
ARK Care[®] Advance

Diabetes Management System

Healthcare Professional User Manual

v.3.1.0

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1 Getting Started

Welcome to the ARK Care® Advance Diabetes Management System. ARK Care Advance is a cloud-based blood glucose data management system for users to upload their blood glucose results to easily and conveniently manage their diabetes. Users can also invite their health care providers and health team to view their data and assist in the management of their blood glucose levels. ARK Care Advance displays the data in charts and graphs with various levels of data, from an overview to more detailed information.

1.1 Healthcare Professional User Manual Introduction

This Healthcare Professional User Manual provides assistance to the user while using the program. ARK Care Advance Diabetes Management System includes an uploader that allows the user to download their blood glucose readings into the platform. To download the blood glucose data, the user must be using an ARKRAY or ReliOn® blood glucose meter and the data cable (refer to Download Data). For further details on how to use the meter, please refer to the specific user manual for that meter.

1.2 Access Healthcare Professional User Manual

This Healthcare Professional User Manual is published in PDF format. To view or print the file, you will need Adobe Acrobat Reader.

1.3 System Requirements

- Windows® 8/8.1 (32-bit/64-bit), or Windows 10
- iPad or iPhone OS
- Android
- Minimum free hard disk space: 200MB
- USB Port
- Download Cable for Meter
- Monitor with display resolution of 1024 x 768 or more
- Internet Connection

1.4 Compatible Meters

ARKRAY GLUCOCARD® 01	ReliOn™ Prime
ARKRAY GLUCOCARD® Vital	ReliOn™ Confirm
ARKRAY GLUCOCARD® Shine	ReliOn™ Premier BLU
ARKRAY GLUCOCARD® Expression	ReliOn™ Premier Voice
ARKRAY GLUCOCARD® Shine Connex	ReliOn™ Premier Classic
ARKRAY GLUCOCARD® Shine Express	
ARKRAY GLUCOCARD® Shine XL	

Note: PC = computer that operates on Microsoft Windows OS.

2 System Setup

For system set up of the ARK Care Advance Diabetes Management Platform, contact an ARK Care Advance Expert.

Phone: 1-855-646-3235 and press "1"

Email: arkcareadvance@arkrayusa.com

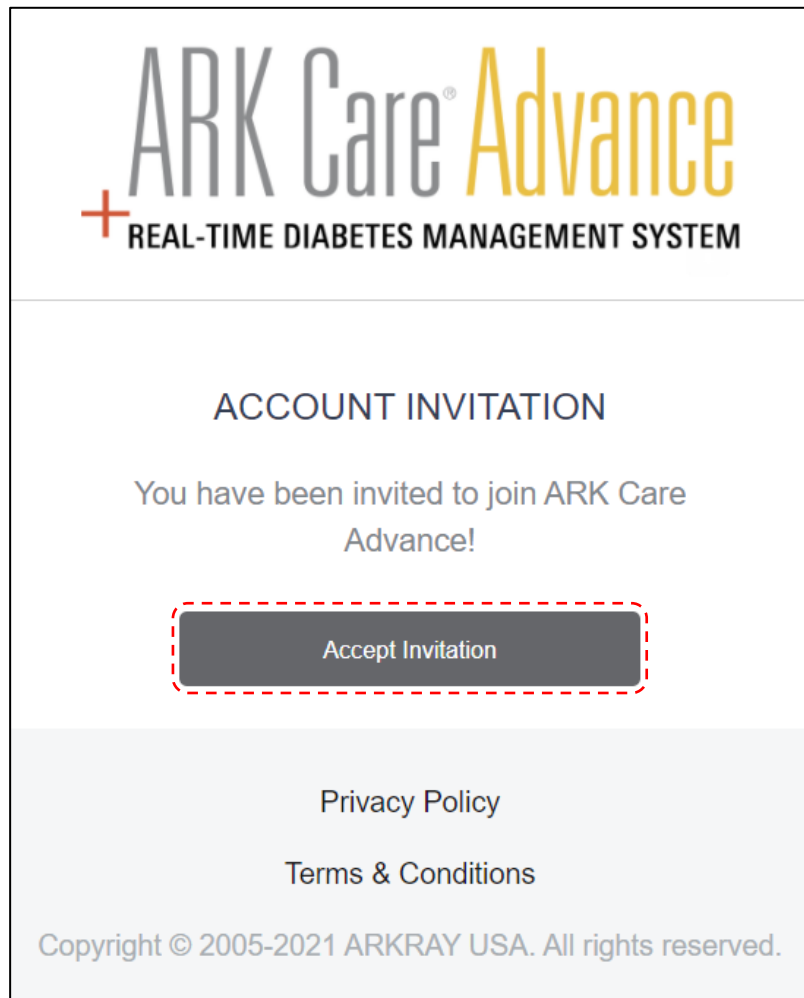
3 Healthcare Professional Users

User Role	Description
Provider	Provider users are able to add patients and access Patient Health Data and medical information.
Organization Administrator	<p>Administrator of the ARK Care Advance Platform at the Organization level. Ability to have up to 5 administrators per Organization (Location).</p> <p>The primary Administrator has the ability to add/edit other Organization administrators under the Health System and Organization.</p> <p>All Organization Administrators can add Providers and Patients.</p> <p>Organization Administrators have access to all Population Health Management Reports of the Organization and Provider Levels under the Health System.</p> <p>Organization Administrators are able to add patients and have access to Patient Health Data and medical information.</p>
Collaborator	User that has access to all Population Health Management reports of the Health System (System, Organization and Provider level).

4 Access

4.1 Account Setup

A user is added to the system by an Administrator via an email invitation.



Click "**Accept Invitation**".

Complete the following sections to create your account and click "Next".

NEW PROVIDER ENROLLMENT

Create Your Account
Already have an account? [Sign In.](#)

? Please create an account to confirm your invitation!

ACCOUNT INFORMATION

First Name *
Should not include prefixes

Middle Initial

Last Name *
Should not include suffixes

Phone Number *

Email Address *

Username (optional)

Passwords must meet the following requirements:

- Must be between 15 and 128 characters in length.
- Can only contain the following special characters: !"#\$%&'()*+,-./:;<=>?@[_`{|}~

Password *

Password Confirmation *

I agree to the [Terms & Conditions](#)

SECURITY

Question 1 *

-Select One-

Answer 1 *

Question 2 *

-Select One-

Answer 2 *

Question 3 *

-Select One-

Answer 3 *

Next

Item	Description
A. Account Information	Includes: Name (First, Middle Initial, Last), Phone Number, Email, Username (optional), and Password/Confirm Password. To view Terms & Conditions click on the link. To agree to Terms & Conditions select the checkbox.
B. Security	Select Security Questions from dropdown and enter in the answers. Activate 2-factor authentication that will send a code to either email or phone via SMS and be required during login.
C. Next	Click to save information entered and continue to next step.

4.2 Patient List (Home Page)

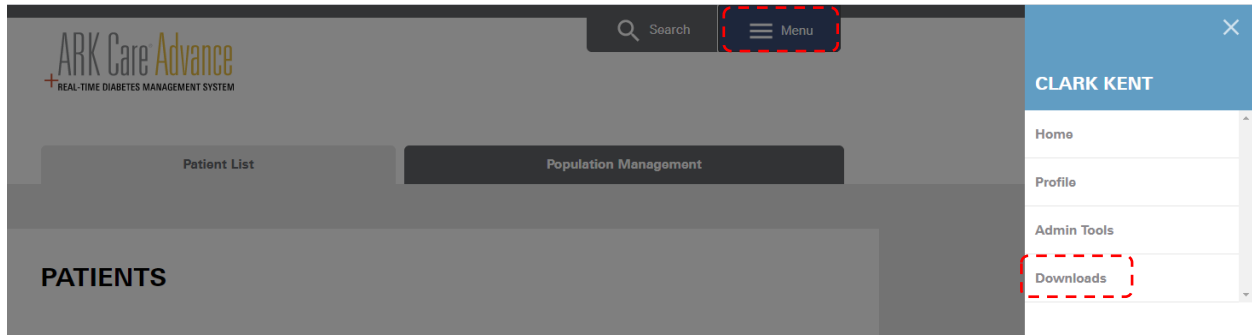
View **"Account created successfully!"** banner above the patient list.

Item	Description
A. Name	Patient First Name and Last Name.
B. Date of Birth	Patient Date of Birth.
C. Patient ID	Patient ID (determined by provider/organization).
D. Est A1C	Estimated A1C calculated by the system based on formula provided by ADA and the last 2 weeks of uploaded data.
E. Above	Percent of readings above target range for specific patient based on last two weeks of uploaded data.
F. Below	Percent of readings below target range for specific patient based on last two weeks of uploaded data.
G. Filters	Click to select filters to view specific patients on Patient list.
H. Details	Click to see Patient's page and data.
I. Pagination	Click dropdown to see patients per page or arrows to view additional pages.

5 Installing the ARK Care® Uploader Application

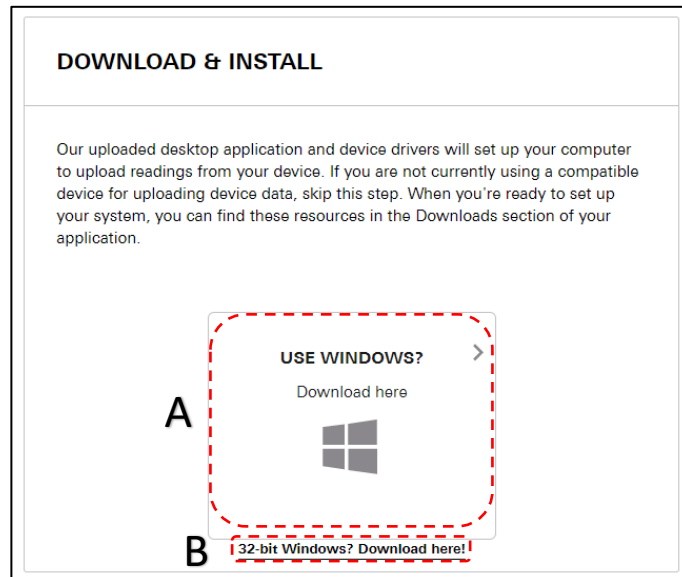
5.1 Uploader Application Location

The uploader application can be found by clicking the Menu button at the top of the page and clicking on “Downloads”.



