Diabetes:M
LATEST CHECK 11/14/2016 08:31 AM
137
Breakfast
Est.
6.5
HbA1c
0 U
Active Insulin
7 DAYS TREND
HEY!
Glucose varies too much lately
LOG ENTRY
LOGBOOK
CALCULATOR
Statistics
Carbs Today 50 grams 08:31 AM
Calories Today 350 kcal 08:31 AM
Humalog® 4.6 U 11/14/2016 08:31 AM
Basal rate (#1) 0.925 U/hour 11/14/2016 06:00 AM
HbA1c 6.6% 10/03/2016 08:25 AM
Blood pressure 114/76/65 08/22/2016 04:52 AM
Cholesterol 201 mg/dL 10/03/2016 08:25 AM
Medication 11/04/2016 12:29 PM
1 pill Celebrex (200mg)

Diabetes:M User's Guide

Monitor — Last update: Nov 16, 2022

Sirma Medical Systems

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Table of Contents

1. Introduction **1**

2. Register new account **2**

3. Login **7**

4. User profile **8**

5. Subscription **10**

6. Patient List **12**

7. Patient Details **13**

7.1. Main 14
7.2. Logbook 16
7.3. Statistics 18
7.4. Charts 19
7.5. Reports 33

8. Monitor Settings **35**

9. Requests **37**

10. Staff **39**

11. Audit Log **41**

12. About the manufacturer **42**

13. Terms of Service **43**

1. Introduction

Thank you for choosing Diabetes:M Monitor

Diabetes:M Monitor is a unique tool, developed especially for medical specialists and caretakers of people with diabetes. It allows continuous monitoring of the patient's condition in incredible detail in real-time.

This guide will help you easily navigate the wealth of information, as well as provide in-depth knowledge of some of the more intricate features of the platform.

If you have any additional questions, please don't hesitate to contact us at support@diabetes-m.com

2. Register new account

Registering an account allows you to monitor multiple patients from a single interface, specifically designed for this purpose.

You can register as a clinician or nutritionist. The registration is separated in three main steps, in order to prevent abuse of the system:

1. Select a pricing plan
2. Fill in the details in the registration form
3. Fill in billing information (optional step)

Registration is available on the following page: https://www.diabetes-m.com/login/ after you view and select a pricing plan.

Pricing plans

You can see more details for the pricing plans here: https://diabetes-m.com/monitor/pricing/

Registration form

After you have selected a pricing plan you should fill in the registration form with the following details:

- Category – clinician or nutritionist
- Email – a valid email to receive official communication from the application such as a two-factor authentication code, additional information (if this option is selected) and if you forget your password
- Password
- Name
- Country
- City
- Address
- Website
- Phone
- Name of the practice
- More information
- Checkbox for receiving emails – check if you want to receive news and updates about the product.

⚠ Please fill in your practice's **public** contact information. This can later be used by patients who grant you access to their data, to contact you if needed.

Register

Category

Clinician

Email *

Re-enter email *

Password *

8 characters or more. Must include at least one of each:
* Uppercase characters (A-Z)
* Lowercase characters (a-z)
* Digits (0-9)
* Special characters (~!@#$%^&*_-+=`|\(){}[]:;"'<>,.?/)

Re-enter password *

First name * Last name *

Country City *

United States

Address

Website

Phone Other phone

Practice name

About you

Billing information

If you have selected a paid plan, you can add billing information by entering the following information:

- Name
- Company name
- Address
- Tax registration number
- Country
- City
- State / Region
- Postal code / ZIP code

You can skip this step during registration and edit the information later on the subscription page.

Add Billing Information

First name

David

Last name

Taylor

Company name

Address

Princeton-Plainsboro Teaching Hospital,

Tax registration number

Country City

United Kingdon London

State/Region

Postal code/ZIP Code

Save Billing Information Skip

After you have completed the registration process you will receive your clinician code and some instructions via email.

You can now provide this code to your patients. Here is a short instruction on how they can give you access to their data:

How to add a clinician to patient's account?

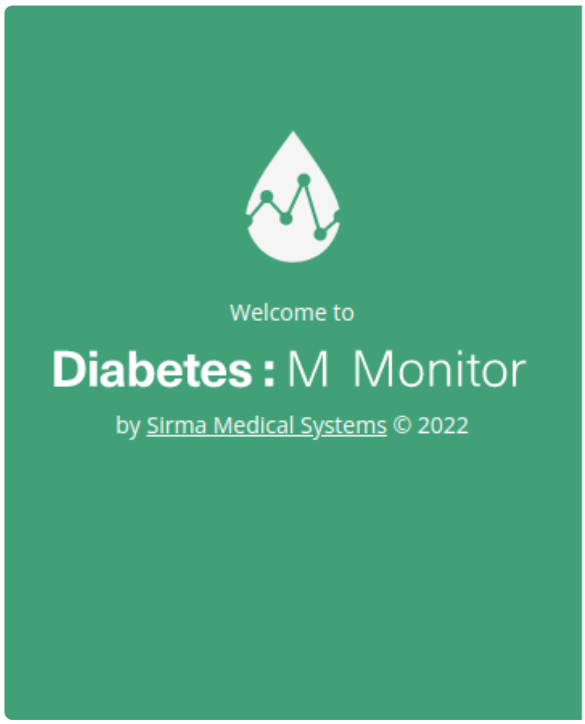
1. Go to the "Clinician" screen from the left menu on the patient's mobile device (or online in Diabetes:M Analytics).
2. Enter the code and tap/click the "Add Clinician" button.
3. The patient will appear in the Requests section in the menu on the left. There you have to "Accept"

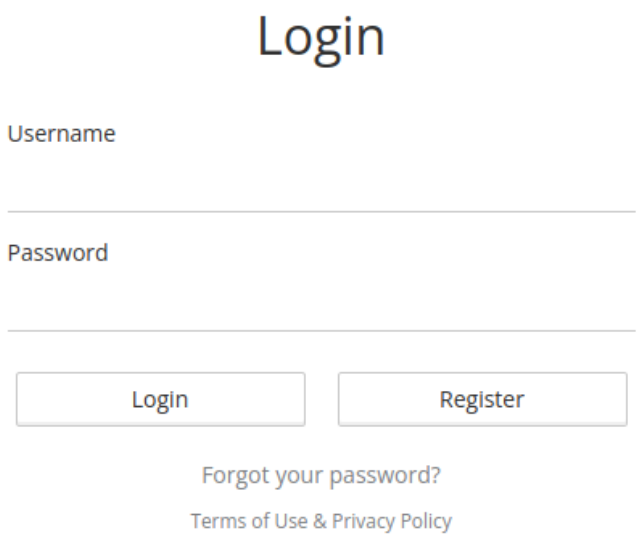
the request from the patient.

4. That’s it – you now have access to monitor the patient’s data in Diabetes:M Monitor.

3. Login

After registering, you can access the system via the login page on our website (https://www.diabetes-m.com/login/) with the credentials of your account.





4. User profile

You can access the profile options by clicking on your username / photo in the upper right corner of the Monitor application.

Profile

On this screen you can:

- edit your practice data
- deactivate / change the two-factor authentication method
- delete your profile

Two different two-factor authentication methods are available – via email or through an authentication application (such as Google Authenticator, Authy, Duo Mobile, 1Password, etc.).

⚠ Your account is better protected when you need a password and a 2FA security code to access it. If you remove this extra layer of security, you will only be asked for a password when you sign in. It might be easier for someone to break into your account.

Security

Your current two-factor authentication method is

Deactivated

Change two-factor authentication method

Profile

Personal information

Email *
davidtaylor@diabetes-m.com

First name *
David

Last name *
Taylor

Country
United Kingdom

City *
London

Address
Princeton-Plainsboro Teaching Hospital, London

Website

Phone
555 123 456 789

Other phone
555 023 456 789

Practice name
David Taylor

About you

I agree to receive news and updates about the product

Save

Delete user

Close your account and delete all your data from the system.

