

Dexcom Client Guide

Setting Up a New Patient

Step 1: Create a new patient with an email address or – if adding a Dexcom device to an existing patient – confirm they have an email associated with their account.

New Patient

Add RPM Patient

Patient Details

Patient Name (Required) <input type="text" value="Dexcom Patient"/>	External Patient ID (e.g., EHR ID; optional) <input type="text"/>
Patient Email (optional) <input type="text" value="valid@tenovi.com"/>	Patient Phone Number (optional) <input type="text"/>
<input type="checkbox"/> Create Tenovi Account? ?	
Patient Birthdate (optional) <input type="text" value="mm/dd/yyyy"/>	Patient Gender (optional) <input type="text"/>

Edit Patient

Edit Patient Profile

Dexcom Patient

Settings

- Patient Information**
- RPM Devices
- RPM Information
- CCM Information
- Change Facility

Name

External Patient ID (optional)

Email *Not validated **Phone Number**

Create Tenovi Account? ?

Patient Address

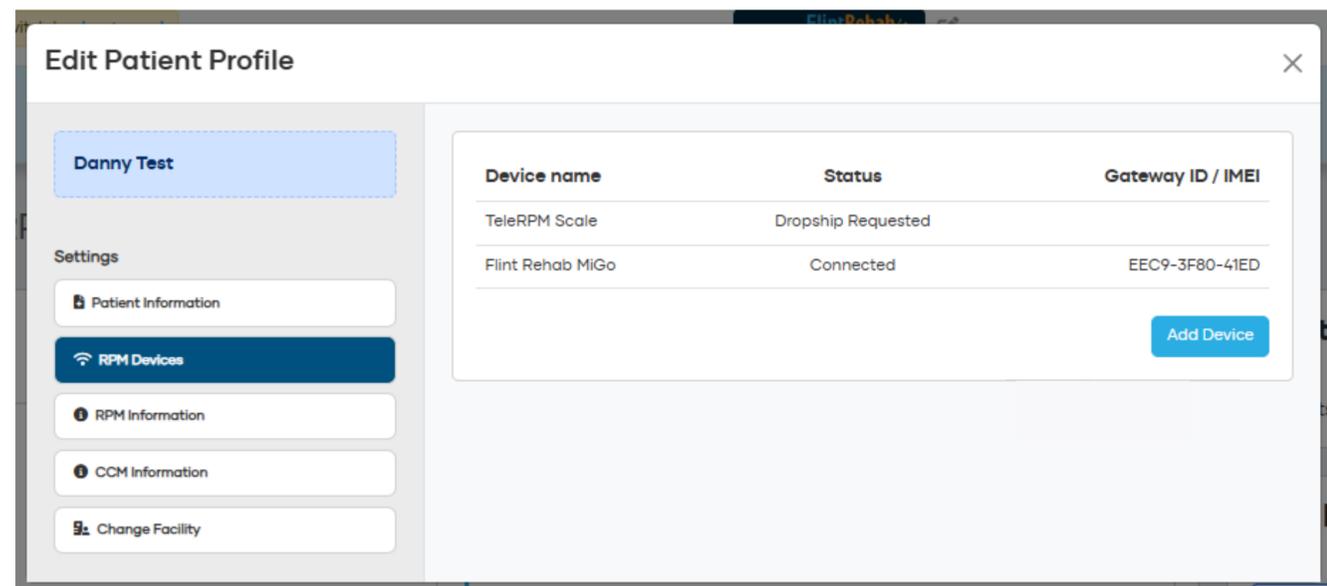
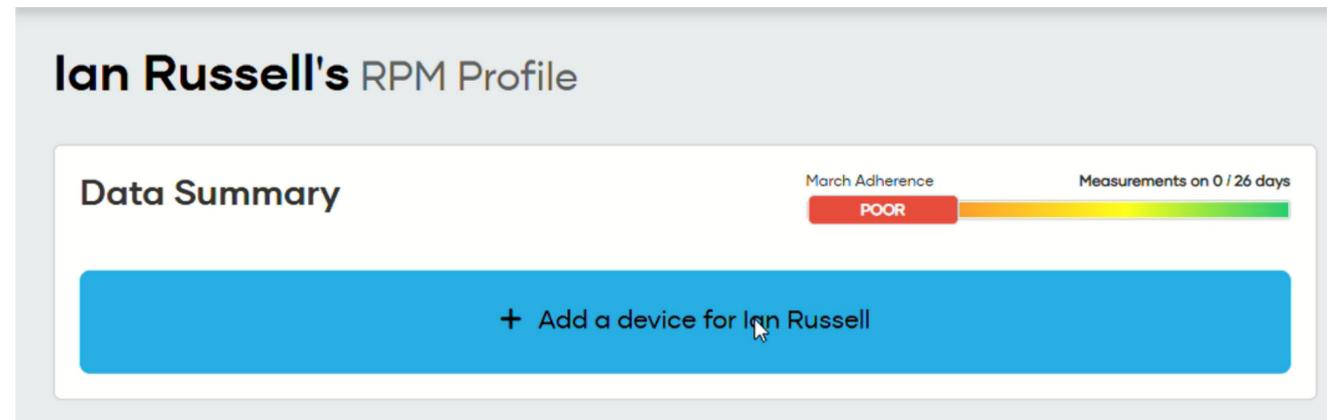
City **State** **Zip Code**