*Note: Users do not need to be signed into ARK Care Advance to access the Downloads page.

Download and install the Uploader Application by clicking on the download here box shown below. There is also an option for 32-bit operating systems.



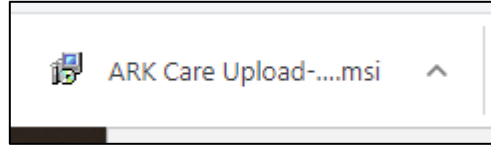
The Uploader Application is used in conjunction with the USB cable associated with your blood glucose meter. The uploader is used to transfer the readings from your meter to the ARK Care® Advance system.

Item	Description
A. Download here	Click here to download the 64-bit version of the Uploader.
B. Organization	Click here to download the 32-bit version of the Uploader.

5.2 Installing the ARK Care® Uploader Application

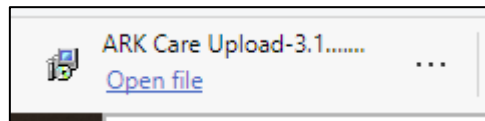
5.2.1 Windows PC

For Chrome Browser:



Click the **"ARK Care Uploader-3.1.0"** located in the bottom left of the screen as displayed as above.

For Microsoft Edge Browser:

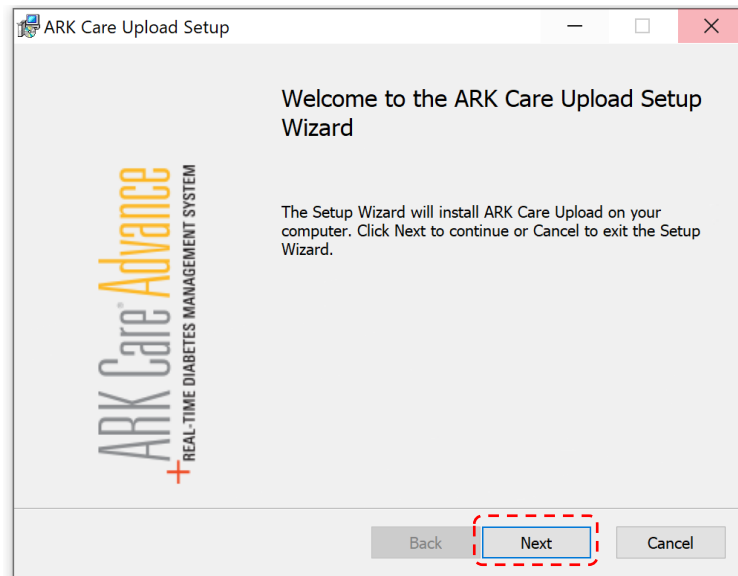


Pop up will display on the bottom of screen.
Click on **"Run"** and **"Yes"** on next pop up.

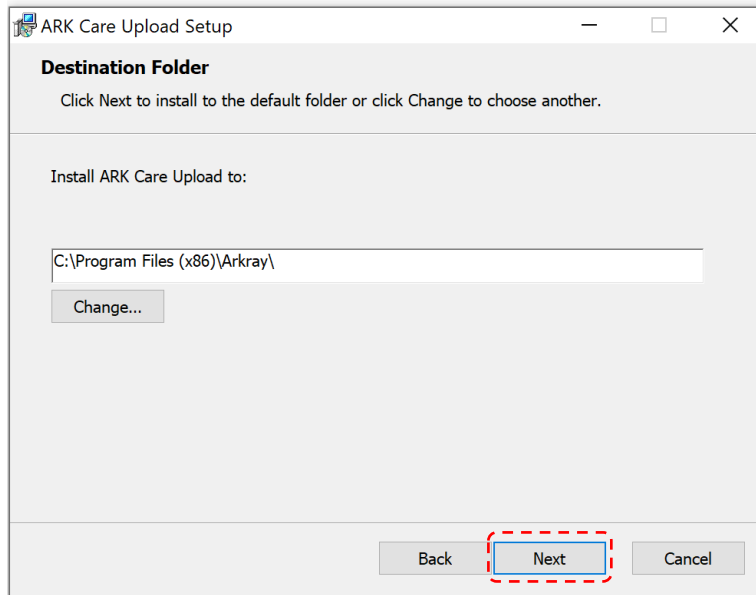
5.2.2 Uploader Installation Wizard

For both browser types the below will display to start setting up the Uploader Application.

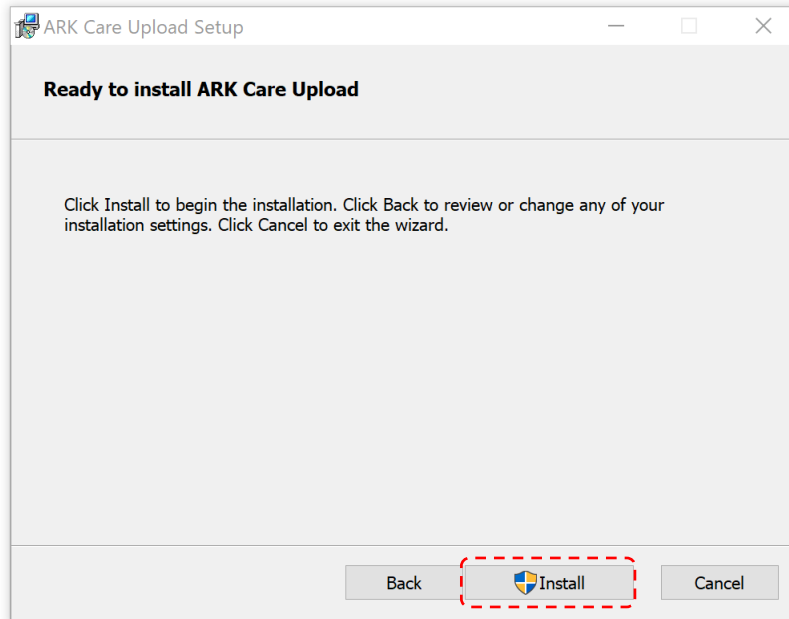
Click **"Next"** to begin the setup.



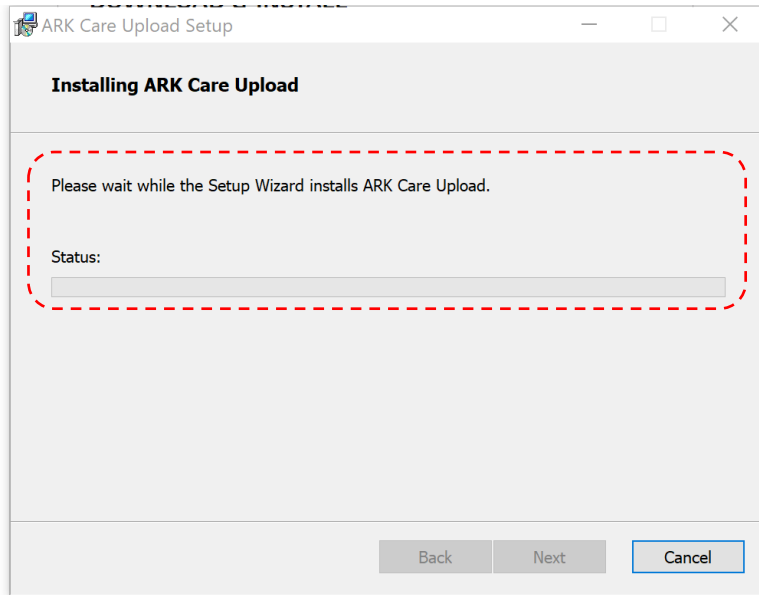
Select a destination location for the Uploader Application or click “**Next**” to use the default file location.



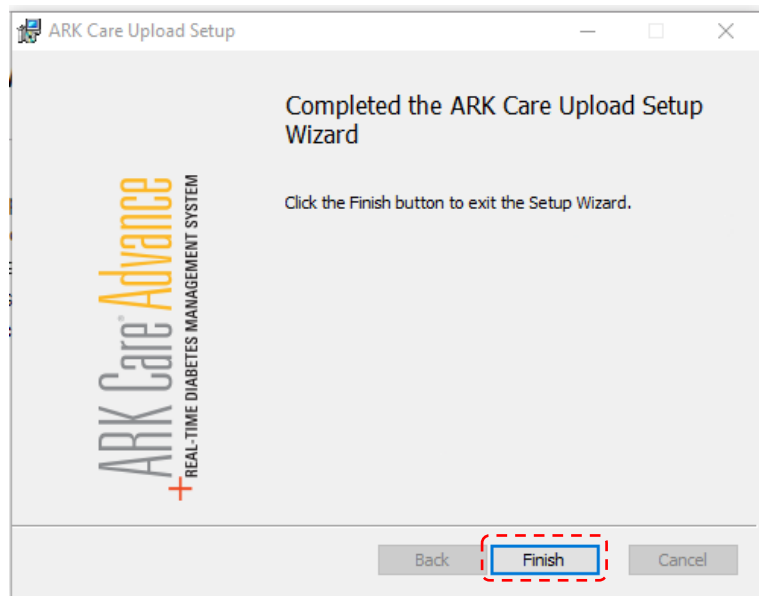
Click “**Install**” to begin the installation.



View the installation process progress.