Delete

5. Subscription

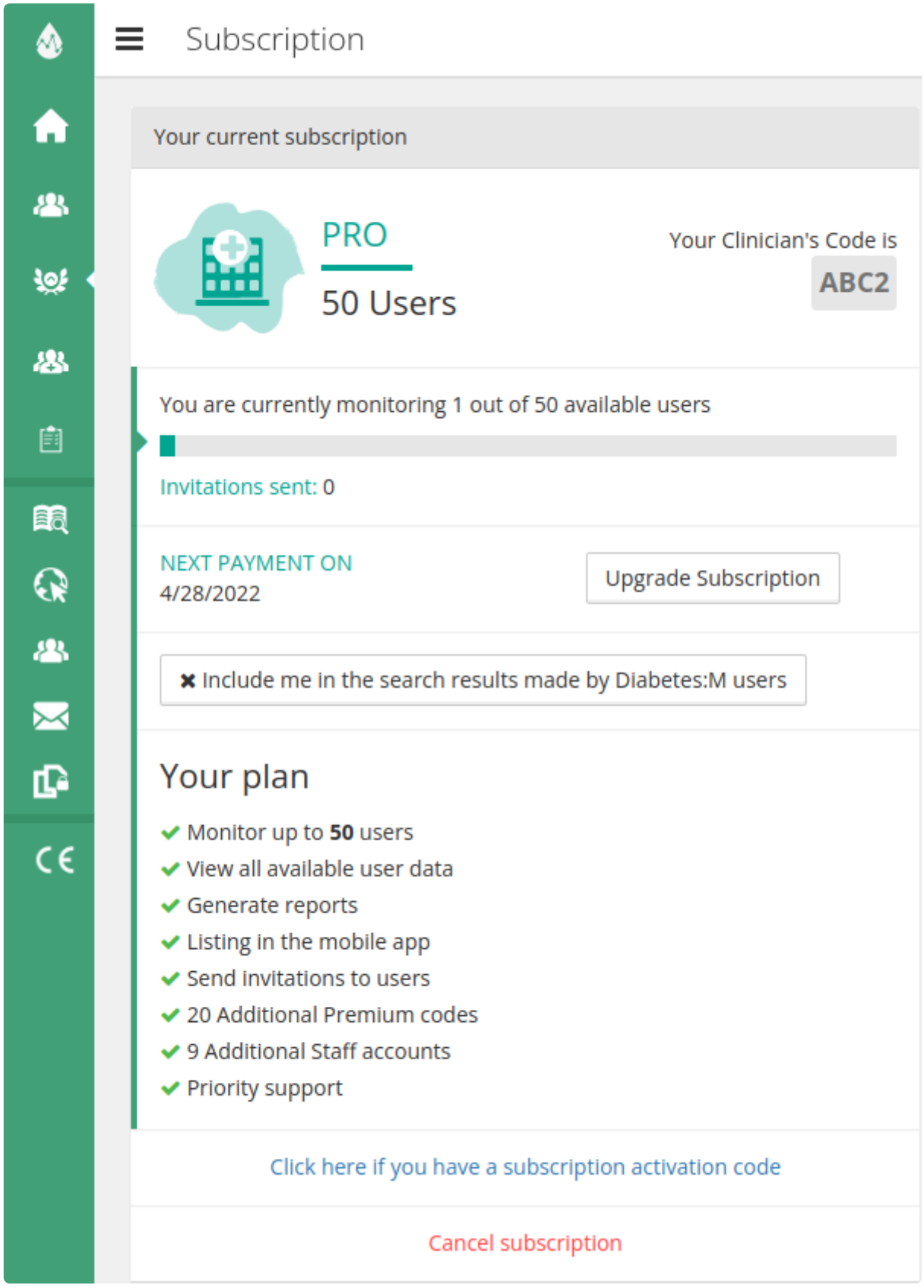
You can check the status and manage your plan by selecting “Subscription” from the left menu.

Current subscription

In this section you see your current plan and the date for your next payment. You have the following options:

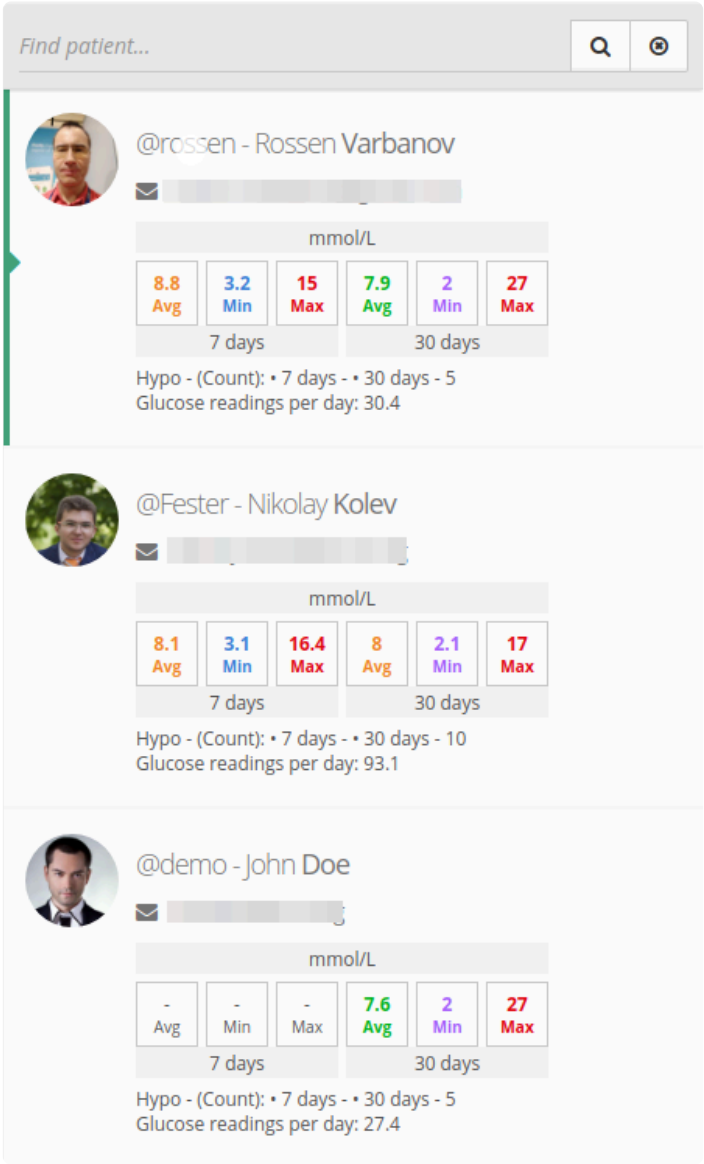
- Update your subscription plan – you can update your plan any time.
- Cancel your subscription – you can cancel any time. When the subscription is canceled, the plan will remain active until the end of the paid period.
- Activate a code – if you have been provided with an activation code, you can add it here and use the available features.
- Update your billing information

⚠ If you want to update to a plan with fewer features, you will need to remove patients or staff members above the maximum number allowed.


Subscription
Your current subscription
PRO
50 Users
Your Clinician's Code is
ABC2
You are currently monitoring 1 out of 50 available users
Invitations sent: 0
NEXT PAYMENT ON
4/28/2022
Upgrade Subscription
Include me in the search results made by Diabetes:M users
Your plan
Monitor up to 50 users
View all available user data
Generate reports
Listing in the mobile app
Send invitations to users
20 Additional Premium codes
9 Additional Staff accounts
Priority support
Click here if you have a subscription activation code
Cancel subscription

6. Patient List

The patient list panel provides a quick and easy way to access your patient's detailed data.



For every person on the list, you can see the following summarized information:

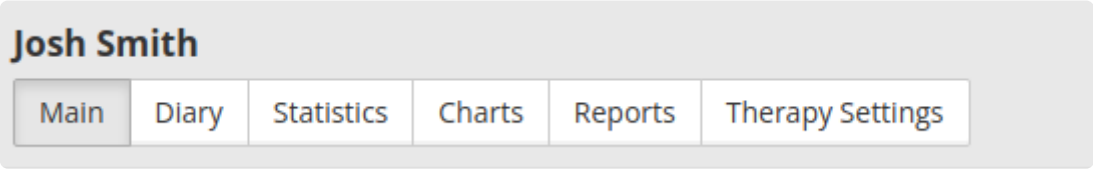
1. Contact information – picture, username, real name (if entered by the user), email address
2. Quick diabetes status overview – this includes the average, min and max glucose readings for the last week and the last month (7 and 30 days). Also included are the number of hypos for the same period, as well as the average number of glucose readings per day.

Search

If you need to find a specific patient in the list, you can do that by typing their name in the search field on the top of the list.

7. Patient Details

The patient details panel on the right of the screen provides all the information entered by the patient. For convenience, the panel is separated into the following sections:



1. Main – includes summarized general information.
2. Diary – includes the full logbook entries list of the patient.
3. Statistics – includes detailed statistical information about the patient.
4. Charts – contains all the in-depth information about the patient's condition analyzed and summarized in detailed charts and graphs.
5. Reports – allows the creation and saving of summarized or detailed reports in various formats (pdf, html, csv). Previously saved reports by the patient can be reviewed too.
6. Therapy settings – allows to view the therapy settings of the patient

7.1. Main

The main section for each patient is an overview statistics screen. It consists of a few different panels representing different views of the patient's data.

Glucose overview

The glucose overview consists of 3 pie charts representing your glucose, insulin intakes and nutrition intake (carbs, protein, fats). The default period shown is 7 days but can be changed from the top right corner of the panel.

