

Device Reissue Guide

When a patient leaves a monitoring program, they should keep, dispose of, or return their devices. This guide will walk you through reissuing devices to a new patient.

Part 1: Provide Patient Instructions for Device Return

- Instruct patients to return their devices and the Gateway to your facility.

Important: Glucometers, Peak Flow Meters, Pillboxes, Inhalers, and Pill Caps should not be reissued as they come into contact with bodily fluids or medication.

Tip: Providing a prepaid return label can make the return process easier for patients.

Part 2: Unlink Device(s) from the Gateway

Once you have the returned device(s) and Gateway in hand:

1. Before Unlinking, verify that the device is in working order. Plug in the Gateway and take a reading to make sure that readings are transmitting correctly.
2. Log into the Web App.
3. Navigate to the Gateways page and search for the patient's Gateway.
4. Click the dropdown arrow next to the Gateway to see connected devices.
5. Unlink each device:
 - Find the device you want to unlink.
 - Click the 'Unlink Device' icon (chainlink with a slash).
 - When the confirmation popup appears, click "OK". Repeat for all connected devices under that Gateway.

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Note:

For large volumes of patients, unlinking can be done via API call.

Please contact Support for assistance if needed.

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- Disconnect the Gateway from power, then press and hold the center button while reconnecting to power.
- Wait for the unit to emit a beep and flash, then release the button.

Important:

Once all devices are unlinked, the Gateway will automatically disassociate from the patient, stopping any billing for that Gateway and devices.

Part 3: Refurbishment Process

After unlinking devices:

- Follow your facility's sterilization protocols for refurbishment.
- Consider replacing BPM cuffs as they are more difficult to clean and may be more visibly worn.
- Replace batteries in all devices before reissuing.

Optional Refurbishment Support:

If you prefer, Medioh, our third-party logistics (3PL) partner, offers refurbishment services. Contact your Customer Success Manager to be introduced to Medioh.

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Part 4: Preparing Reissued Kits for New Patients

When preparing reissued devices:

- Include necessary supplies (e.g., new BPM cuffs, batteries, charging cables, quick start guides).
- Shipping Options for Supplies:
 - We can ship replacement supplies directly to your patients.
 - We can also bulk ship kit materials to your facility for assembling new kits

Tip:

Bulk ordering small kit boxes and updated quick start guides can significantly improve patient experience.

Additional Considerations

Whitelisting Devices

Whitelisting links devices to a specific Gateway and allows multiple patients in close proximity to operate Gateways and devices without interference.

How to Whitelist a Device:

1. Press and hold the center button on the Gateway until the LED ring flashes white.
2. Take a reading from the device to be whitelisted, keeping it close to the Gateway.
3. Verify the LED ring: A white section at the top of the LED ring (directly below the Tenovi logo) means the device was successfully whitelisted.

Repeat these steps for each device being added.

Important:

All patient devices must be whitelisted individually.

Pairing Before Reissuing

- To pair a Tenovi Watch to a Gateway before reissuing:

Factory Reset the Watch: Turn the watch on and swipe down. From the menu screen, select the gear icon. From the next menu, swipe up until you see a button labeled "Reset". Tap that and it will give you a message about wiping all data from the watch. Click the green check and it will fully reset the watch.

Plug the Gateway into a power outlet and wait until the LED on the Gateway turns RED.

When the watch first turns on, select language. A screen will appear asking to "Scan to Bind," just wait for the next screen to show up asking "Agree to the phone binding request" and select the blue check mark.

- Please contact Support for assistance pairing a new Tenovi Glucometer to a reissued Gateway.