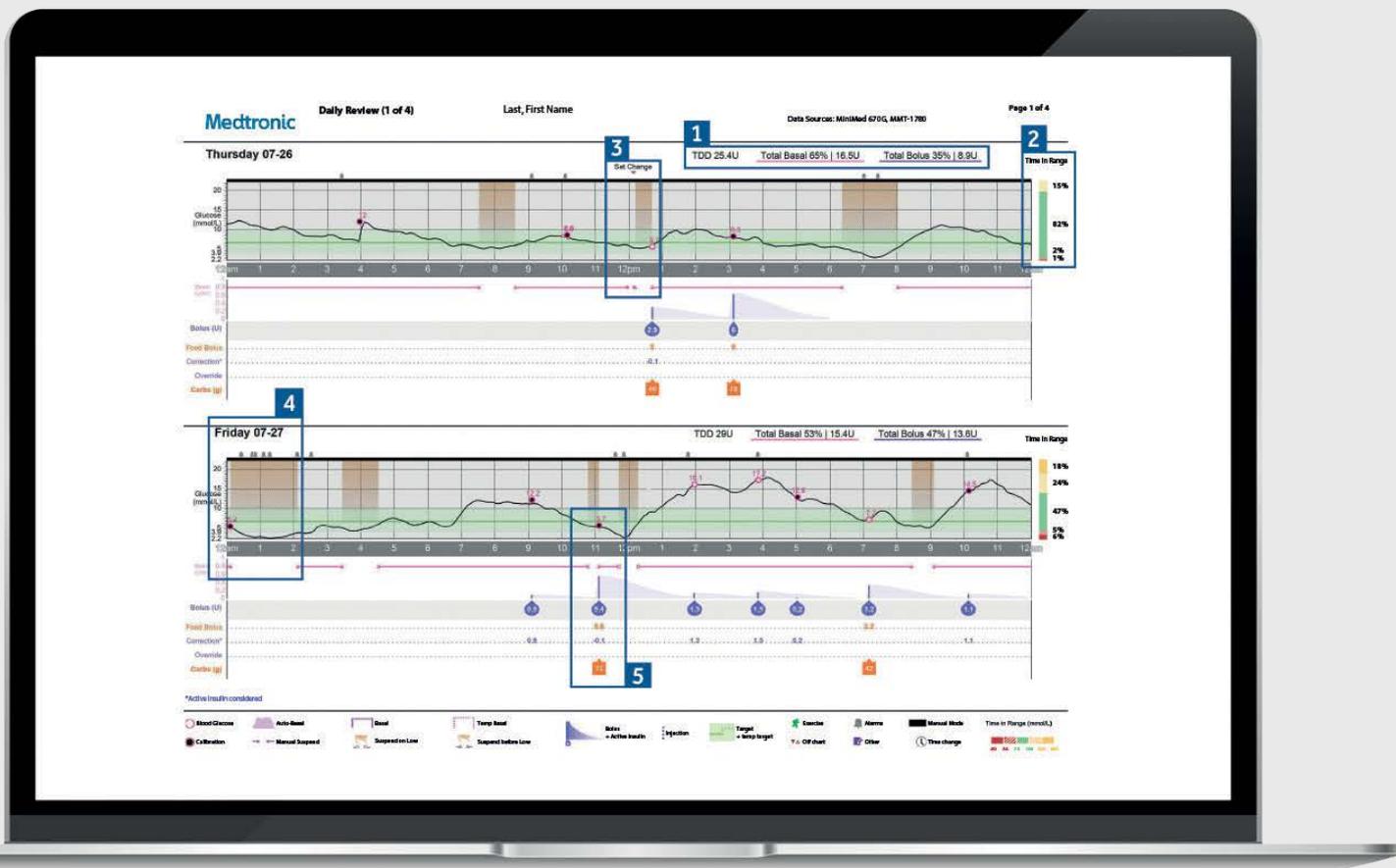


Representative patient profile

- 1** The black boxes indicate periods where your pump exited Auto Mode. The numbers correspond to the exit reason detail panels in section A.
- 2** This area represents your insulin delivery. Solid pink lines represent Manual Mode delivery and the pink shading represents your Auto Mode basal delivery. If you deliver a bolus it will be purple with carbohydrate and insulin info.
- 3** The solid black line is your sensor trace and the small circles represent blood glucose values entered. The circle will be filled black if it was used for a calibration of the system. TIP: We recommend calibrating your sensor 3-4 times per day.
- 4** This report will also show you events such as a infusion set change or entered exercise periods.

