

7.9 Tidepool

TIDEPOOL

Description:

NOTE: Tidepool is not a telehealth platform – but it will enable diabetes device data sharing for telehealth appointments.

How Tidepool can help with your telemedicine visits.

- Streamline your workflow with a single technology supporting multiple devices to allow you more time with your clients
- Simple and straightforward for people with diabetes to upload their diabetes data
- Copy and paste data into chart notes, highlighting endpoints like insulin pump settings, time in range, total daily insulin and more

Tidepool is a nonprofit organization dedicated to making diabetes data more accessible, actionable and meaningful for people with diabetes, their care teams and researchers. Thanks to the generous support of JDRF; Tidepool Web, Tidepool Mobile and Tidepool Uploader are free.

Company: Tidepool

Company website: <https://www.tidepool.org/> | [Tidepool for Telemedicine](#)

FDA & Regulatory:

Business Associate Agreement

If you require a business associate agreement before you start using Tidepool in your clinic, Tidepool can provide one. Complete the agreement and return it to info@tidepool.org to get it countersigned.

- [Download Tidepool's Business Associate Agreement \(pdf\)](#)
- [Download Tidepool's Business Associate Agreement \(docx\)](#)

Legal and Security Information

Your legal and IT departments may also want to read these documents to get a complete understanding of how Tidepool operates:

- [Tidepool Security, Privacy and Regulatory Detailed Information](#)
- [Tidepool Terms of Use](#)
- [Tidepool Privacy Policy](#)

Data Sharing:

Clients must create an account and connect their devices to share data.

Detailed instructions to [connect all client devices to Tidepool are available](#).

- Medtronic: 670G, 640G, 630G, 530G, 754, 554, 723, 523, Guardian Sensor, Elite Sensor
- Dexcom G6, G5, G4, G5 Mobile, G6 Mobile
- Insulet: Omnipod DASH, Omnipod
- Tandem: t:slim X2, t:slim, t:slim G4, t:flex
- Abbott: FreeStyle Libre, FreeStyle Libre Pro, FreeStyle Freedom Lite, FreeStyle Lite, Precision Xtra, FreeStyle Precision, FreeStyle Optium Neo

- Ascensia: Contour Next Link 2.4, Contour Next Link, Contour Next One, Contour Next USB, Contour USB, Contour Next
- Trividia: True Metrix, True Metrix Air, True Metrix Go
- Accu-Check: Aviva Connect, Guide, Guide Me
- One Touch: Verio IQ, Verio, Verio Flex,
- OneDrop
- mySugr
- Companion Medical InPen

Platforms & Modality:

Tidepool is available via web and mobile platforms.

- [Tidepool Web signup](#) (Create free Personal and Clinician Accounts)
- Tidepool Uploader ([Uploader Help Guide](#))
 - For Mac
 - For Windows
- Tidepool Mobile iPhone and Android extension apps available

Computer Accessibility:

[Clinician Troubleshooting FAQ](#)

Security & Privacy:

Tidepool only collects the information the individual provides — which may include gender, age and birth date, weight, height, treatment and diagnosis information, health and well-being related information (including diet and activity information), information identifying diabetes monitoring and treatment devices, and data that you upload from diabetes monitoring and treatment devices using the Tidepool Uploader.

Tidepool uses this information to provide features like visualization and data analysis, improve and personalize the Tidepool experience, provide support or contact you about any changes to or notifications regarding your account. Read the [Privacy Policy](#) to learn more.

Tidepool uses industry best practices, including end-to-end encryption to secure data. You can read detailed information all about our security infrastructure in this [document](#).

Cost & Payment:

Free for you and your clients.

Details:

[Getting Started Tips for Clinicians](#)

[How to Copy as Text \(e.g., to cut/paste into an EMR system\)](#)

[Creating a New Patient Account as a Clinician](#)

[Tidepool Support](#)