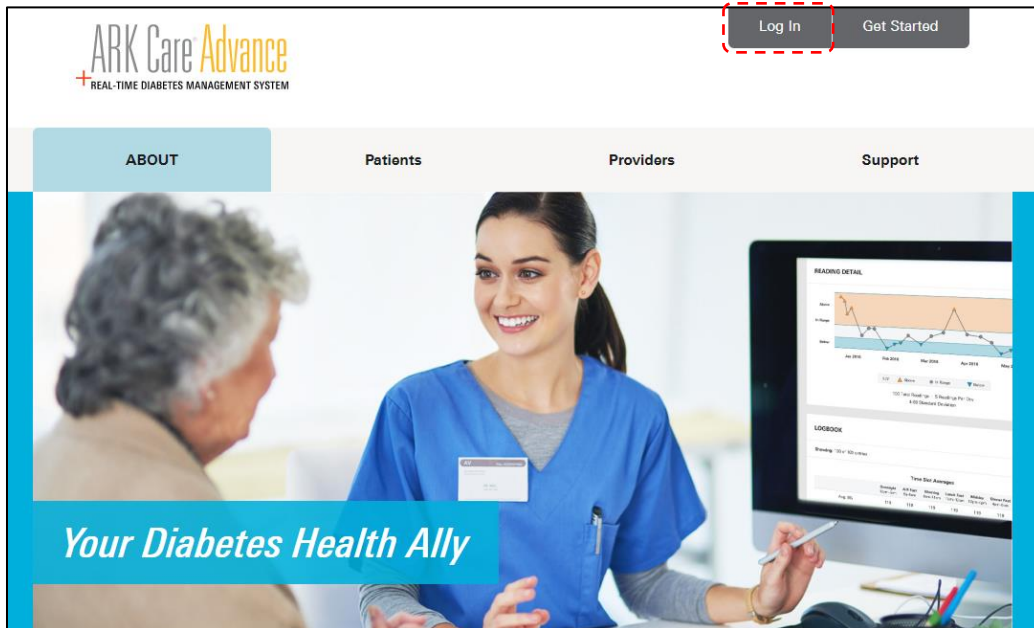
Click "**Finish**" to complete the installation.



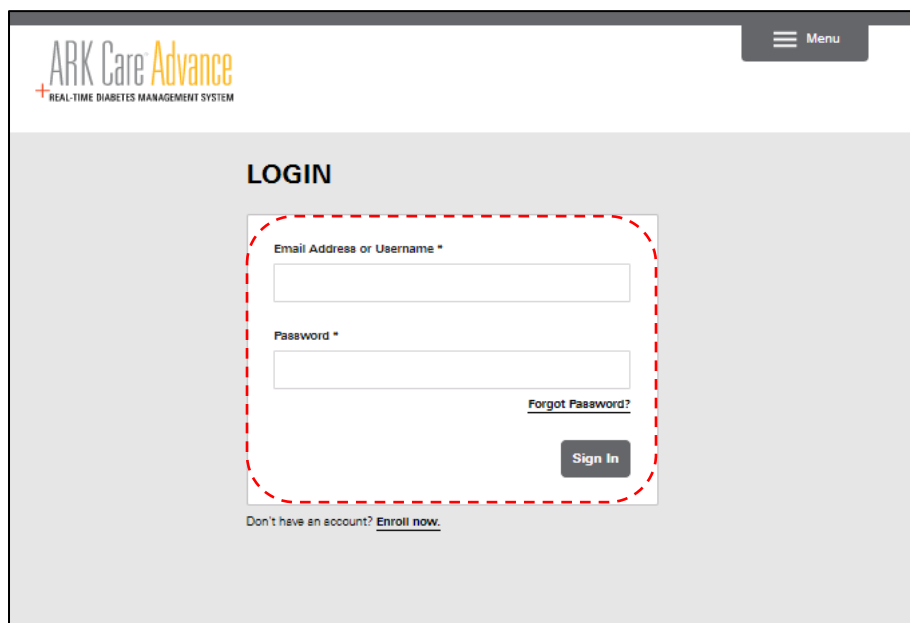
6 ARK Care® Advance Healthcare Professional User Manual

6.1 Logging into ARK Care Advance

From arkcareadvance.com, click “Log In” to navigate to the Login page.

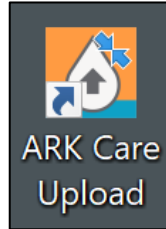


Enter your email address or Username and password. Click “Sign In”.

The image shows the ARK Care Advance login page. At the top left is the logo "ARK Care Advance REAL-TIME DIABETES MANAGEMENT SYSTEM". At the top right is a "Menu" button. The main heading is "LOGIN". Below it is a login form with two input fields: "Email Address or Username *" and "Password *". To the right of the password field is a link for "Forgot Password?". Below the form is a "Sign In" button. At the bottom of the page, there is a link: "Don't have an account? [Enroll now.](#)".

6.2 Uploading Blood Glucose Readings

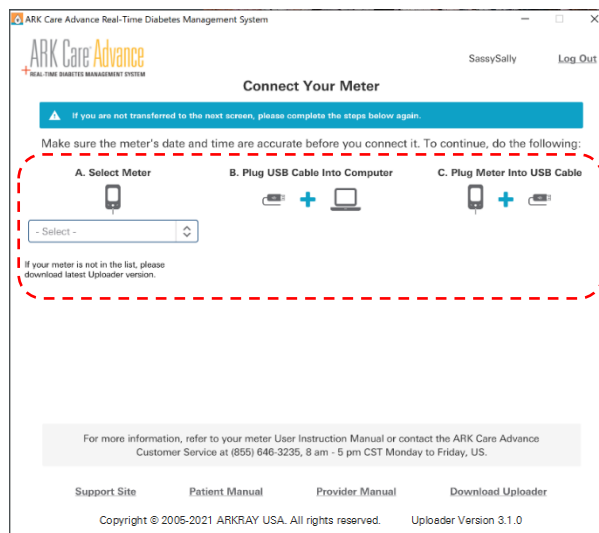
Click on the “ARK Care Upload” icon on your desktop to open the uploader application.



Use your ARK Care Advance, ARK Care VITA, or ReliOn Life credentials to login to the uploader application.

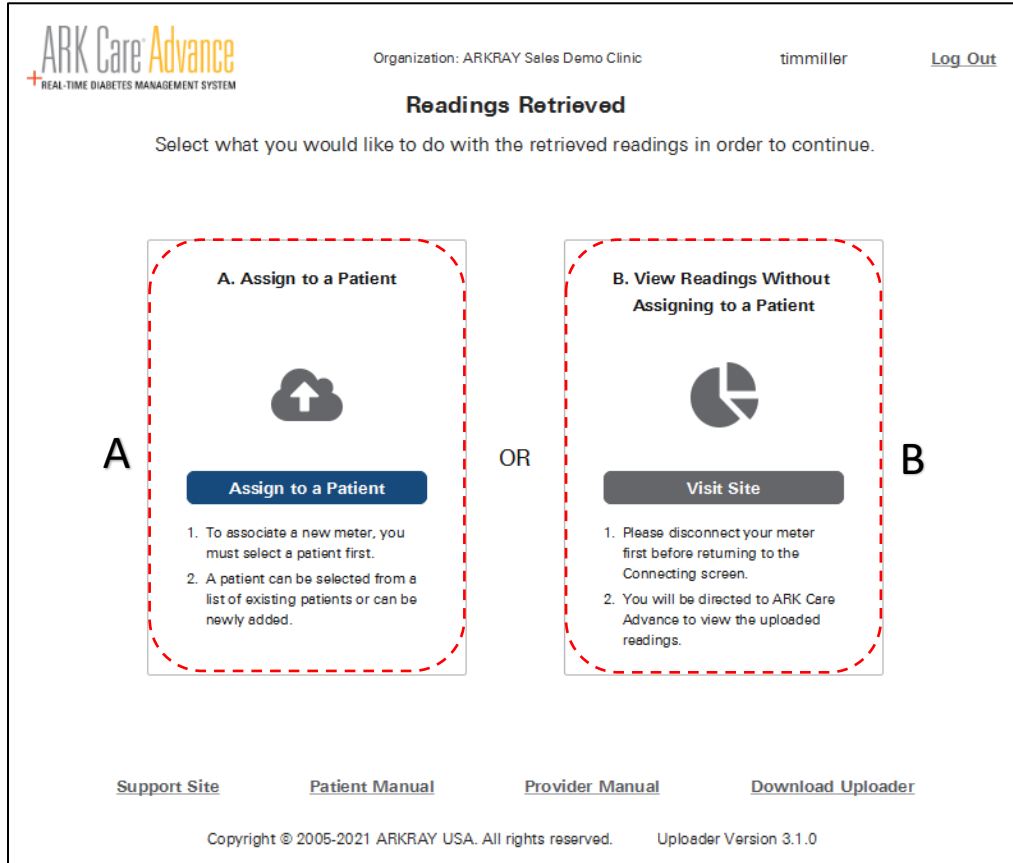


Select your meter within the dropdown menu (A.) and proceed to B. and C. to view the directions to upload your meter readings.



6.3 Readings Retrieved

After following the instructions to download readings from the selected meter, choose what you would like to do with the retrieved readings.

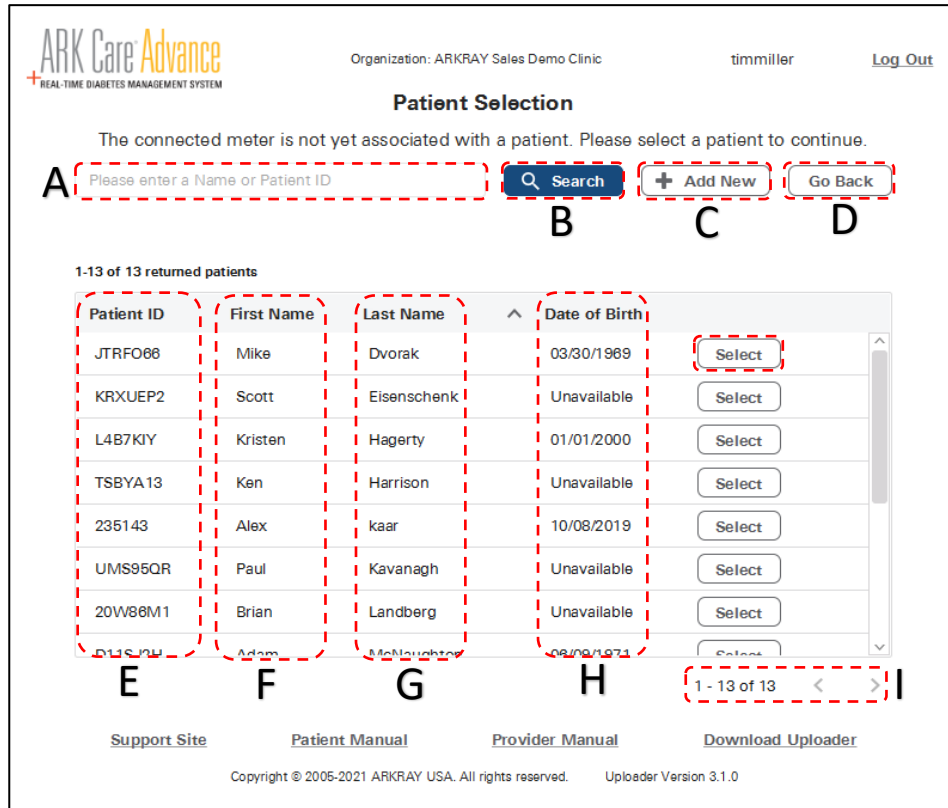


*Note: If the meter is already assigned to a patient, the readings will automatically be associated with that patient’s account upon confirmation.