# DAILY REVIEW REPORT

## Understanding your CareLink™ Reports

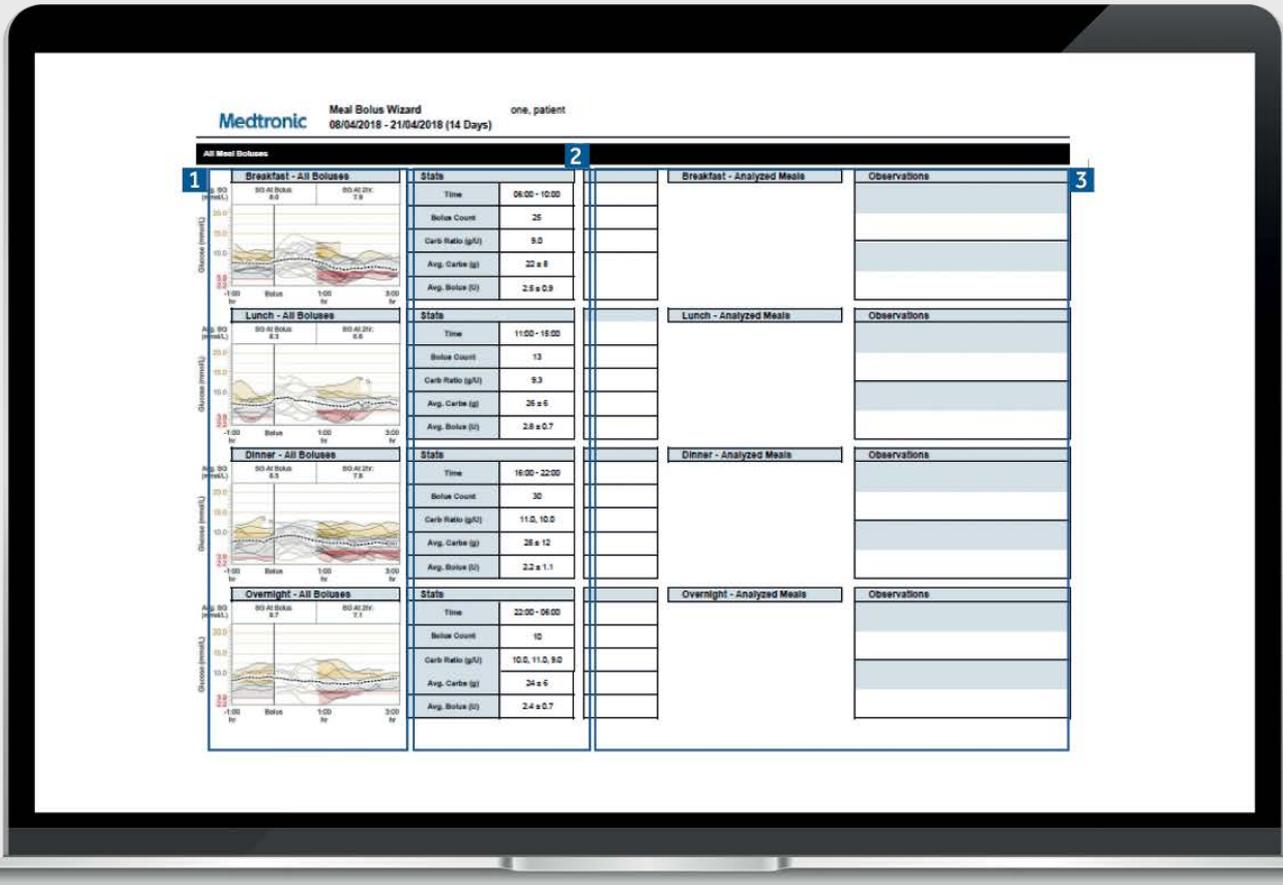


Representative patient profile

- 1 The total insulin delivery for the day and the split between basal and bolus.
- 2 Time in range data for that particular day.
- 3 An example of a set change – your pump suspends insulin delivery while you change your infusion set and reservoir. TIP: We recommend changing your infusion set and reservoir every 2-3 days.
- 4 The orange parts of the graph represent a time when the pump was using SmartGuard™ insulin suspension to avoid hypoglycemia.
- 5 A break-down of insulin delivery for a bolus. Only available in Manual Mode.