Glucose overview – the pie chart representing the glucose overview shows the glucose distribution grouped by glucose levels – hypo, low, normal, high, hyper. Each group is presented with different colors shown under the pie chart with the respective count of entries for each group.

Daily insulin average – this pie chart shows the distribution of insulin for the selected period. The groups shown are bolus, basal and correction. Each group is represented with different colors shown under the pie chart with the respective units of insulin for each group.

Daily meal average – this pie chart shows the distribution of nutrition for the selected period. The groups are carbs, fats, protein. Each group is represented with different colors shown under the pie chart with the respective grams for each group.

Diabetes treatment overview

This panel shows various warnings about the diabetes treatment in the last few weeks.

It notifies the user for missing entries in some categories, glucose variations, repeating events and other important data that the user should know about.

Latest data

The latest data panel shows the latest entered values such as:

- Glucose
- Carbs
- Calories
- Medications
- Bolus insulin
- Basal insulin (or basal rate)
- HbA1c
- Cholesterol
- Blood pressure

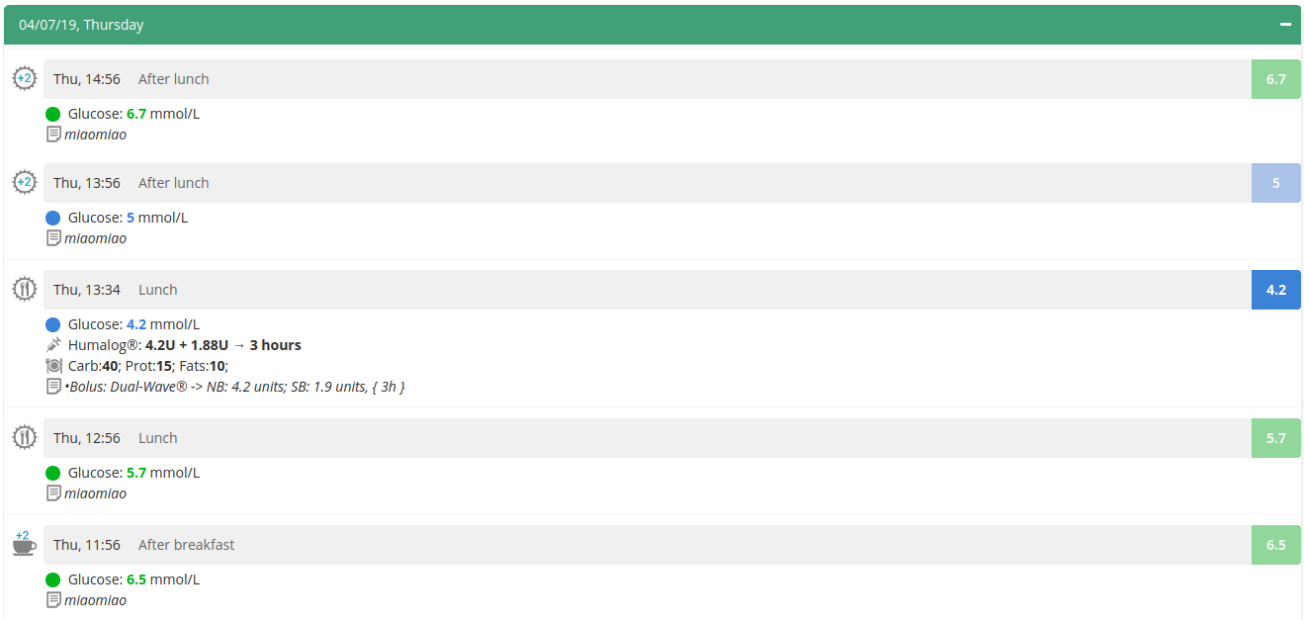
Pattern Analysis

The patterns feature analyzes all the patient's entries for the last two weeks and looks for common

trends in your glucose levels. This panel lets you examine the patterns found.

7.2. Logbook

The Logbook is the list of the patient's existing entries. You can quickly review every entry's information in the list, which is arranged by date from the current date on top to previous dates while going down the list.



Logbook list panel

For every Logbook entry you can see:

- Day, time and category
- Photo if there is one in the entry
- Glucose level if it exists in the entry. Glucose levels are in different colors
  - Purple – very low glucose level
  - Blue – low glucose level
  - Green – normal glucose level
  - Orange – high glucose level
  - Red – very high glucose level
- With exclamation mark "!" – estimated glucose. Means that this entry won't be used for calibrations. Every last entry coming from NFC scan will be marked as estimated.
- Fainted value – means that this glucose came from a sensor.
- Under the heading line, all added information in the entry is shown

Icons and their categories

Icon	Category	Icon	Category	Icon	Category
	Before breakfast		Before lunch		Before dinner

+2	After breakfast	+2	After lunch	+2	After dinner
	Before exercise		Before bed		Fasting
+2	After Exercise		Night		Other

7.3. Statistics

The summary sections display the most important statistics which are calculated using the user's settings and the data in the entries database.

Personal

- **Weight** – the last recorded weight of the patient
- **Body Mass Index (BMI)** – based on the patient's weight and height this index indicates whether the measures are in normal limits or if they are underweight or overweight.
- **Basal Metabolic Rate (BMR)** – BMR represents the number of calories needed to maintain weight if the patient is sedentary. It is based on the patient's weight, height, age, and sex.
- **Daily Calorie Needs** – usually the patient needs more calories per day than their BMR index. Daily Calorie Needs is based on BMR and daily activity.
- **Total Insulin** – the total daily amount of insulin based on body weight and bolus insulin type (rapid or regular)
- **Total Basal Insulin**
- **Carbohydrate Ratio** – represents how many grams of carbohydrates are covered by 1 unit of insulin. Based on body weight and bolus insulin type (rapid or regular)
- **Insulin Sensitivity** – represents how much the blood glucose will be lowered when applying 1 unit of insulin. Based on body weight and bolus insulin type (rapid or regular)

Period average statistics

- **Main statistics**
- **Total records** – total records count in the database
- **Average glucose readings per day** – displays how many records with blood glucose value are entered in the database
- **Estimated HbA1c** – HbA1c value based on the blood glucose readings for the last 90 days. Requires a minimum of 9 glucose readings to calculate the estimation of HbA1c value.

- **Table with the glucose reading counts** for the current day and the last 7, 14, 30 and 90 days grouped by hypoglycemia, low, normal, high and hyperglycemia blood glucose values.
- **Table with the averages for glucose readings** for the current day and the last 7, 14, 30 and 90 days. Also displays the lowest and highest value for the time period.
- **Table with carbohydrates and insulin daily totals** for the current day and the last 7, 14, 30 and 90 days. Also displays the ratio between bolus and basal insulin daily intake.
- **Table with weight** for the current day and the last 7, 14, 30 and 90 days and the change between
- **Table with the LBGI and HBGI risk indexes and glucose variability indicator**. For details see Blood Glucose Indexes.

7.4. Charts

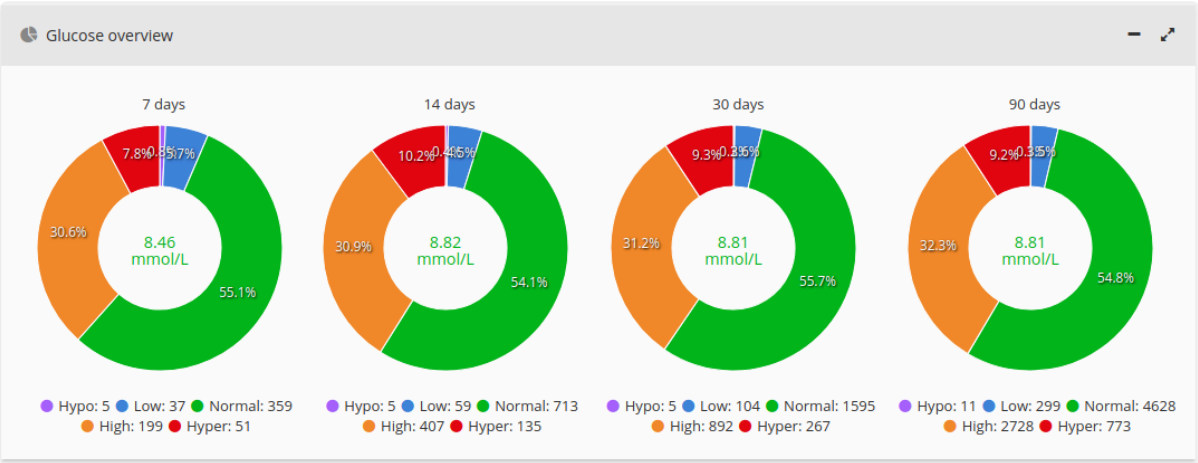
The charts in the Monitor are separated into a few categories. The Monitor web application shows the same charts as the mobile applications with a few differences.
The charts here are with individually controlled time ranges, meaning that every chart on the page can show a different time period. Also, every chart can be expanded on a full screen.