Patient Birthdate (optional) **Patient Gender (optional)** **Insurance Provider (optional)**

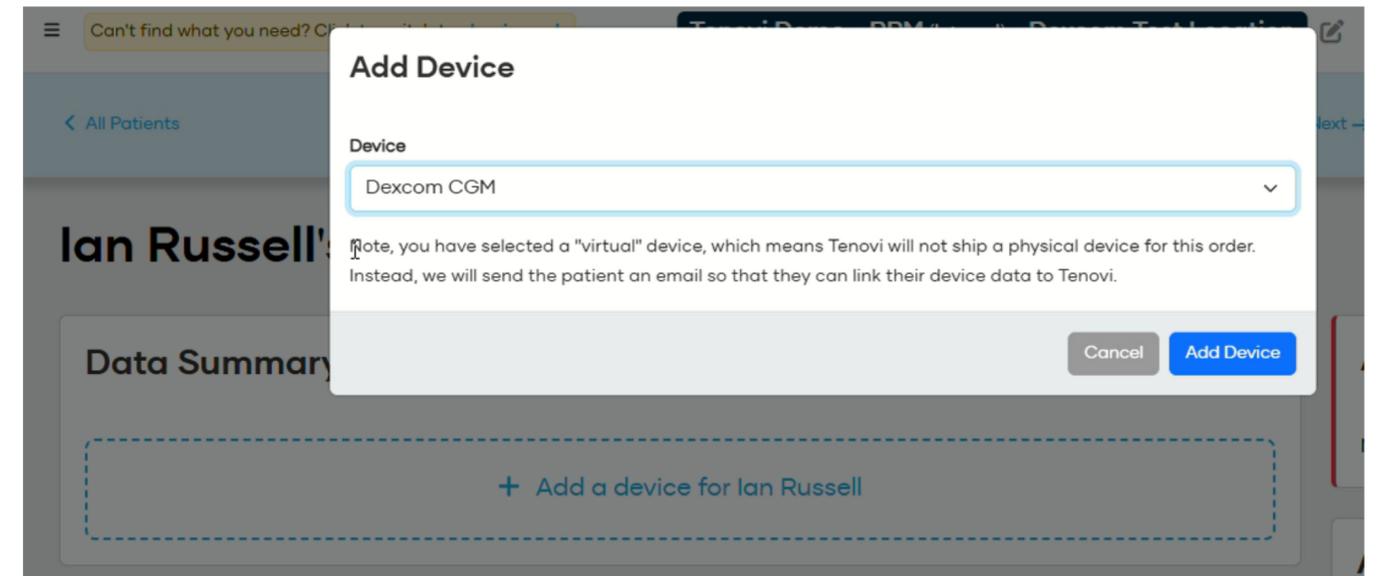
Save

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Step 2: From the Patient's Profile, click the button on top to add a new Device. Or, if the patient already has a device, you must add a new one via the Edit Patient widget:

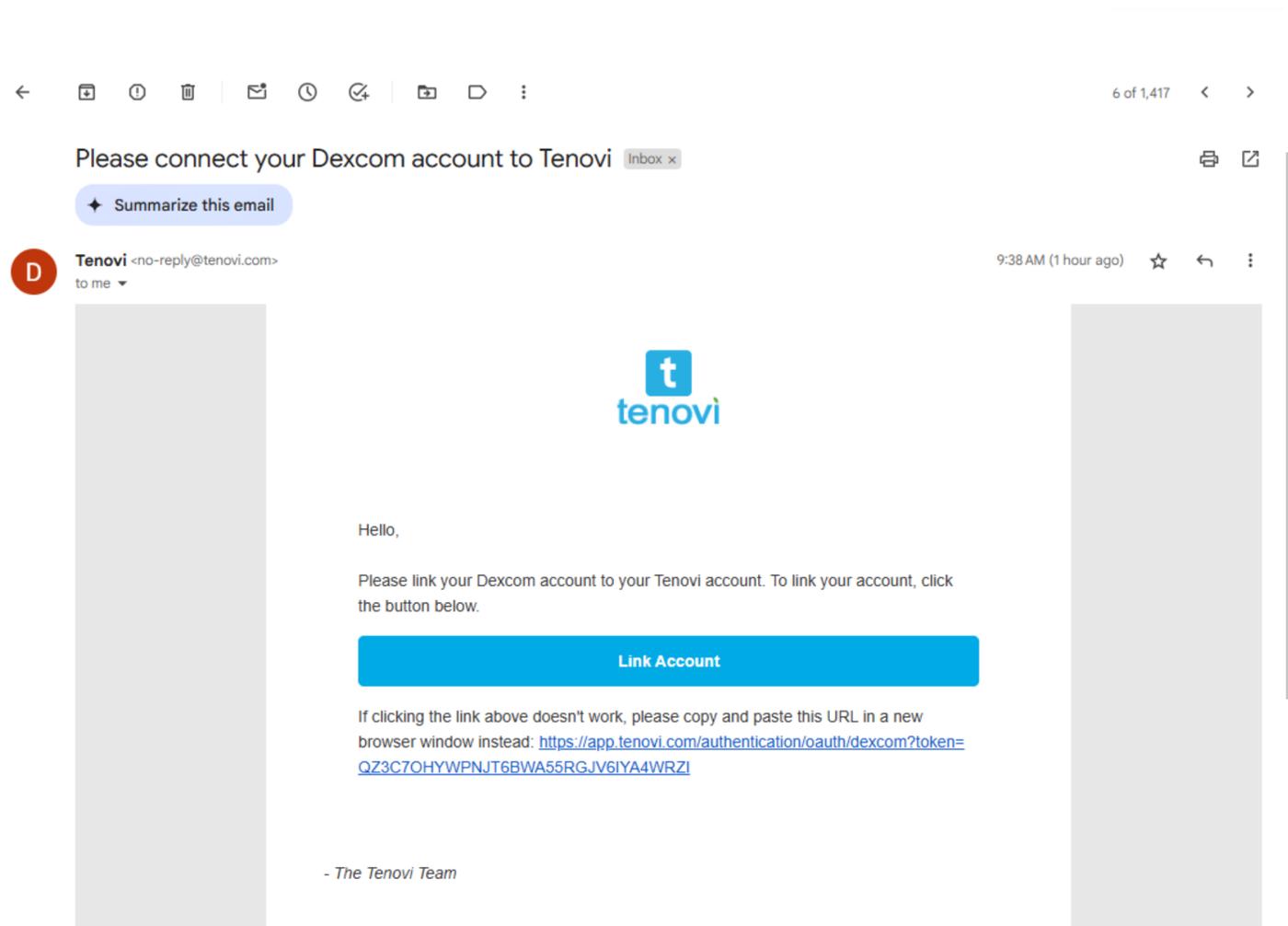


Step 3, select the Dexcom CGM from the list of devices and click Add Device. If you did not correctly add an email to the patient, this option will be greyed out.