Item	Description
A. Assign to a Patient	Select “Assign to a Patient” to navigate to the Patient Selection screen where users are able to search for an existing patient or add a new patient to ARK Care Advance.
B. Visit Site	Select “Visit Site” to open a web browser to view the retrieved readings without assigning them to a patient or creating a new patient account.

6.3.1 Assign to a Patient

Search for an existing patient from your Organization’s Patient List or create a new patient account by clicking “Add New”.



Item	Description
A. Search Field	Search for your patient by their name or Patient ID.
B. Search Button	Click here to initiate the search.
C. Add New	Click Add New to navigate to the Add New Patient screen.
D. Go Back	Click Go Back to return to the Connect Your Meter screen.
E. Patient ID	Click on Patient ID to sort the list by Patient ID.
F. First Name	Click on First Name to sort the list by First Name.
G. Last Name	Click on Last Name to sort the list by Last Name.
H. Date of Birth	Click on Date of Birth to sort the list by Date of Birth.
I. Pagination	Click the arrows to navigate through the Patient List pages.

6.3.1.1 Add New Patient

Clicking “**Add New**” on the Patient Selection screen will take you to the Add New Patient screen.

Enter the New Patient’s information in the appropriate fields and click “**Add Patient**” to create their profile.

The screenshot shows the 'Add New Patient' form with the following fields and annotations:

- A:** Patient ID* (required) field.
- B:** First Name* field.
- C:** Last Name* field.
- D:** Date of Birth* field (format: mm/dd/yyyy).
- E:** Selected Organization* field (dropdown menu showing 'ARKRAY Sales Demo Clinic').
- F:** Phone Number field (format: (123) 456-7890).
- G:** Email Address field (format: name@email.com).
- H:** Cancel button.
- I:** Add Patient button.

Additional text on the form includes: 'Organization: ARKRAY Sales Demo Clinic', 'timmler', 'Log Out', 'Add a new patient and associate them to the meter.', and footer information: 'Support Site', 'Patient Manual', 'Provider Manual', 'Download Uploader', 'Copyright © 2005-2021 ARKRAY USA. All rights reserved.', 'Uploader Version 3.1.0'.

*Note: Phone Number and Email address are optional.

Item	Description
A. Patient ID	Enter the patient’s designated ID.
B. First Name	Enter the patient’s first name.
C. Last Name	Enter the patient’s last name.
D. Date of Birth	Enter the patient’s date of birth.
E. Select Organization	Select the appropriate organization for the patient.
F. Phone Number	Enter the patient’s phone number.
G. Email Address	Enter the patient’s email address. Patient will receive link to set up their profile for ARK Care Advance and ARK Care VITA/ReliOn Life.
H. Cancel	Cancel creating a new patient.
I. Add Patient	Create the new patient profile.

6.3.2 Visit Site

Clicking on the Visit Site link will open ARK Care Advance in your default web browser. You will be automatically signed into ARK Care Advance with the user credentials used when you signed into the uploader. You will be able to view the Overview tab and the Readings, or Logbook tab. Upon closing the browser, all patient information is purged.

ARK Care Advance
+ REAL-TIME DIABETES MANAGEMENT SYSTEM

Search Menu

GLUCOCARD SHINE XL (C6A305F03004)

Overview Readings

STATS
58 Total Readings
Averaging 1.7 Readings per Day

Lowest	Average	Median	Highest
10	138	138	529

READING DISTRIBUTION

Below Above In Range

MODAL DAY

KEY: ▲ Above ● In Range ▼ Below

Overnight Morning

ARK Care Advance
+ REAL-TIME DIABETES MANAGEMENT SYSTEM

Search Menu

GLUCOCARD SHINE XL (C6A305F03004)

Overview Readings

LOG DETAILS ▾

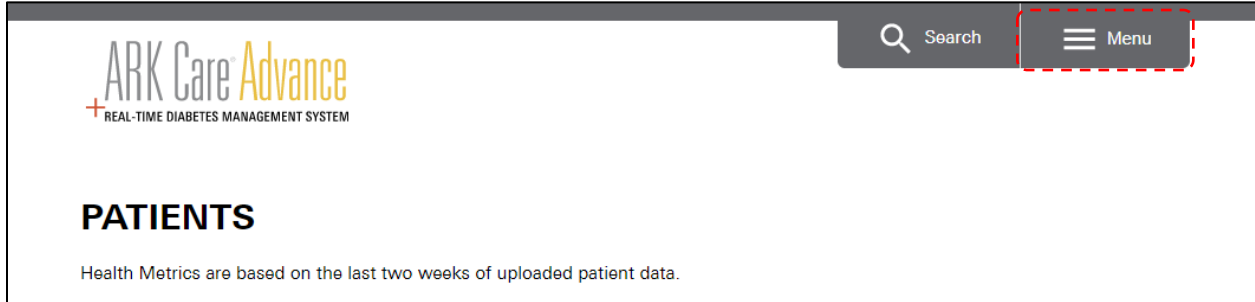
DAILY SUMMARY LOG ▾

TRENDLINE ▾

6.4 Navigating the ARK Care Advance Diabetes Management System

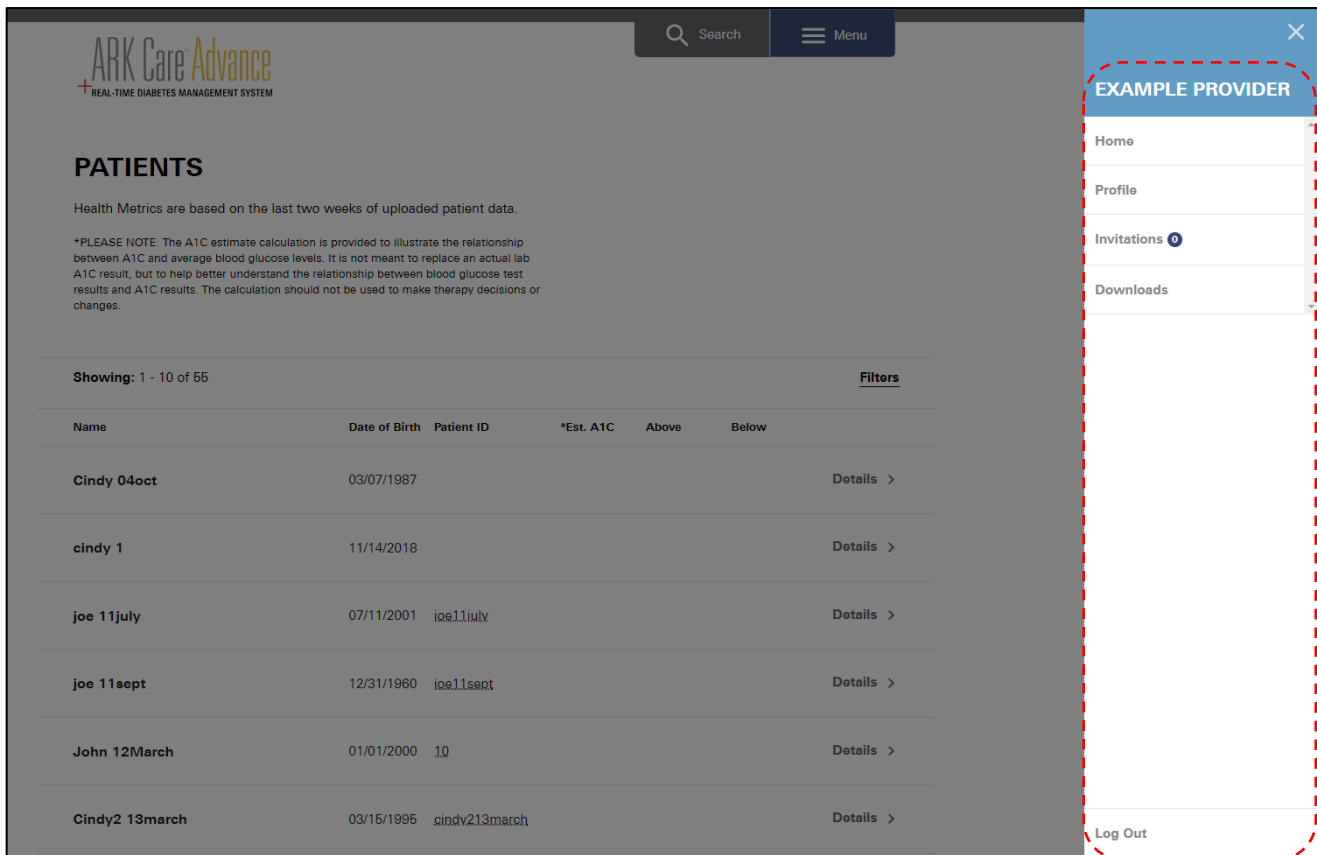
6.4.1 Menu

Click **"Menu"** in the upper right corner.