The categories in which the charts are split are:

- Summary – includes the pie charts showing the glucose distribution by targets for the last 7/14/30/90 days and for each category during the day
- Glucose – shows the charts mostly related to glucose levels – Glucose hourly overlay, Glucose history, Glucose week overview, Glucose overlay
- Insulin – shows insulin-related charts – Insulin daily totals and Carbs/insulin averages by meal
- Meal – shows meal related charts – Meal daily totals, Carbs/insulin averages by meal
- Injection/test sites – shows the injection/test sites images
- Advanced – includes the charts for Insulin sensitivity/Carbohydrates ratio chart and the Metabolic control chart
- Other – shows the charts related to other parts of the diabetic treatment like HbA1c history, Cholesterol history, Weight history, Blood pressure/Pulse history

Each of the charts targets a different view of the diabetes treatment.

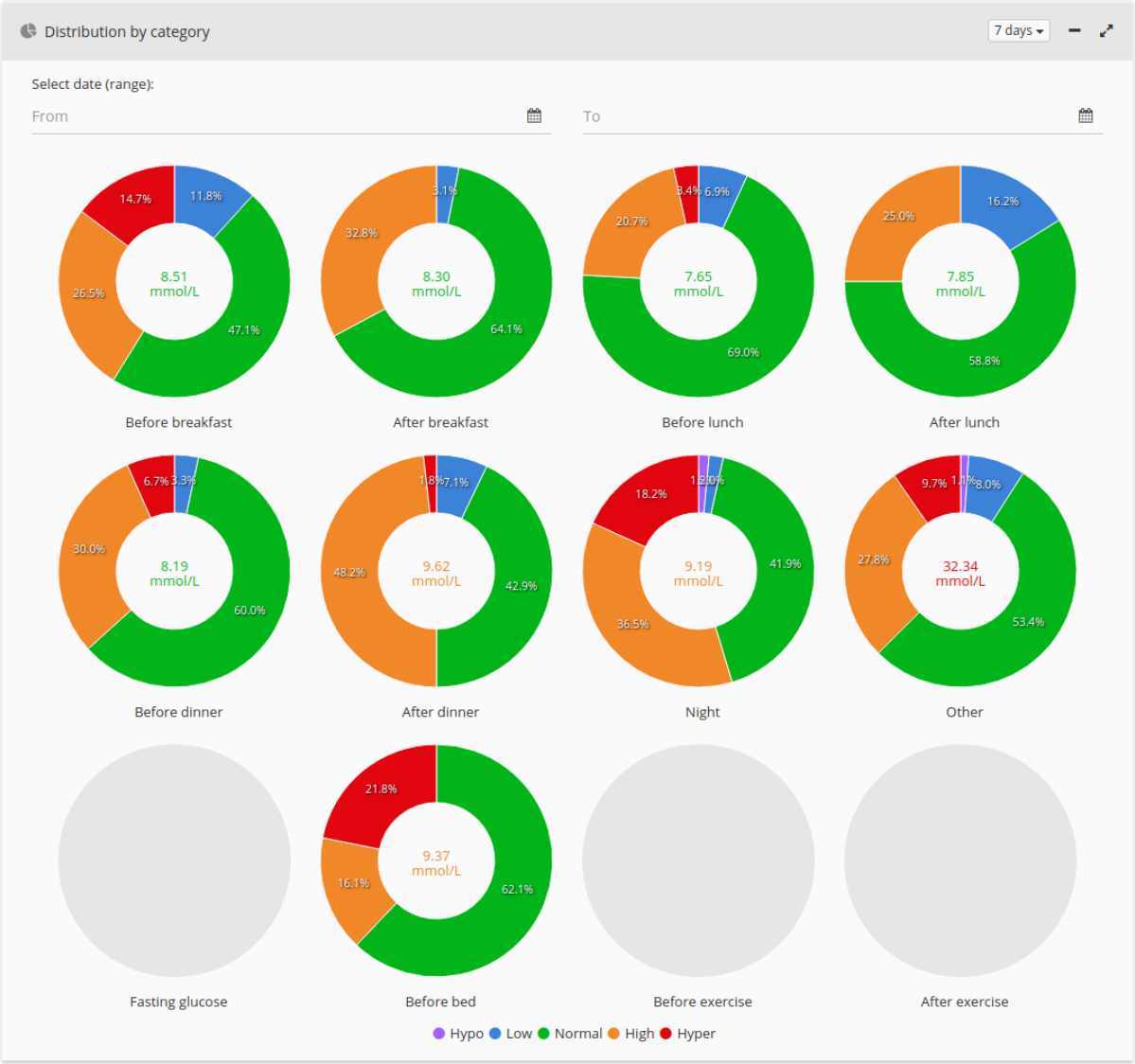
Distribution by days and chart interval selection



These pie charts show blood glucose distribution according to the target limits entered in the settings. You can select the time interval for the other charts as tapping on the corresponding pie chart. Its border will be highlighted.

They are useful because you can see easily what glucose levels averages were in the last 7/14/30/90 days and check how the patient was doing in the near past.

Distribution by category for the selected interval



These pie charts show blood glucose distribution per time category as night, before a meal, after a meal or other if the reading appears in other time.

In those charts, you can find if there are problems in some time of the day, for example, if glucose before bed was usually higher than it needs to be or the patient not measuring glucose enough in some time of the day.

Such strange things about glucose measurements can be seen easily on those charts.

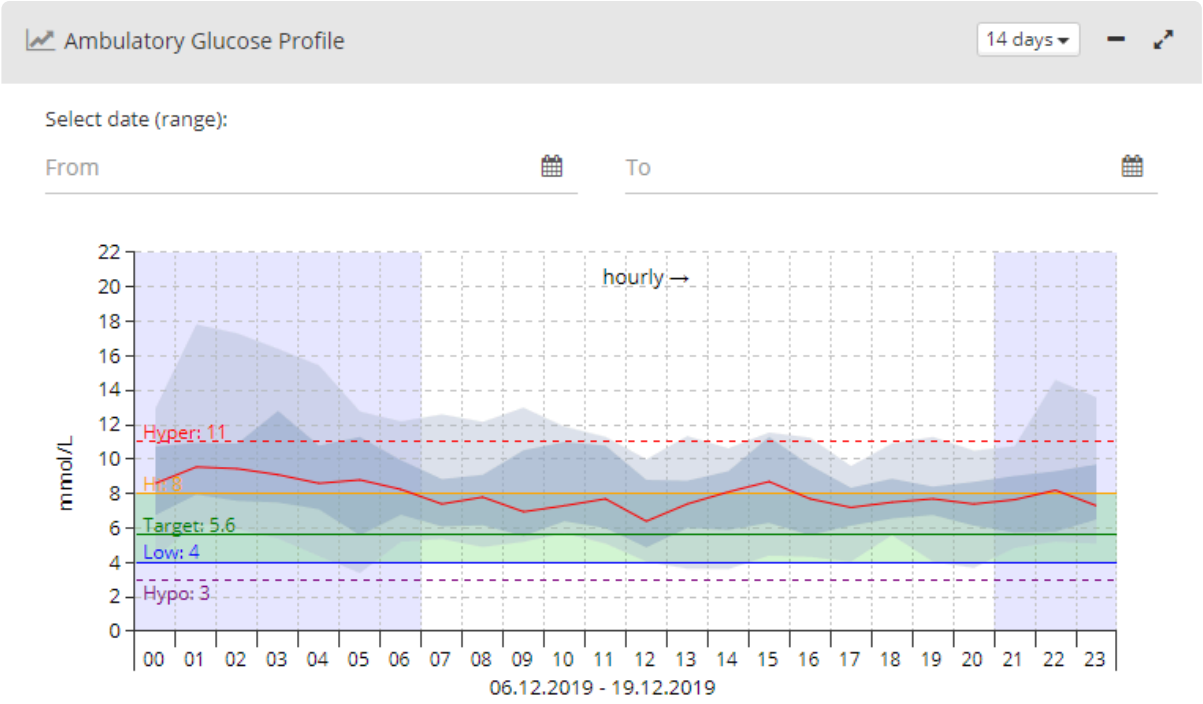
Time categories are:

- “Night” – between 21:00 to 07:00 in the morning
- “Before” meal – 1 hour before the meal
- “After” meal – 2 hours after the meal
- “Other” – all other hours and categories as “Snack” and “Fasting Glucose”