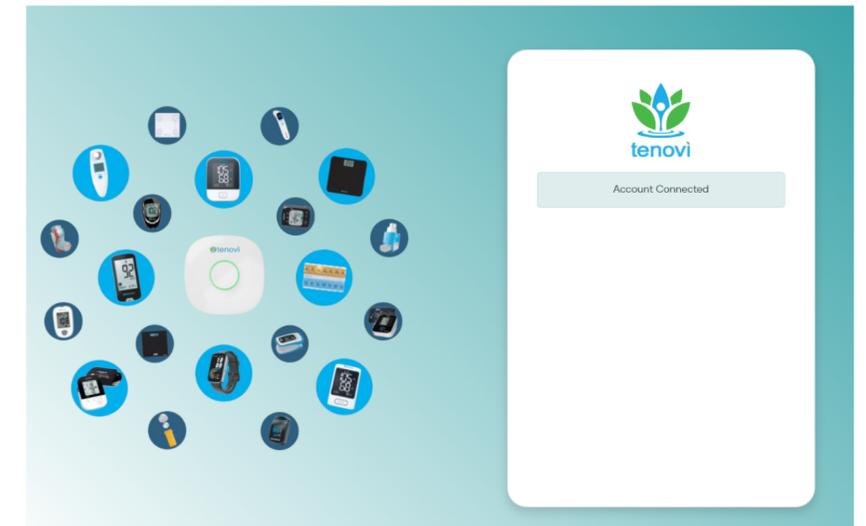
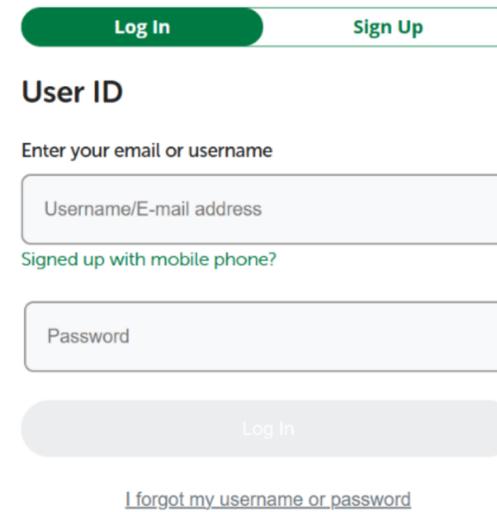


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Step 4. After adding the device, the patient will receive an email at their associated address asking them to connect their Dexcom account to Tenovi.



Step 5. Upon clicking the link, patients will be directed to Dexcom's website where they must login with their Dexcom account email and password. If they login successfully, they will be redirected back to a success page on Tenovi's website that says "Account Connected". If there is an issue, they will be directed to an error page.



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Step 6. Once the account connection is complete, a unique ID will be added to the Dexcom device as its Hardware UUID to indicate this on the Client Devices dashboard. It will also be moved from the "Pending" queue to the "Delivered" queue.

Device Dashboard Export Device List

Search Filter by Device Status

Q Search Device Name, ID, or Patient Info Pending 4 Shipped 0 Delivered 11 Connected 17 Unlinked 5 Returned 0 All 38

Device	Patient	Shipping Address	Facility	Gateway ID / IMEI	Created On	Last Modified	Status
Dexcom CGM	Ian Russell	N/A	Dexcom Test Location	5301-3936-D35C-4DB3...	3/26/25, 9:38 AM	3/26/25, 9:38 AM	Pending

Step 7. At this point, data will automatically be pulled from Dexcom and pushed to Tenovi every hour.

Ian Russell's RPM Profile

Data Summary

Dexcom CGM (5301-3936-D35C-4DB3-801F-CAF9-EEF6-1773)
Connected ●

Avg. Estimated Glucose Va... (Last 7 days) 103 mg/dL / mg/dL/min
Avg. Estimated Glucose Va... (Last 30 days) 103 mg/dL / mg/dL/min

March Adherence Measurements on 0 / 26 days

POOR