The side menu will appear. Click to navigate to the desired section:

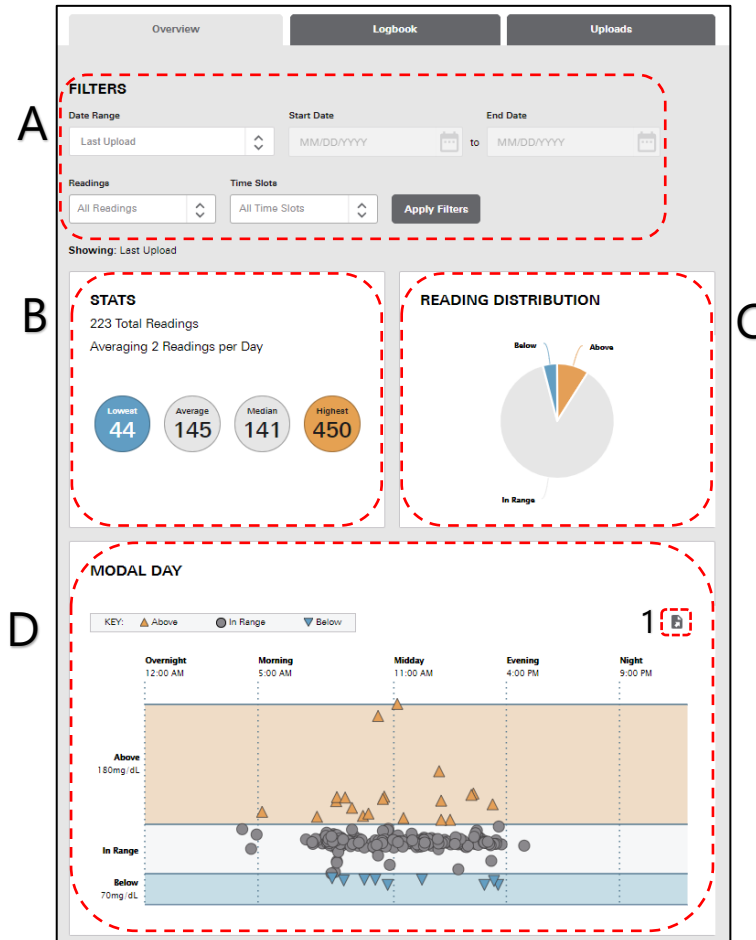
- Home
- Profile
- Invitations
- Downloads
- Log Out



6.5 Home

6.5.1 Patient Overview Tab

Displays blood glucose test results for a selected time range. This view allows you to get an overview of your data.

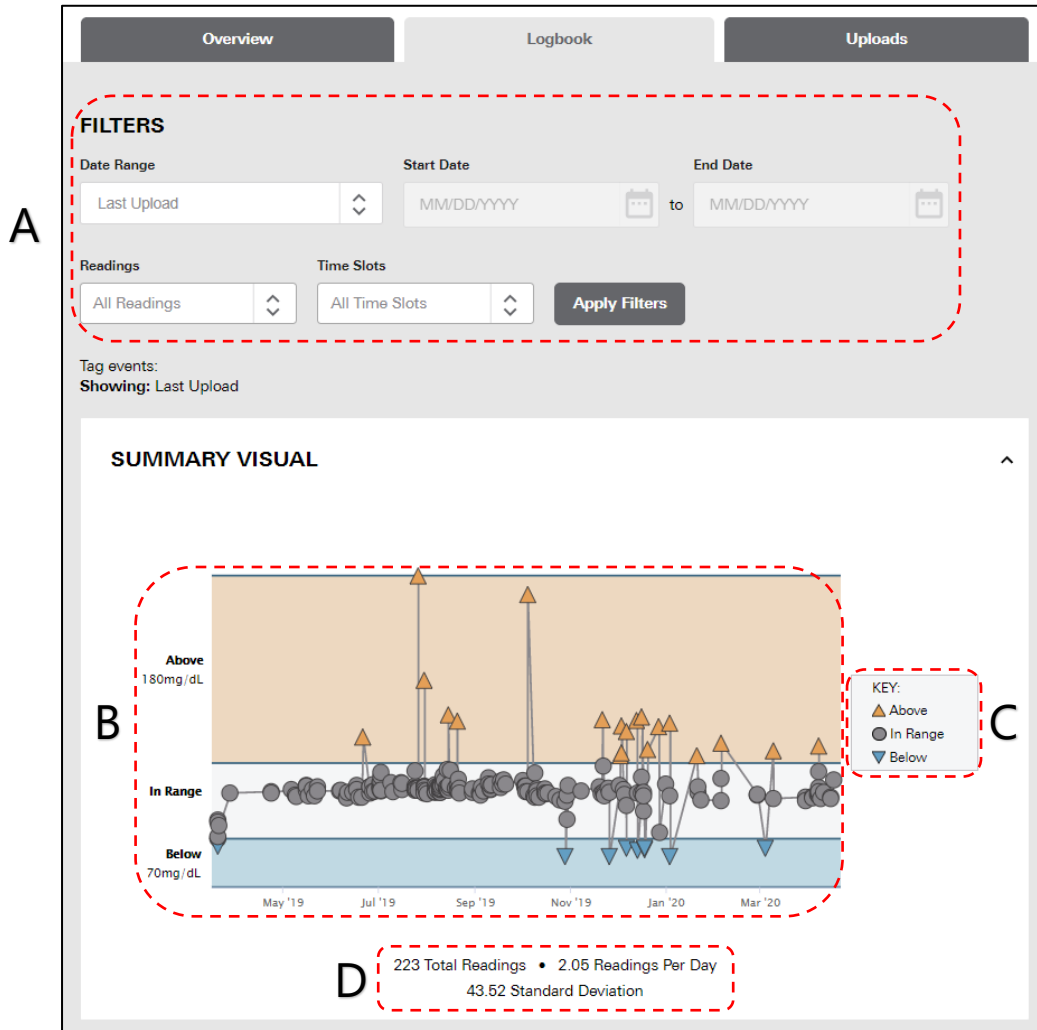


Item	Description
A. Filters	Date Range defaulted to Last Upload. User can select from dropdown to view data from: All Time, Last Upload, Last Week, Last Month, Last Three Months, or Custom date range. Filter by Readings (Above, In Range, Below) and/or Time Slot.
B. Stats	Shows total number of readings, average number of readings per day, lowest blood glucose reading, average blood glucose readings, median blood glucose reading, and highest blood glucose reading.
C. Readings Distribution	Shows the percent of readings in relation to target range. Percent below target BG range (blue), within target range (grey), above target range (orange). Hovering over each pie chart section will display specific percentage.
D. Modal Day	This report analyzes blood glucose trends by time of day. You can learn what times of day you tend to be high, low, or within your target BG range. Export (1) the Modal Day graph and use the native print function to print or save as pdf.

6.5.2 Patient Logbook Tab

6.5.2.1 Summary Visual

The Summary Visual displays blood glucose test results for a selected date range. This view allows you to get a graphical overview of your data.



Item	Description
A. Filters	Date Range defaulted to Last Upload. User can select from dropdown to view data from: All Time, Last Upload, Last Week, Last Month, Last Three Months, or Custom date range. Filter by Readings (Above, In Range, Below) and/or Time Slot. These filters control the content on the entire Logbook tab.
B. Reading Values	Scatterplot of readings over time connected to show trend. Click on a point to see details for that reading.
C. Key	Shows the reading in relation to target range. Below target BG range (blue upside-down triangle), within target range (grey circle), above target range (orange triangle).
D. Statistics	Represent the total number of readings, average number of readings per day and the standard deviation for the time period.

6.5.2.2 Log Trending

The Log Trending section shows the daily blood glucose readings organized by the time slots you configured in your profile under **"Edit a Patient's Profile"** (see section 6.6.1.1).

LOG TRENDING A +

Time Slot Averages

	Overnight 12 AM-5 AM	Morning 5 AM-11 AM	Midday 11 AM-4 PM	Evening 4 PM-9 PM	Night 9 PM-12 AM
Avg. BG	150	144	145	132	-
# Above	-	11	9	-	-
# Below	-	5	4	-	-

Log Detail C KEY: ▲ Above ▼ Below

Date	# Readings	Avg. BG (mg/dL)	Overnight 12 AM-5 AM	Morning 5 AM-11 AM	Midday 11 AM-4 PM	Evening 4 PM-9 PM	Night 9 PM-12 AM
04/17/2020	1	155	-	155	-	-	-
04/15/2020	2	129	-	128 130	-	-	-
04/10/2020	1	137	-	137	-	-	-
04/08/2020	1	128	-	128	-	-	-
04/07/2020	6	154	-	167 138 144 204 136 132	-	-	-
04/06/2020	1	134	-	-	134	-	-
04/03/2020	2	130	-	131	129	-	-
03/30/2020	2	128	-	125 130	-	-	-
03/09/2020	2	163	-	197 ▲	128	-	-
03/04/2020	1	56	-	56 ▼	-	-	-

Rows per page: 10 ▾ 1 - 10 of 109 >

Item	Description
A. Manual Entry	Click "+" to enter a manual reading.
B. Time Slot Averages	Averages by time slot include: Average Blood Glucose (BG) reading, number of readings above the target range and number of readings below the target range.
C. Key	Shows the reading in relation to target range. Below target BG range (blue upside-down triangle) or above target range (orange triangle).
D. Log Detail	Displays Blood Glucose readings by time frame and date. Includes number of readings per day, average BG reading per day, readings by time slot with indication if they were high or low in relation to the target range. Displays up to 25 rows (days) per page.

6.5.2.3 Manual Entry

Manual readings can be entered by clicking on the “+” icon from the **Individual Readings Log** or **Log Trending**.

Item	Description
A. Date	Enter in date of reading MM/DD/YYYY or click calendar icon to select date.
B. Time	Enter in time of reading HH:MM AM/PM.
C. Device	Select device from dropdown.
D. Blood Glucose Reading	Enter in blood glucose reading.
E. Comment	Enter in comment about reading (required).
F. Clear	Click “Clear” to cancel the entry.
G. Save	Click “Save” to complete the entry.

6.5.2.4 Log Details – Individual Readings Log

The Individual Readings log displays each individual instance of a blood glucose test for a selected time range.