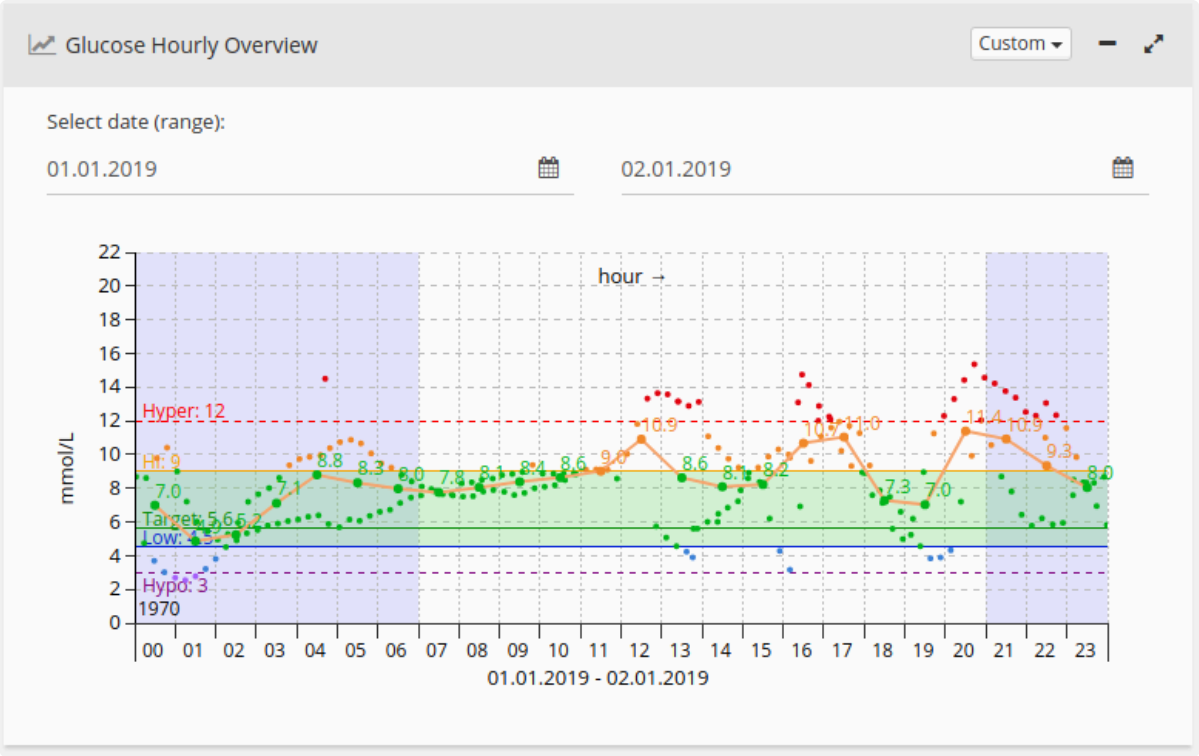
Meal hours as breakfast, lunch, and dinner are specified in the Settings screen.

Ambulatory Glucose Profile (AGP)

Ambulatory Glucose Profile (AGP) is a chart for interpreting a patient's daily glucose and insulin patterns. AGP chart provides graphic characterizations of daily glucose patterns. It shows the 10%-90% and 25%-75% percentiles zones and 50% median line of all the glucose readings for the selected interval during 24 hours. This helps to see for which hours you glucose varies the most.
More information about how to interpret the chart can be found in the article **"AGP Core Curriculum – AGP Clinical Academy" by Prof. Roger Mazze and Dr. Iain Cranston** at https://static1.squarespace.com/static/5a4cf19e51a5840a334adcfd/t/5a8b45ae71c10b58453cf148/1519076808390/AGP+Core+Curriculum+02-2018.pdf

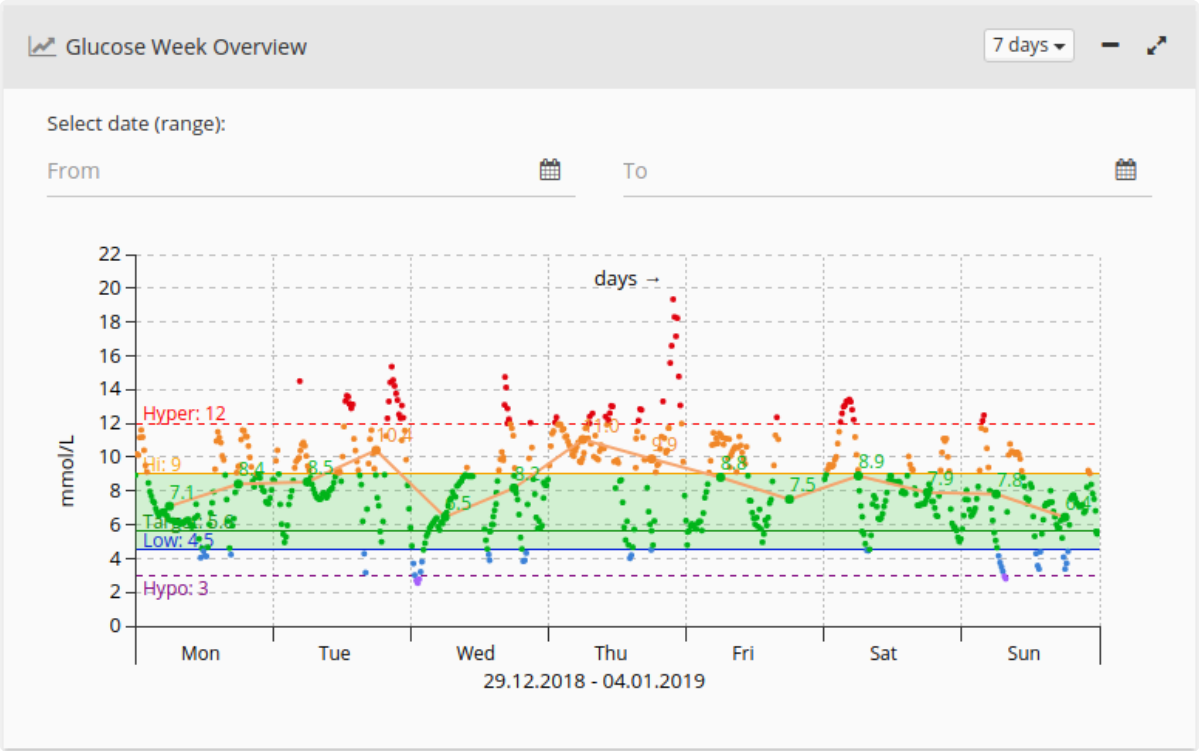


Glucose Overlay for the selected interval



This chart shows the distribution of all the glucose readings for the selected interval for 24 hours. This helps to see for which hours there isn't enough information. Usually, all the readings are clustered around the meal hours but it is good to know what are the values for blood glucose during the whole day. You can also find some patterns in some hours of low/high glucose levels throughout the day.

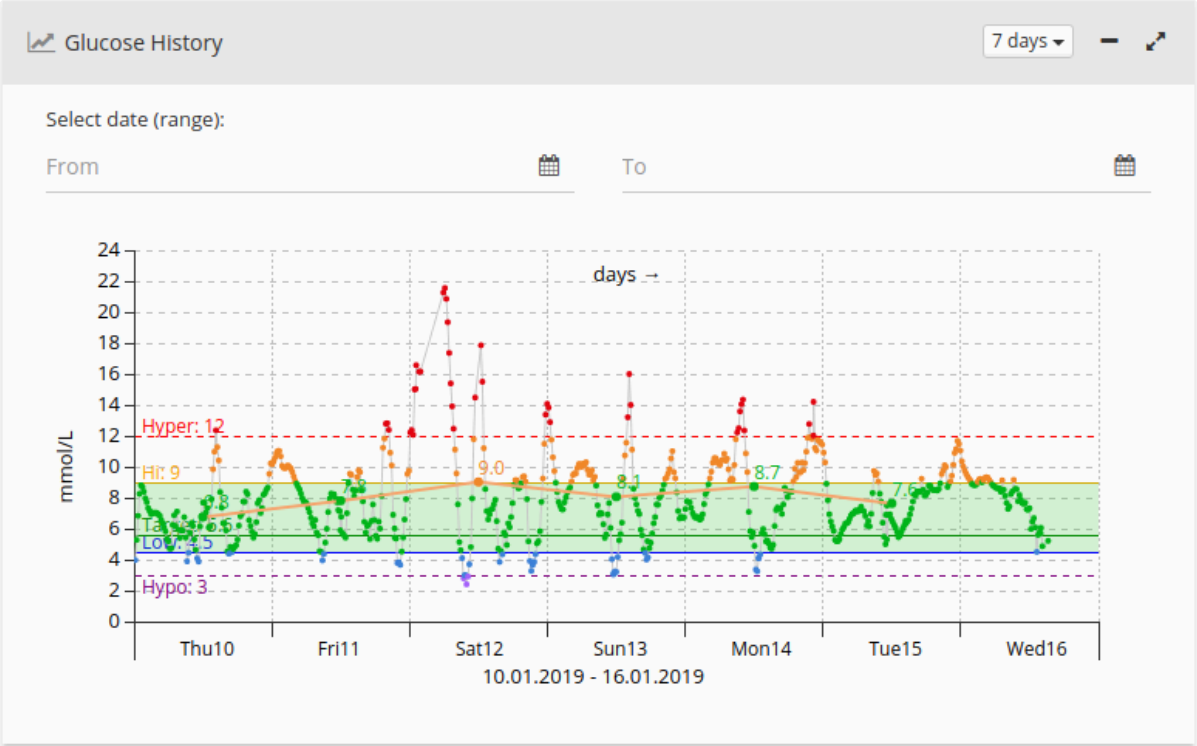
Glucose Week Overlay for the selected interval



This chart shows the distribution of all the glucose readings for the selected interval during the week. It can help you find strange glucose level readings by day, for example, you may find out some day of the week the patient has lower/higher glucose levels and you can than think about why this happens and find some actions or events in that day that affect glucose levels.