# MEAL BOLUS WIZARD™ REPORT

Understanding your CareLink™ Reports

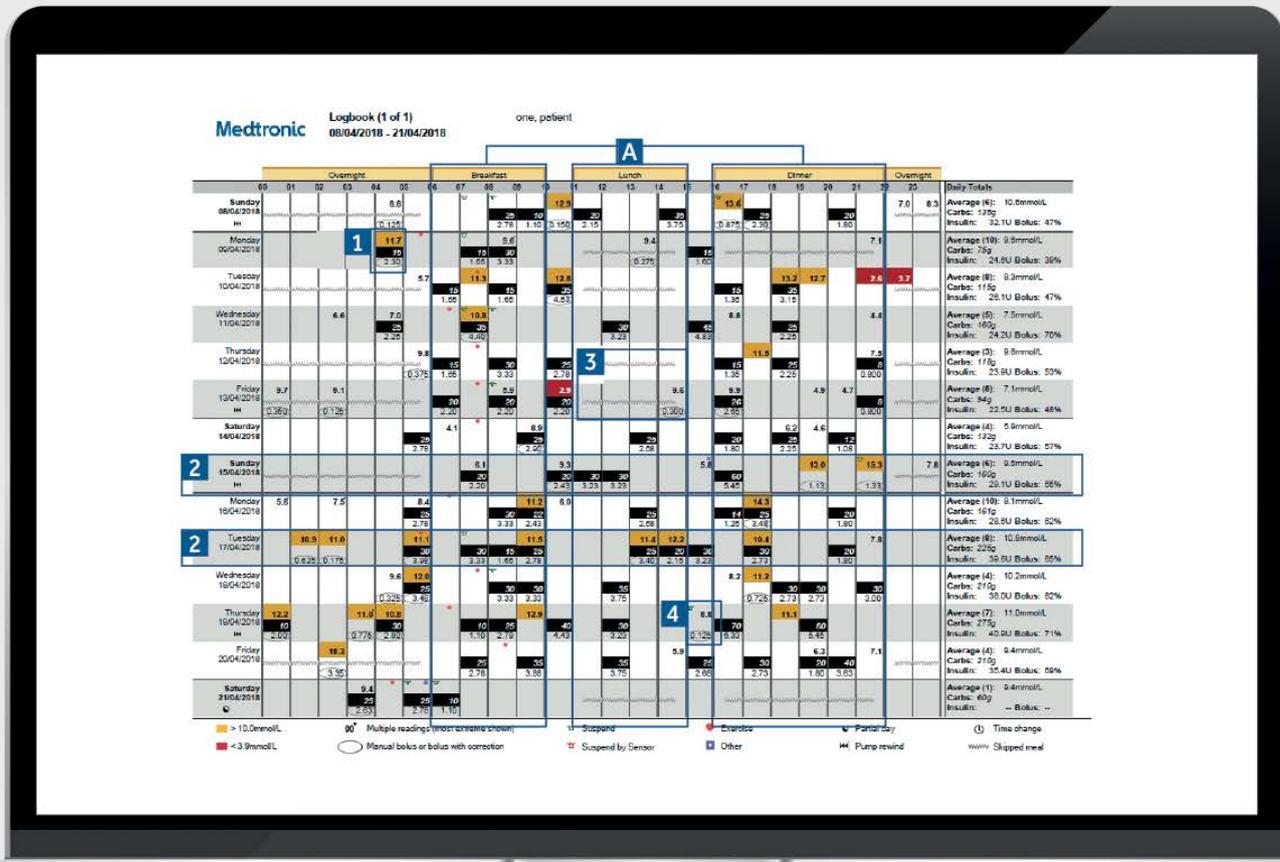


Representative patient profile

- 1** All meals for the selected time frame will be displayed in each meal section. For example, if breakfast is set for 06:00 to 08:00, all boluses between these two times will have data displayed in the breakfast section.  
TIP: Make sure your times are set wide enough to accommodate different meal times at weekends.
- 2** Stats show your carbohydrate ratio for easy review and how many boluses you are taking. You can also see what your current meal time preferences are.
- 3** This section of the report is left blank so if you print your report, you have somewhere to take notes.

# LOG BOOK REPORT

## Understanding your CareLink™ Reports



Representative patient profile

- 1 Each bolus event corresponds to the time and date taken and contains blood glucose information (red if low, no colour if in range and orange if above range), carbohydrate entered (in black) and insulin delivered.
- 2 These examples allow you to view sudden increases/decreases in carbohydrate intake to help identify any patterns.
- 3 This shows a meal time has been set (highlight A) but no meal bolus was given. The report counts this as a missed meal and puts in a zigzag line.
- 4 Shows an example of a bolus with no carbohydrates. This could be a correction or a manual bolus.