LOG DETAILS A B

Individual Readings Log KEY: ▲ Above ▼ Below

Date	Reading Time	Time Slot	Reading	Patient's Comments	Provider's Comments
4/17/2020	1:21 PM	Midday	34 ▼	Sick with the flu.	
4/17/2020	8:23 AM	Morning	155		
4/16/2020	9:45 PM	Night	133		Before Bed.
4/15/2020	9:44 AM	Morning	128		
4/15/2020	8:21 AM	Morning	130		
4/10/2020	10:02 AM	Morning	137		
4/8/2020	10:21 AM	Morning	128		
4/7/2020	10:44 AM	Morning	167		
4/7/2020	10:30 AM	Morning	138		
4/7/2020	10:12 AM	Morning	144		
4/7/2020	9:53 AM	Morning	204 ▲		

C

Item	Description
A. Export	Export the Individual Readings Log and use the native print function to print or save as a pdf.
B. Manual Entry	Click "+" to enter a manual reading.
C. Individual Readings Log	Individual Readings Log shows the Date, Reading Time, Time Slot, Reading, and Patient and Provider Comments for each reading taken. Providers and Organizational Admins are able to view their own comments. Comments can only be made on manually entered readings. Patients are able to view all provider comments.

6.5.3 Patient Uploads Tab

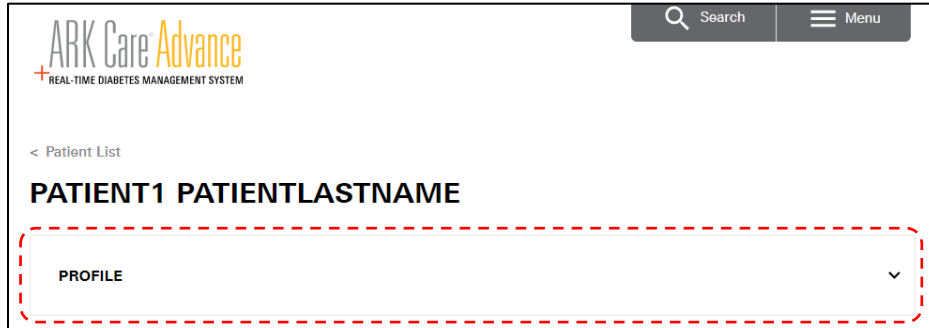
Uploads tab will display each instance blood glucose readings have been uploaded to your profile.

Item	Description
A. Key	Shows the reading in relation to target range. Below target BG range (blue upside-down triangle), within target range (grey circle), above target range (orange triangle).
B. Upload Card	Information about specific upload occurrence: Date and time, number of readings, beginning to end date of readings in upload, Device/Meter name and serial number, readings percentage in relation to the target range. Click for more detailed information.
C. Rows Per Page	Select dropdown to view more rows per page. Options are: 5, 10, 15, 20, or 25 rows per page. Default is 10.

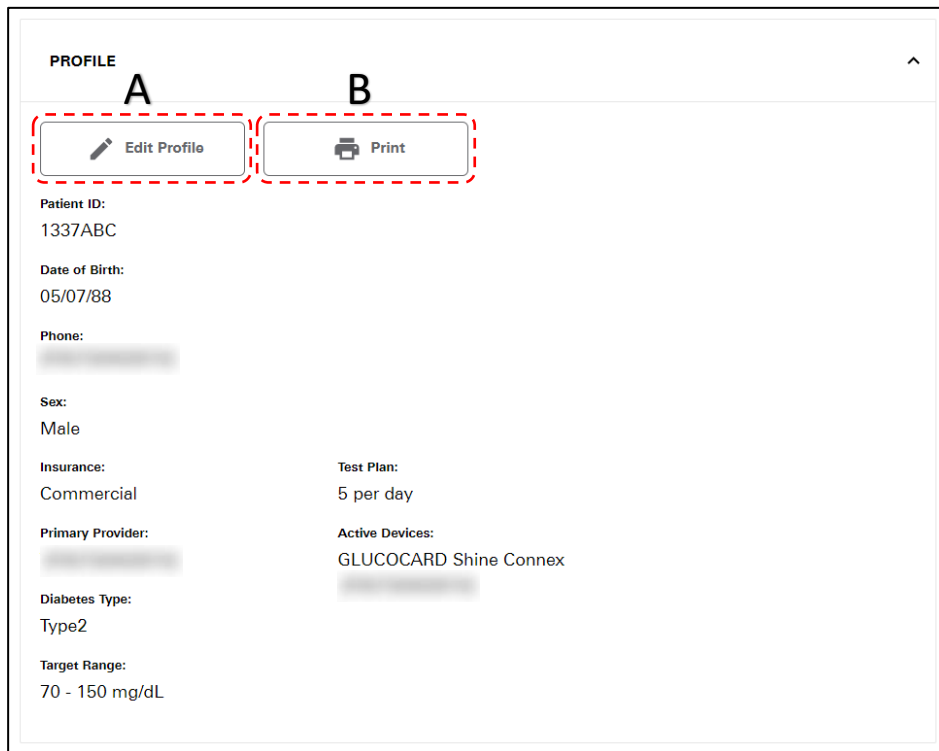
6.6 Patient Profile

6.6.1 Patient Profile Tab

The Patient’s profile can be viewed and edited from the drop-down menu at the top of the page.



Clicking on Profile will provide a quick view of the Patient’s personal information.



Item	Description
A. Edit Profile	Click Edit Profile to make changes to the Patient’s Profile.
B. Print	Print the Patient’s information.

6.6.1.1 Edit a Patient's Profile

Providers are able to update certain patient information from Edit Profile.

Item	Description
A. General Info	Update information such as Sex, Phone Number, Birth Date, and Insurance type.
B. Test Plan	Edit the patient's test plan schedule here. This controls the Modal Day and Daily Summary Logbook. Up to 8 configurable timeslots.
C. Diabetes & Care Info	View and edit Diabetes Type and set the Target Range for the patient.
D. Patient Organizations	Update the Patient ID and primary care provider.
E. Devices	View associated meters with the ability to toggle them active and inactive.
F. Update	Save the updated information.

6.7 Provider Profile

View and edit your profile information from the side menu.

The screenshot shows a web form for a provider's profile. It is divided into several sections:

- A. ACCOUNT INFORMATION:** Contains fields for First Name (with a note 'Should not include prefixes'), Middle Initial, Last Name (with a note 'Should not include suffixes'), Email Address, Username (optional), Phone Number, Two Factor Authentication Type (with a dropdown menu), and Cell Number.
- B. ORGANIZATIONS:** Lists 'Alena Health System' and 'Burnsville Care Organization'.
- C. SECURITY:** Contains three security questions, each with a dropdown menu for the question and a text input field for the answer. The questions are: 'What is your best friend's first name?', 'When is your anniversary?', and 'What high school did you attend?'.
- D. Change Password:** A button to change the user's password.
- E. Update:** A button to save the updated information.

Item	Description
A. Account Information	View and edit your Name, Email Address, Phone Number(s), and Two Factor Authentication.
B. Organizations	View your primary Health System and Organization information.
C. Security	Update your security questions.
D. Change Password	Change your password.
E. Update	Save the updated information.

6.7.1 Change Password

Click Change Password from the Profile screen to navigate to the Change Password screen.

CHANGE PASSWORD

Please use the following form to change your password.

A Current Password *

B Passwords must meet the following requirements:

- Must be between 15 and 128 characters in length.
- Can only contain the following special characters:
!"#\$%&'()*+,-./:;<=>?@[!^_`{|}~
- Must not be the same as your current or previous 2 passwords.

C Password *

D Password Confirmation *

E

F

Item	Description
A. Current Password	Type in your current password.
B. Password Requirements	View the password requirements.
C. New Password	Type in your new password.
D. Confirm Password	Confirm your new password.
E. Cancel	Click "Cancel" to return to the Profile tab.
F. Change	Click "Change" to change your password.

6.8 Invitations

6.8.1 Requests Tab

INVITATIONS

A INBOX (1)

Example Patient
invites you to access their uploaded data.

B Decline
Access **C**

D INVITE PATIENTS

Enter the information below to send your patients an ARK Care Advance invitation. By giving patients regular access to upload and view their data, you can better work together to manage their diabetes.

Organization

Patient Id

Patient Email Address

E Send Invitation

Item	Description
A. Inbox	Displays invitations from Healthcare Providers that are requesting access to data.
B. Decline	Click "Decline" to refuse access to a provider's invitation.
C. Access	Click "Access" to allow your data to be accessed by the requesting provider.
D. Invite Patients*	Invite a patient to join ARK Care Advance via email.
E. Send Invitation	Click "Send Invitation" to send the invite to a patient.

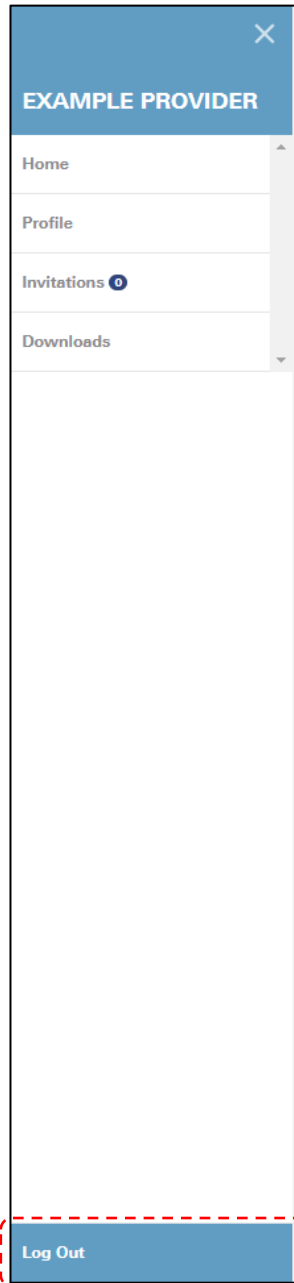
*Sending an invite to a patient from the selected Organization allows all providers in that Organization access to the patient's information.

6.9 Logging Out

Click the “**Menu**” bar located in the upper right corner.



Click “**Log Out**” at the bottom of the side menu.