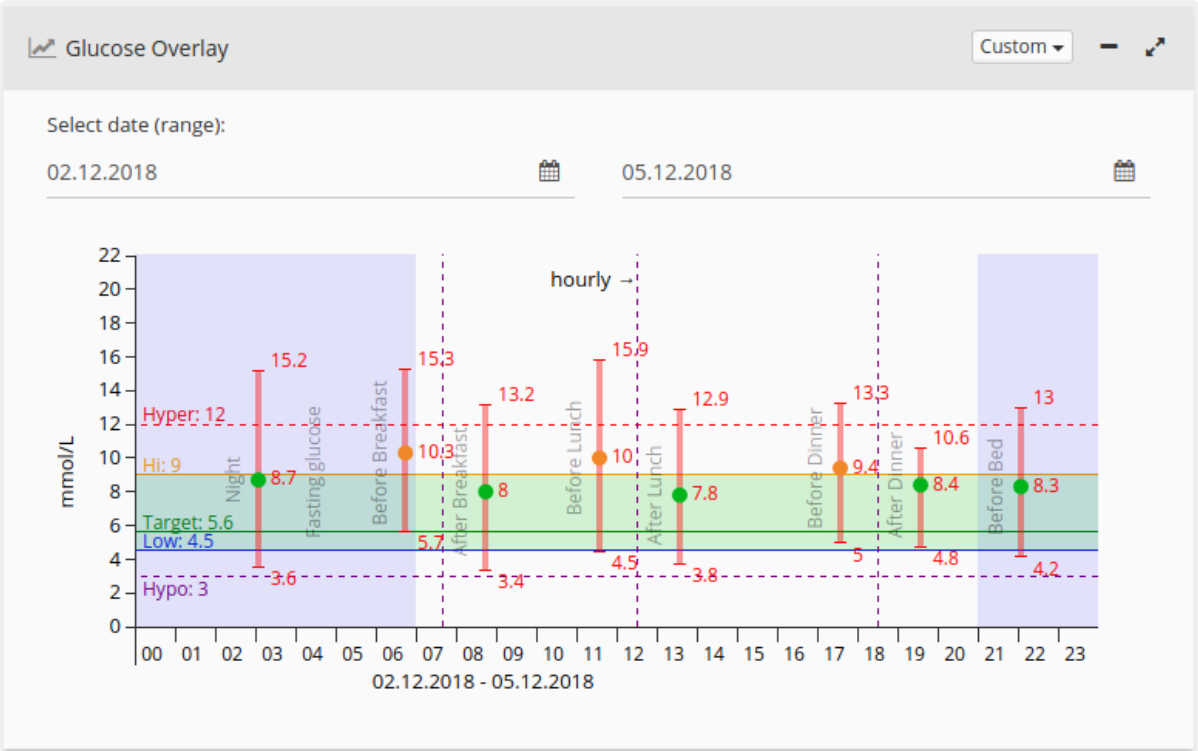
For every day the averages are calculated for the first and the second half of the day. For every day there are two averages from 12:00 am to 12:00 pm and from 12:00 pm to 12:00 am.

Glucose History for the selected interval



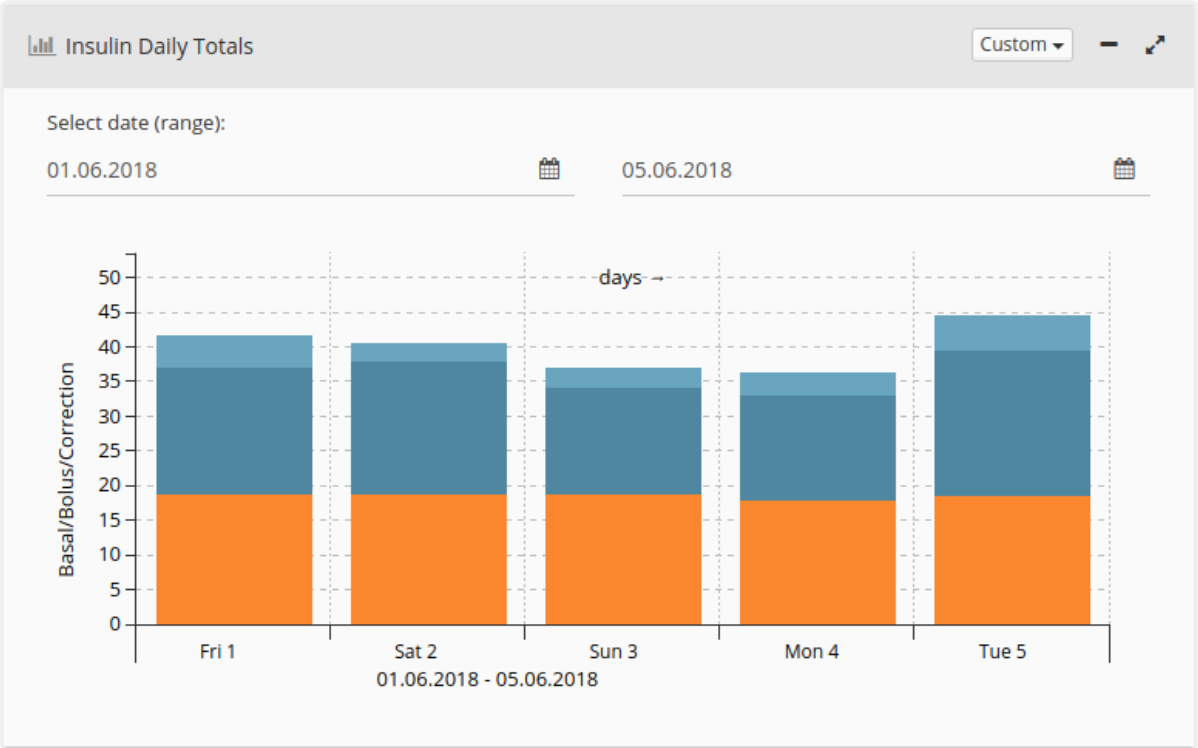
This chart shows the history of all the glucose readings for the selected interval. Averages are calculated per day. You can find out how some events affected the diabetes management, for example, if the patient was on a vacation for a few days, you can see those days averages here.

Averages by meal for the selected interval



This chart shows the minimum, maximum and average values of blood glucose per meal categories. The chart can help you find if the patient has too big deviations of blood glucose during the day. Usually, they may have good average glucose values, but if they have big deviations it's not a good sign for the effectiveness of the diabetes management.