# ADHERENCE REPORT

## Understanding your CareLink™ Reports

Medtronic Adherence (1 of 1) ono, patient  
09/04/2018 - 21/04/2018

	1	2		3			4					Suspend Duration (Hours)	
	BG Readings	Sensor Duration (Hours)	Manual Boluses	Bolus Wizard Events	With Food	With Correction	Overridden	Reservoir Rewind	Cannula Fills	Cannula Amount (U)	Tubing Fills		Tubing Amount (U)
Sunday 08/04/2018	9	21:20		9	6	4		1	1	0.3	1	0.6	0:16
Monday 09/04/2018	10	23:30		8	4	4							0:16
Tuesday 10/04/2018	8	24:00		8	6	1							
Wednesday 11/04/2018	5	24:00		4	6	2							0:21
Thursday 12/04/2018	3	24:00		5	6	1							
Friday 13/04/2018	8	24:00		9	5	4		1	1	0.3	1	10.2	0:21
Saturday 14/04/2018	4	24:00		5	6	1							
Sunday 15/04/2018	9	23:10		8	6	3		1	1	0.3	1	3.2	0:25
Monday 16/04/2018	10	24:00		11	7	4							
Tuesday 17/04/2018	8	24:00		12	9	4							0:22
Wednesday 18/04/2018	4	24:00		9	7	3							0:16
Thursday 19/04/2018	7	24:00		15	13	5		1	1	0.3	1	12	0:26
Friday 20/04/2018	4	23:55		10	6	2							
Saturday 21/04/2018	1	0:05		3	3	1							0:42
Summary	5.4/day	1:31 (22h 20m)	0.3/day	9.2/day	72.1%	32.3%	0.0%	4	4	0.3/ .69	4	0.5U / 16	3h 56m

■ Partial Day  
 ■ Suspend  
 ■ Suspend On Low  
 ■ Suspend Below Low  
 Note: Partial days will not be included in summary averages. Days on which a line change occurred are considered to be partial days.

Representative patient profile

- 1 This lists how many blood glucose tests you have done each day with an average over the whole time selection at the bottom per day.
- 2 This column shows what duration per day you have worn a sensor, with a per day average at the bottom. If you have not worn a sensor, this field will be blank.
- 3 These two columns show how many manual boluses and Bolus Wizard™ boluses you have taken/accepted. You should be aiming to use as few manual boluses as possible. This is further broken down in the next few columns to show if the insulin was given with food or for a correction and if the Bolus Wizard™ was overridden.
- 4 This column shows how long per day your pump was in suspend and the coloured symbols denote what kind of suspend it was. There is a key at the bottom of the report to explain the symbols.
- 5 These columns show details on when the pump registered reservoir rewinds and cannula fills. You should be aiming to change your infusion set and reservoir every 2-3 days.