7 Organization Admin User Role

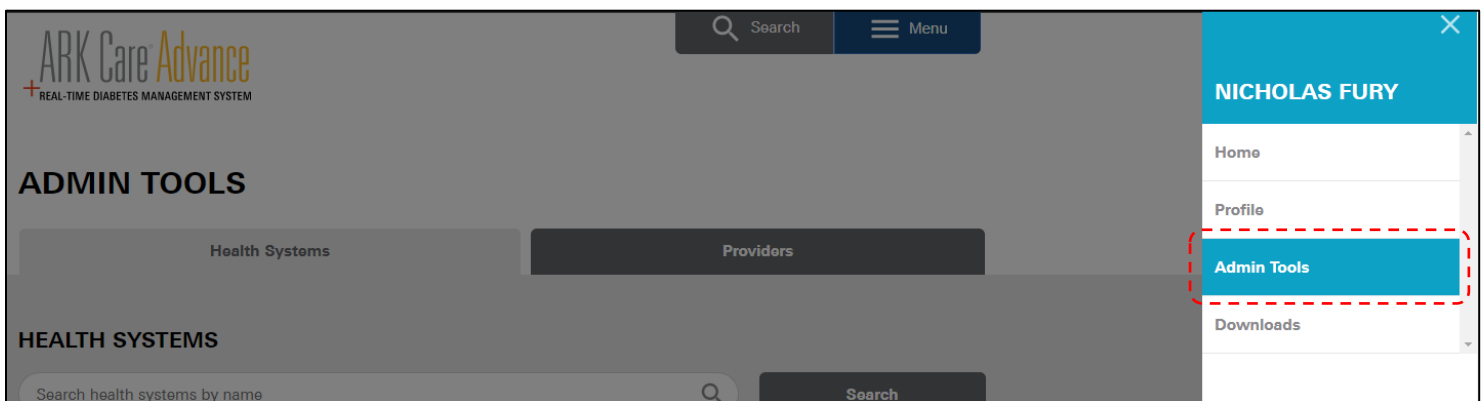
The Organization Administrator role (Org Admin) has Administration rights and access to Population Health Management reports. This User has access to Patient Data but does not have permission to send invitation request to Patients.

7.1 Admin Tools

Click the Menu tab in the upper right of the screen to view the side menu.



Click on Admin Tools in the side menu.



7.1.1 Health Systems Tab

The Health Systems tab provides users with the tools to perform Administrative functions within ARK Care Advance.

The screenshot displays the 'ADMIN TOOLS' section with two tabs: 'Health Systems' and 'Providers'. The 'Health Systems' tab is active and contains a search bar (A) with the text 'Search health systems by name' and a 'Search' button. Below the search bar, it indicates 'Showing 1 - 2 of 2 records.' There are two health system cards (B): 'ARKRAY SALES HEALTH SYSTEM' with address '5182 W 78th St, Minneapolis, MN 55439' and 'BONNIE HEALTH CARE DEMO' with address '5182 78th St, Edina, MN 55439'. Each card has 'Organizations' and 'Users' tabs (C and D). The 'Organizations' tab for the first system shows 'ARKRAY Sales Demo Clinic'. The 'Users' tab for the second system shows 'Health System Administrators' with contact info for Reed Richards and Sandra HS Admin, and a 'Collaborators' section with 'No users found'.

Item	Description
A. Search	Search for specific Health System.
B. Health System Information	Health System name and address.
C. Organizations Tab	List of Organizations user belongs to. Click specific Organization Link to view Organization information.
D. Users Tab	Click to view list of Collaborators and Health System Administrators (if applicable).

7.1.1.1 Organizations

Clicking on the name of one of the organizations from the previous page (Item C.) will bring up the information for that organization.

The screenshot displays the administration interface for the ARKRAY SALES DEMO CLINIC. It is organized into three main sections:

- A. Organization Info:** Displays the organization name "ARKRAY SALES DEMO CLINIC" under the "ARKRAY SALES HEALTH SYSTEM". It includes buttons for "View Patients" and "Edit Organization".
- B. Administrators:** Shows a list of administrators. Each entry includes the name, role (e.g., "Primary Administrator"), email address, and phone number. An "Add/Remove Administrators" button is present.
- C. Providers:** Shows a search and filter interface for providers. It includes a search bar for email addresses, a dropdown for "All Providers", a filter for "Active" status, and buttons for "Reset Filters" and "Apply Filters".

At the bottom, a table shows the first record for a provider:

Name and Contact	Type	Organizations	Actions
Albert Rohas Arkraytest+albertrohas@gmail.com (800) 818-8877	CertifiedDiabetesEducator	ARKRAY Sales Demo Clinic	Actions ▾

Item	Description
A. Organization Info	Health System and Organization name, View Patients (Click to view patients associated with organization) and Edit Organization (Click to edit Organization information).
B. Administrators	View Administrator and Administrator info for Organization, Add/Remove Administrators - up to 5 administrators per organization (only current admins with master permission will have access to this function).
C. Providers	View list of Providers for Organization; Search/Filter for Provider by Email address, Role, Activate/Deactivate; Add button to add a provider to the Organization.

7.1.2 Providers Tab

The Providers Tab allows Admin users to manage their list of providers in their respective organization.

The screenshot displays the 'ADMIN TOOLS' interface with the 'Providers' tab selected. It includes a search bar, filter dropdowns for Health Systems, All Organizations, All Providers, and Active status, along with 'Reset Filters' and 'Apply Filters' buttons. A table lists providers with columns for Name and Contact, Type, and Organizations. An 'Actions' dropdown menu is visible for each provider record. A pagination control at the bottom shows 'Rows per page: 5' and '1 - 5 of 14 records'.

Item	Description
A. Add	Click to add a new provider user.
B. Search/Filter	Search for specific Provider by Name, Health System, Organization, Role and/or Status.
C. Provider Information	Name and Contact (email/phone number), Type (role), Organization link(s). *Note: Providers who have been added and have not accepted the invitation are listed as pending under the 'Inactive' filter option.
D. Actions dropdown	Dropdown and select from list for desired action: Edit Provider, Deactivate User, Remove from Org, View Patients.
E. Pagination	Select dropdown to view more rows per page. Options are: 5, 10, 15, 20, or 25 rows per page.

8 Population Health Management

8.1 Report Options

Report access is based on user type and permissions. Report types:

- Health System Performance
- Organization Performance
- Provider Performance

User	Health System Performance Reports	Organization Performance Reports	Provider Performance Reports
Provider			
Organization Admin		X	X
Health System Admin	X	X	X
Collaborator	X	X	X

8.1.1 Health System Performance

Health System Performance allows users to compare up to 3 different Health Systems based on their patient’s activity type.

A < Reports

SYSTEM PERFORMANCE

B Date Range

Last Week
MM/DD/YYYY
to
MM/DD/YYYY

C Activity Type *

Average Patient A1C

D Health System(s) *

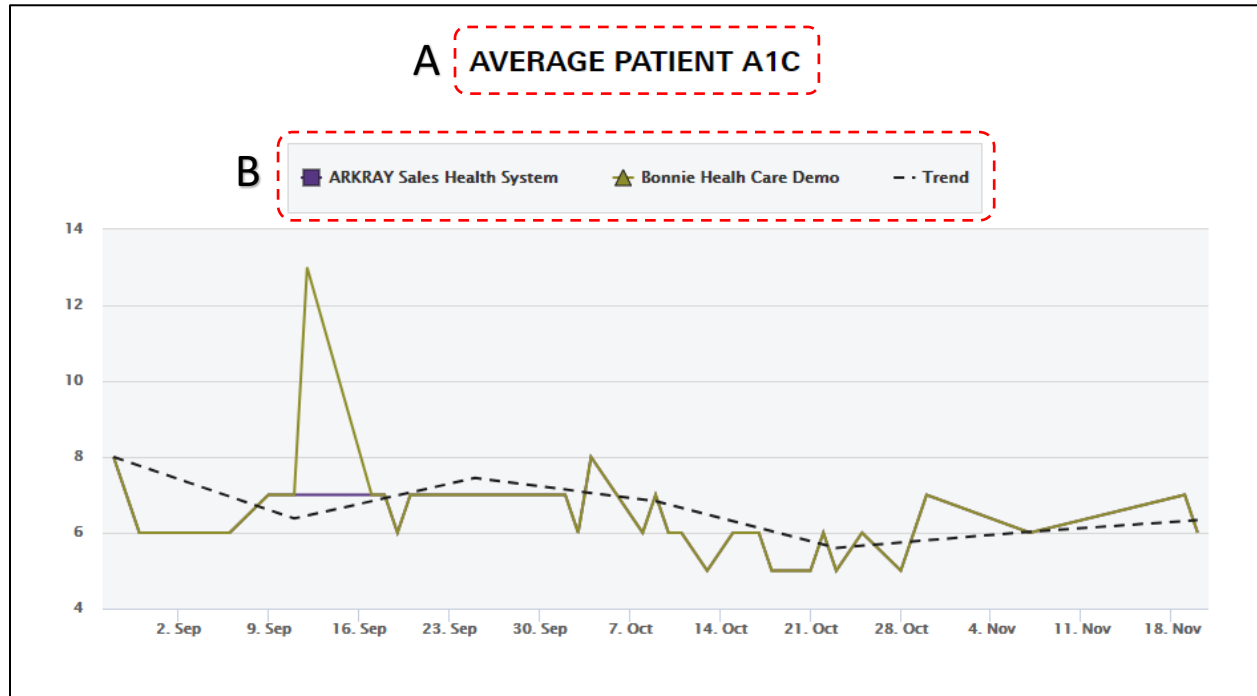
Choose up to 3

E Reset
F Generate

Item	Description
A. Reports Back Button	Click to go back to the Reports Menu.
B. Date Range	Click to view and select from the following options: All Time, Last Week, Last Month, Last Three Months, and Custom (selecting Custom activates the calendars).
C. Activity Type	Click to view and select from the following options: Average Patient A1C, Average # of Glucose Tests.
D. Health System(s)	Enter in the name of the Health System and select from the drop down. Can select up to three different health systems to compare. Options based on user permissions.
E. Reset	Click to reset the form.
F. Generate	Click to generate the Report.