Insulin daily totals for the selected interval

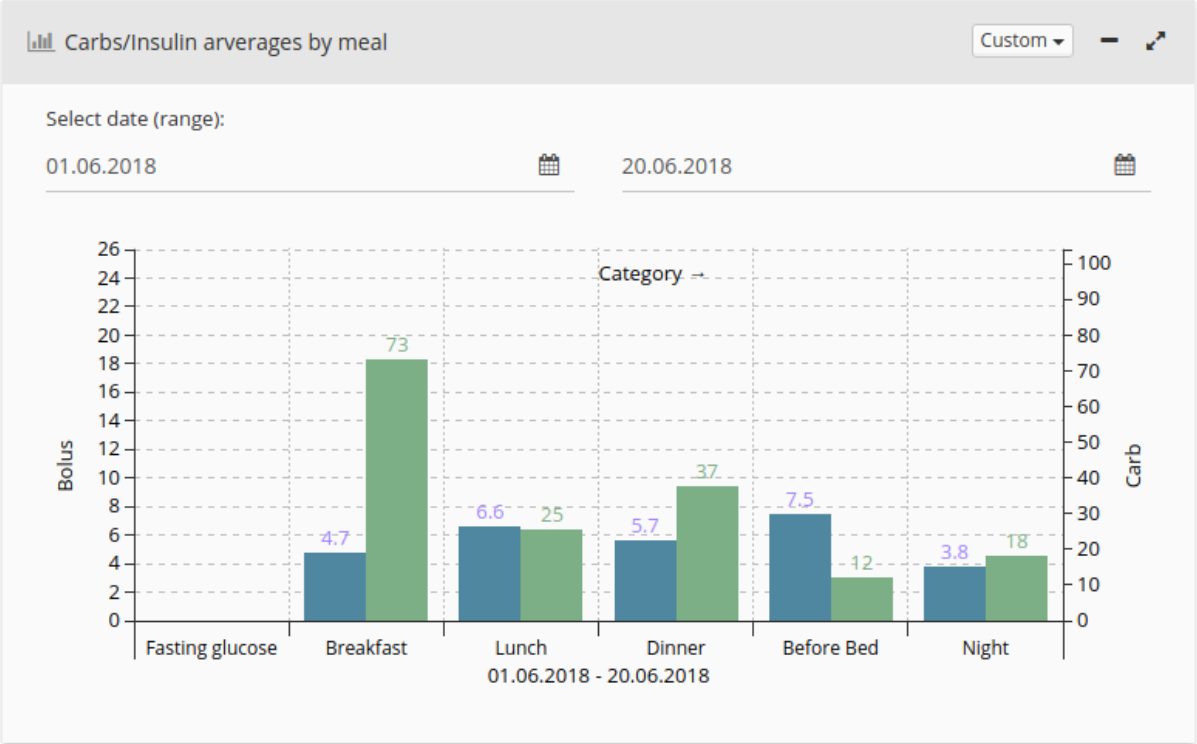


This chart shows the insulin daily totals for the selected interval. Bars show the ratio between basal (orange), bolus (light blue) and correction bolus (dark blue) insulin totals.
It can help you find out if insulin injections are similar through the day or if you have too many corrections, which may be a bad sign.

Description

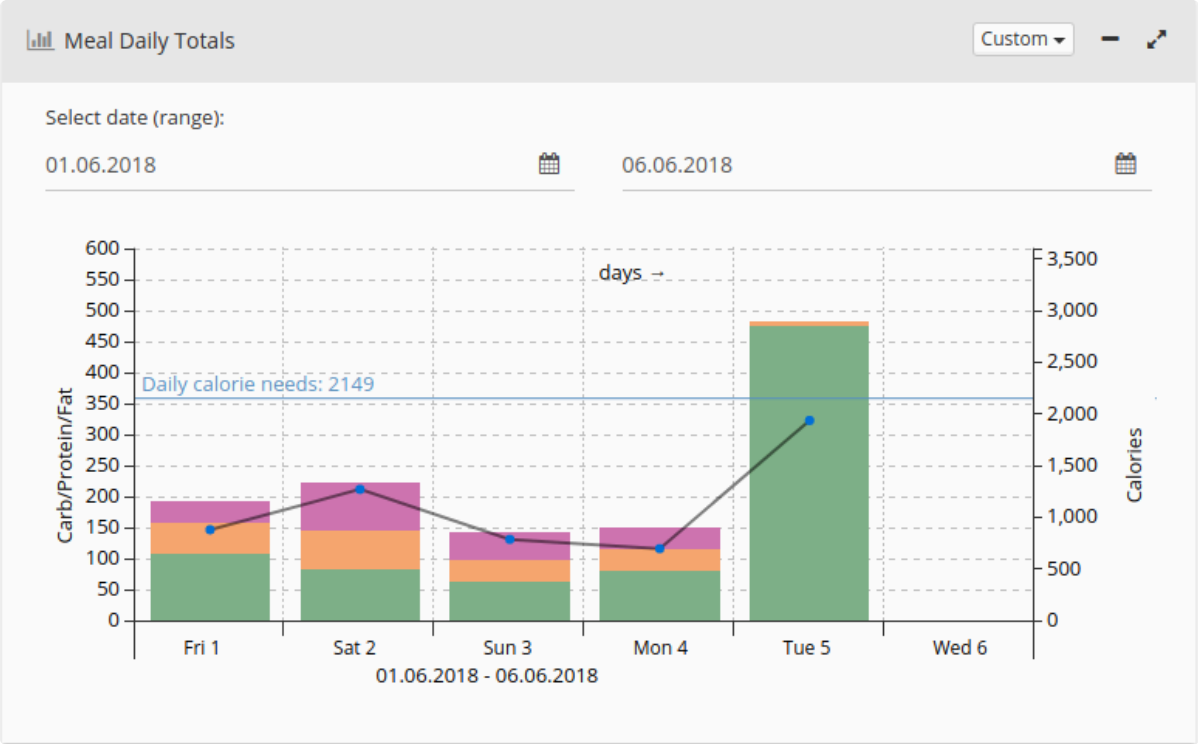
Orange – used basal (slow acting insulin) for the period.
Light blue – used bolus (fast insulin) for the period.
Dark blue – calculated additional bolus, for example, if the blood glucose was above normal and the app calculated that the patient needs more than usual bolus insulin.

Carbohydrates and insulin averages by meal for the selected interval



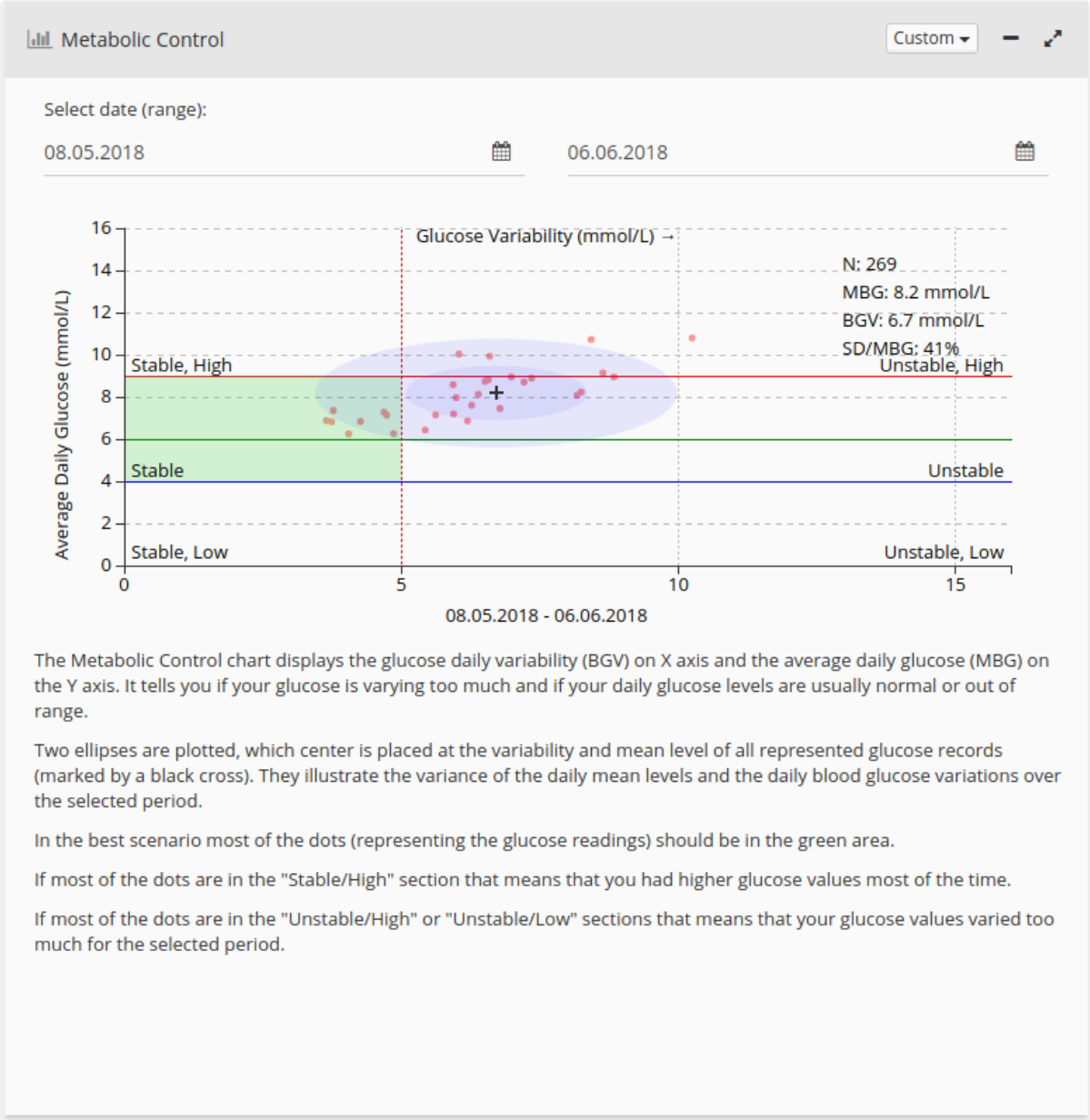
This chart shows the average insulin and carbohydrates by periods of the day – night, breakfast, lunch, dinner, before bed.
It can help you to see average carbohydrates intake and average insulin intakes by the time of the day. This way you can find how different carbohydrates amounts affect insulin intakes and the opposite.

