

Steps to assist with delivery of continuous glucose monitoring starter kits

Please find below the step-by-step process for continuous glucose monitoring (CGM) device starter kits being sent to person with diabetes.

1. Health professional conducts an appointment with the person with diabetes (in person, or via telehealth) to select the most clinically appropriate CGM device for management of their diabetes.
2. The health professional fills in the appropriate Continuous and Flash Glucose Monitoring Access Form, including the section of the form with details about the person with diabetes (on behalf of the person with diabetes). The health professional needs to ensure up-to-date details are provided for the person with diabetes including an email address and preferred phone number.
3. When a CGM starter kit is required, the health professional is to consider the following when nominating the delivery address to be used:
 - a. **The health professional's regular place of work** (no change to current process).
 - b. **Alternate clinical location** (no change to current process).
On the Continuous and Flash Glucose Monitoring Access Form the health professional fills in the address the starter kit is to be sent to under contact details for the health professional—including email and preferred phone number—receiving the CGM starter kit.
 - c. **Person with diabetes' residential address** (change to current process is set out in steps 5–9 below).
CGM starter kits will only be sent to a residential address if the follow up appointment to initiate the device is via telehealth. Starter kits will not be left at a residential address unless a signature is obtained upon delivery.
4. Continuous and Flash Glucose Monitoring Access Form is submitted for processing as per details on the form.

Steps 5–9 are only needed if the follow-up appointment to initiate the device is conducted by telehealth and the CGM starter kit is being sent directly to the person with diabetes' residential address.

5. If a decision has been made by the health professional to send a starter kit directly to the person with diabetes' residential address, the health professional needs to advise the person:
 - a. how the follow-up appointment (via telehealth) will be conducted to initiate optimal use of the device
 - b. that they will need suitable internet access to upload and download data and to conduct the telehealth consultation
 - c. the starter kit will be delivered to the person's residential address; and
 - d. that they should not open the starter kit contents until the appointment.

6. CGM Assessment is processed, with the NDSS issuing communication to the person with diabetes and the health professional.
7. CGM starter kit is sent to the person with diabetes' residential address as indicated on the completed Continuous and Flash Glucose Monitoring Access Form.
8. CGM starter kit is received by the person with diabetes.
9. The health professional and the person with diabetes must conduct a telehealth consultation to provide education and support for the setup and ongoing use of the device.

Further information

If you have any questions that we can assist with, please contact the NDSS Helpline on **1800 637 700** or ndss@diabetesaustralia.com.au for assistance.