8.1.1.1 Health System Performance Report

Health System Performance report generated.



Item	Description
A. Report Header	Header of Report Type.
B. Key	Lists Health Systems selected, trend line, and legend for each. Click on specific Health System or the Trend line in the key to hide selection on the graph.

8.1.2 Organization Performance

Organization Performance allows users to compare up to 3 different Organizations based on their patient’s activity type.

A < Reports

ORGANIZATION PERFORMANCE

B Date Range: Last Week | MM/DD/YYYY | to | MM/DD/YYYY

C Activity Type *: Average Patient A1C

D Health System *: Health System

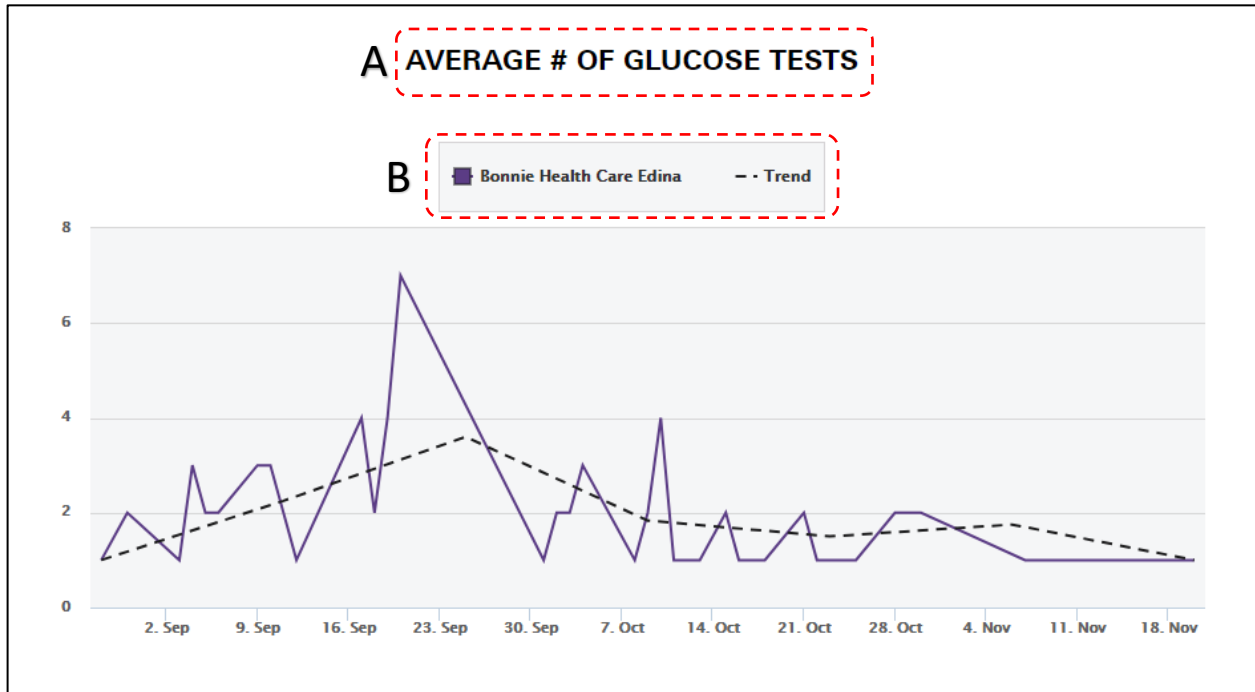
E Organization(s) *: Choose up to 3

F Reset | **G** Generate

Item	Description
A. Reports Back Button	Click to go back to the Reports Menu.
B. Date Range	Click to view and select from the following options: All Time, Last Week, Last Month, Last Three Months, and Custom (selecting Custom activates the calendars).
C. Activity Type	Click to view and select from the following options: Average Patient A1C, Average # of Glucose Tests.
D. Health System	Enter in the name of the Health System and select from the drop down. Options based on user permissions.
E. Organization(s)	Enter in the name of the Organization and select from the drop down. Options based on previous selection and user permissions. (select up to three organizations to compare).
F. Reset	Click to reset the form.
G. Generate	Click to generate the Report.

8.1.2.1 Organization Performance Report

Organization Performance report generated.



Item	Description
A. Report Header	Header of Report Type.
B. Key	Lists Health System selected, Trendline, and legend for each. Click on specific Organization or the Trendline in the key to hide selection on the graph.

8.1.3 Provider Performance

Provider Performance allows users to compare up to 3 different providers based on their patient's activity type.

A < Reports

PROVIDER PERFORMANCE

B Date Range
 Last Week to

C Activity Type *
 Average Patient A1C **D** **E**

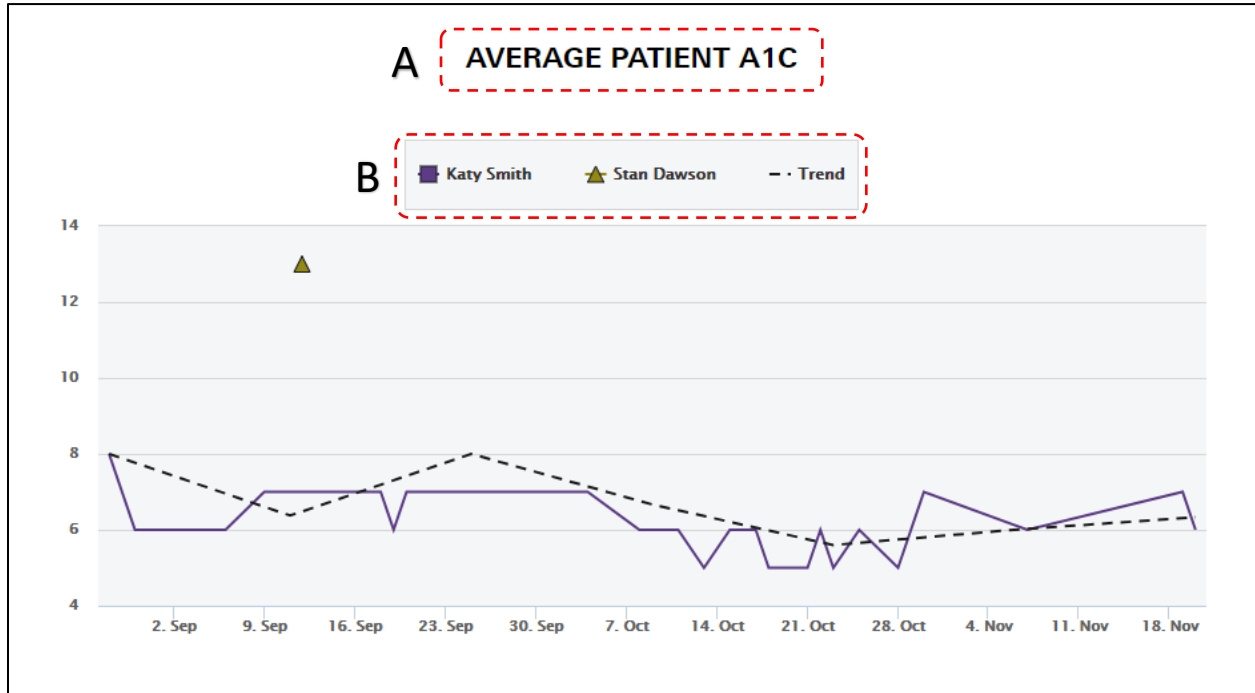
F Provider(s) *
 Choose up to 3

G Reset **H** Generate

Item	Description
A. Reports Back Button	Click to go back to the Reports Menu.
B. Date Range	Click to view and select from the following options: All Time, Last Week, Last Month, Last Three Months, and Custom (selecting Custom activates the calendars).
C. Activity Type	Click to view and select from the following options: Average Patient A1C, Average # of Glucose Tests.
D. Health System	Enter in the name of the Health System and select from the drop down. Options based on user permissions.
E. Organization	Enter in the name of the Organization and select from the drop down. Options based previous selections and on user permissions.
F. Provider(s)	Enter in the name of the Provider(s) and select from the drop down. Options based on previous selections and user permissions. (Select up to three to compare).
G. Reset	Click to reset the form.
H. Generate	Click to generate the report.

8.1.3.1 Provider Performance Report

Provider Performance report generated.



Item	Description
A. Report Header	Header of Report Type.
B. Key	Lists Providers selected, Trendline, and legend for each. Click on specific Provider or the Trendline in the key to hide selection on the graph.

9 Support

9.1 Contact Technical Customer Service

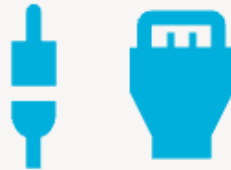


Need help? Contact us.

Phone: 1-855-646-3235 and Select 1

Email: arkcareadvance@arkrayusa.com

9.2 Cable Order for Uploading Blood Glucose Readings



Order your upload cable.

Call 1-855-646-3235.

Select 2 to order your cable.

10 Frequently Asked Questions (FAQs)

1.0 How do I set up my account?

Click on "Enroll" at the top right corner of the screen and follow the steps to set up your personal account.

2.0 How do I upload meter data to ARK Care Advance?

Download the uploader application by selecting the Uploader Application for your operating system. Open the uploader by clicking the "ARK Care Advance Uploader" icon on your desktop. Connect the meter with the cable and follow the instructions displayed on the screen. If the meter is registered to a patient account, the meter will download automatically. If this is a new meter or the first time it is being uploaded, sign-in to the uploader to assign the meter to a user.

3.0 How do I install the latest uploader application?

Download the latest uploader application by selecting the Uploader Application for your operating system on the Support Page.

4.0 Can I use ARK Care Advance on my smartphone?

ARK Care Advance can be viewed on a web browser on a smartphone. Currently, data can only be either viewed or entered manually.

5.0 Where is my data stored?

Your data is stored in a secure cloud database that is both HIPAA and HITECH compliant. As your Diabetes Health Ally, ensuring your data is secure is a top priority for ARKRAY.



DISTRIBUTED BY: ARKRAY USA, Inc.
Minneapolis, MN 55439
Customer Service: 1-855-646-3235
8 a.m. to 5 p.m. Central time, M – F

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