# FREQUENTLY ASKED QUESTIONS & USEFUL RESOURCES

## FREQUENTLY ASKED QUESTIONS

- 1 How does Medtronic use my data?**

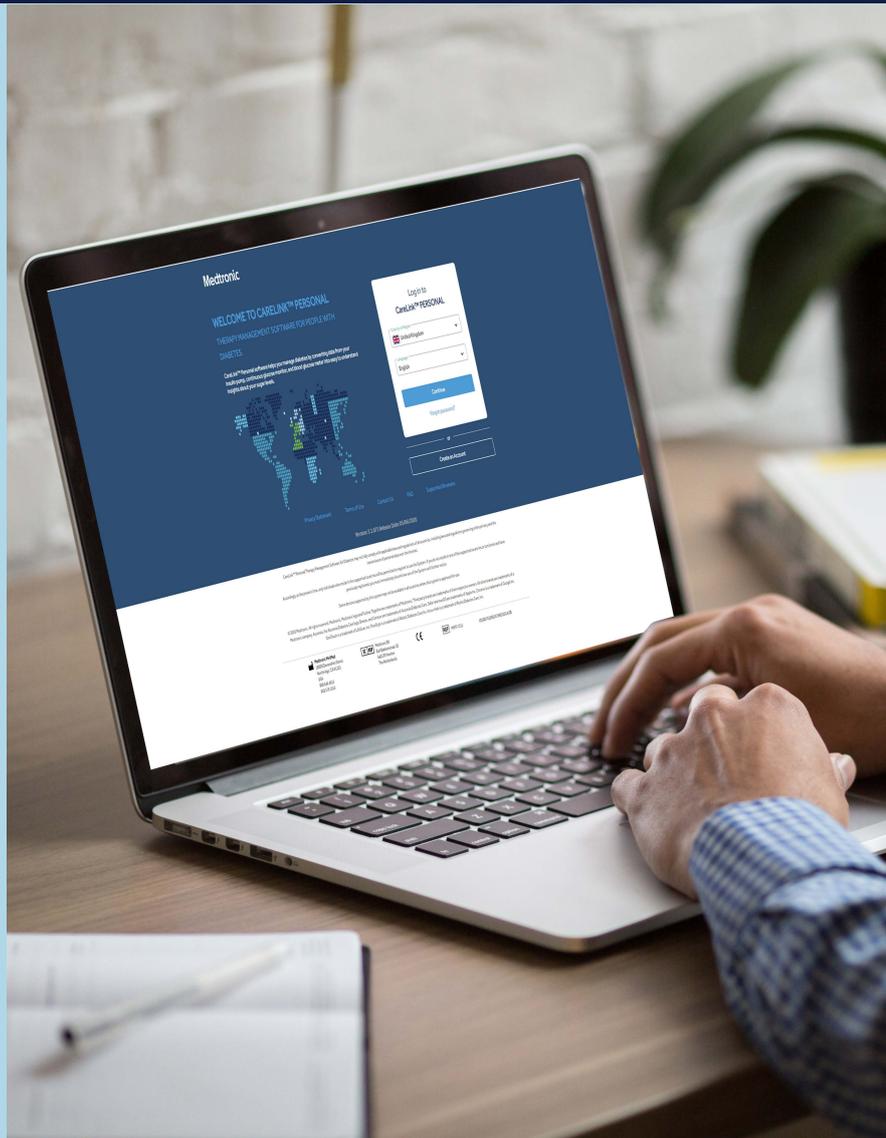
We'll only ever use your data for the purposes you provide consent to on sign up to CareLink™ Personal. We require some consent to enable you to access the software, however there are some which are optional and you can update if you choose through your account.
- 2 How do I link my CareLink™ Personal account with my Diabetes healthcare team?**

You can share the information you upload to your CareLink™ Personal account with your Diabetes team, and also see any data when they upload your device in clinic. Your Diabetes team will be able to provide you further instructions and initiate the link process. Once linked, you can manage your linked accounts in your CareLink™ Personal account.
- 3 What happens to my data once it is shared with my Diabetes healthcare team?**

If you link your CareLink™ Personal account with your Diabetes team, any data you share will be available to them. It's important to know that even if you unlink data shared up until that point will still be available to your Diabetes team, even if you decide to delete your CareLink™ Personal account. Speak directly to your Diabetes healthcare team for information on your hospital's privacy policy and how they may use your data.
- 4 Can I share my data with a family member or friend?**

Some Medtronic Diabetes devices allow for Care Partners to view your data, and even set up and receive alerts (via text message). Please check your Medtronic device for compatibility. Your Care Partner will need to create a Care Partner CareLink™ Personal Account and you will then need to confirm your settings and add the family member or friend to as a Care Partner to share your data and enable them to receive alerts.
- 5 Do I need a computer to upload my device and view data?**

Most Medtronic devices require the CareLink™ Uploader App installed onto a computer to upload device data to CareLink™ Personal software. Some devices may be able to upload to CareLink™ Personal via a companion App which uses a compatible phone to upload data (for example Guardian™ Connect). Consult your device user guide for more information.



## USEFUL RESOURCES

There are a range of resources online designed to help you get the most out of CareLink™ Personal software. View the links below or speak to your healthcare team for more information.

[medtronic-diabetes.co.uk/carelink](https://www.medtronic-diabetes.co.uk/carelink)

[medtronic-diabetes.ie/carelink](https://www.medtronic-diabetes.ie/carelink)

[carelink.minimed.eu](https://www.carelink.minimed.eu)

If you have technical difficulties or further questions, please contact our team:

**United Kingdom: 01923 205167**

**Republic of Ireland: 0151 11444**

Medtronic Limited  
Building 9, Croxley Park  
Watford  
Hertfordshire  
WD18 8WW  
Diabetes Helpline: +44 (0)1923 205167  
medtronic-diabetes.co.uk

Medtronic Ireland Limited  
Block 3090-3094, Lake Drive  
CityWest Business Campus  
Dublin  
DN24 XN47  
Diabetes Helpline: +353 (0) 15111444  
medtronic-diabetes.ie

[carelink.minimed.eu](http://carelink.minimed.eu)

Safety Information: CareLink™ software

CareLink™ software is intended for use as an adjunctive tool to help manage diabetes and is NOT intended to be relied upon by itself. For detailed information regarding the instructions for use, indications, contraindications, warnings, precautions, and potential adverse events, please consult the device manual.

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**Medtronic**  
Further, Together