Food nutrition data and grams intake for the selected interval (Meal daily totals)



This chart shows carbohydrates (green), proteins (orange) and fats (purple) of the food you take over the selected period of time, distributed by times of the day. Also, it shows calories count (the black line with dots), needed calories and food's weight.

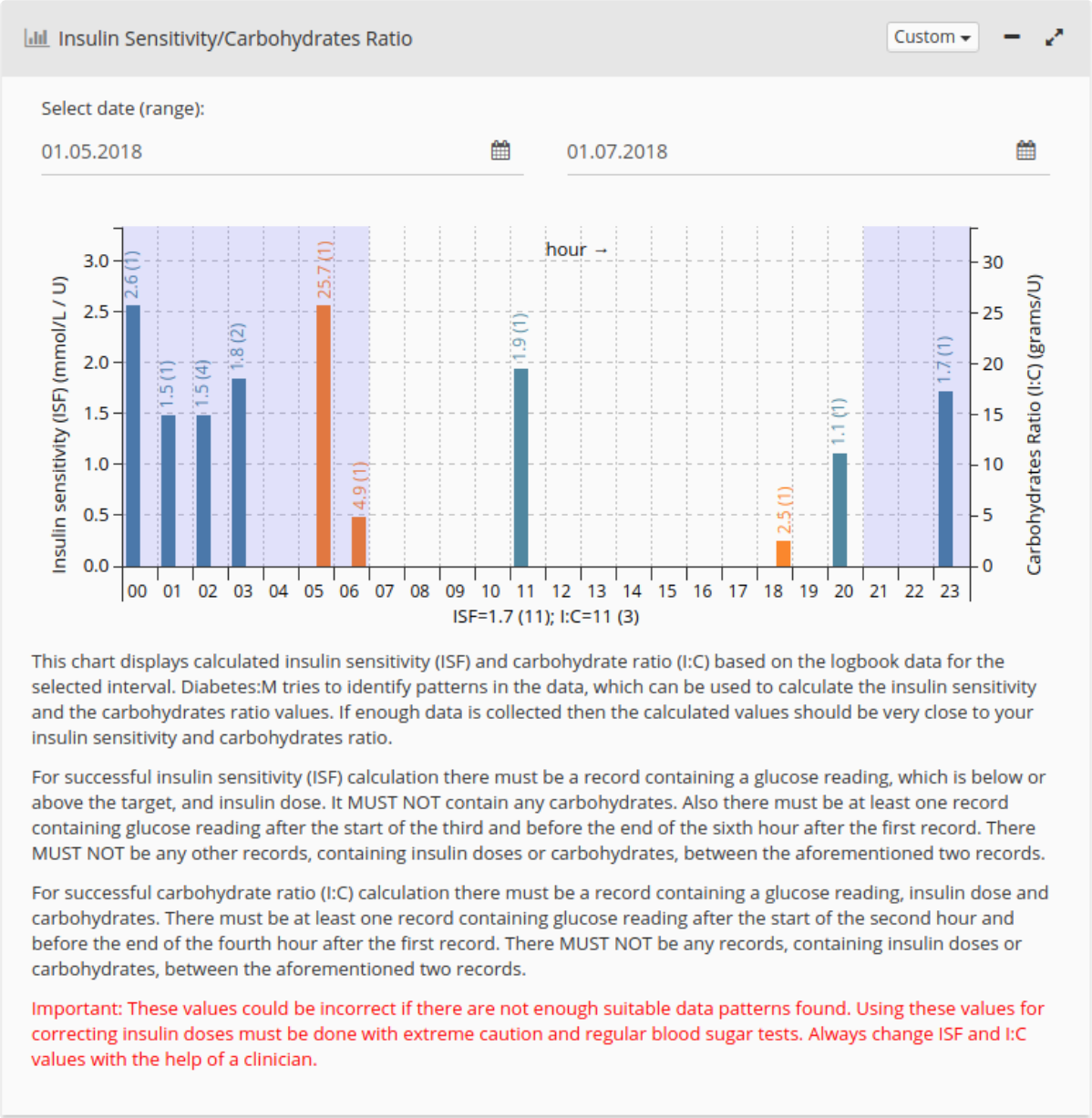
Metabolic control for the selected period



This chart shows the glucose variability and average daily glucose. It tells you if the glucose is varying too much and if daily glucose levels are normal. In the best scenario, most of the dots (readings) should be in the inner circle.

If most of the readings are in the inner circle it means that glucose was stable and didn't vary too much.

Insulin Sensitivity/Carbohydrate Ratio (Figure 12)



This chart shows the calculated carbohydrate ratio and insulin sensitivity based on the information during the selected interval. Diabetes:M tries to identify patterns in the data entered with which it can calculate some insulin sensitivity and carbohydrates ratio. If the patient has entered enough and correct data, those values should almost match the insulin sensitivity and carbohydrates ratio.

Description

1. Insulin sensitivity bar (blue)
2. Carbohydrate ratio bar (orange)
3. Average value calculated for the hour (over the bars)
4. Count of the successful calculations for the hour. The hour average is calculated using these values (in the brackets)
   In the chart description at the bottom of the chart, you can see the total averages for these values based on all successful calculations.

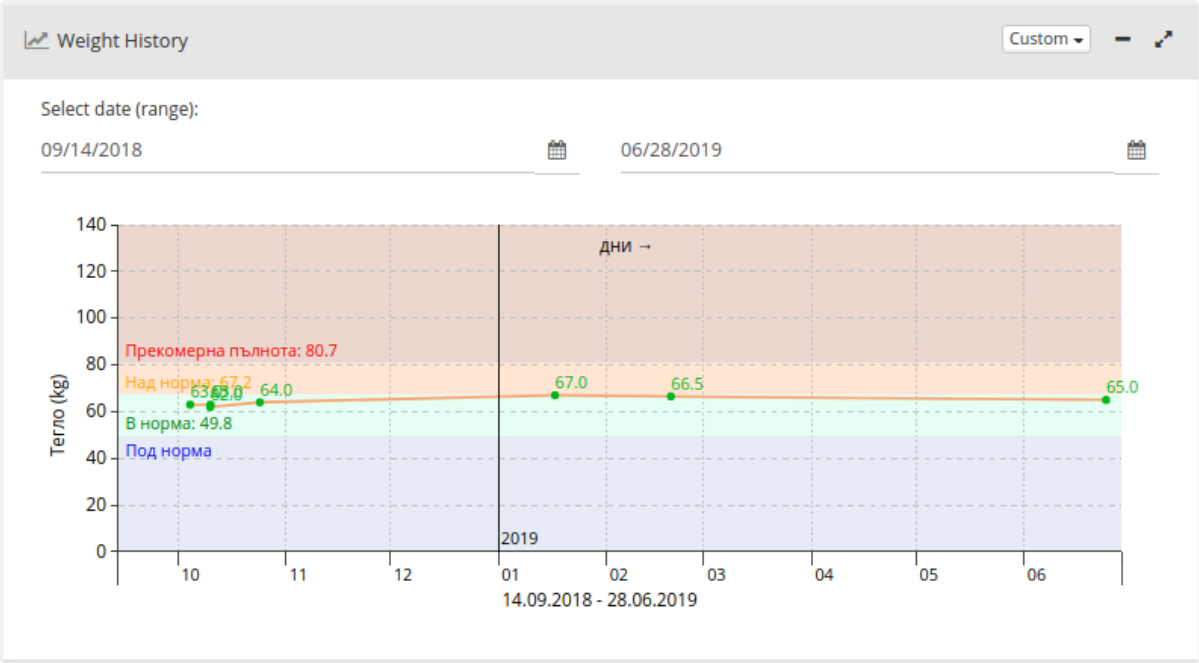
Calculation basics

To calculate carbohydrate ratio successfully there must be a glucose reading, insulin dose, and carbohydrate entry and there must be at least one glucose reading during the second, third or fourth hour after the first reading.

To calculate insulin sensitivity successfully there must be a glucose reading below or above the target and insulin dose entry but NOT a carbohydrate entry. There must be at least one glucose reading during the third, fourth or fifth hour after the first reading.

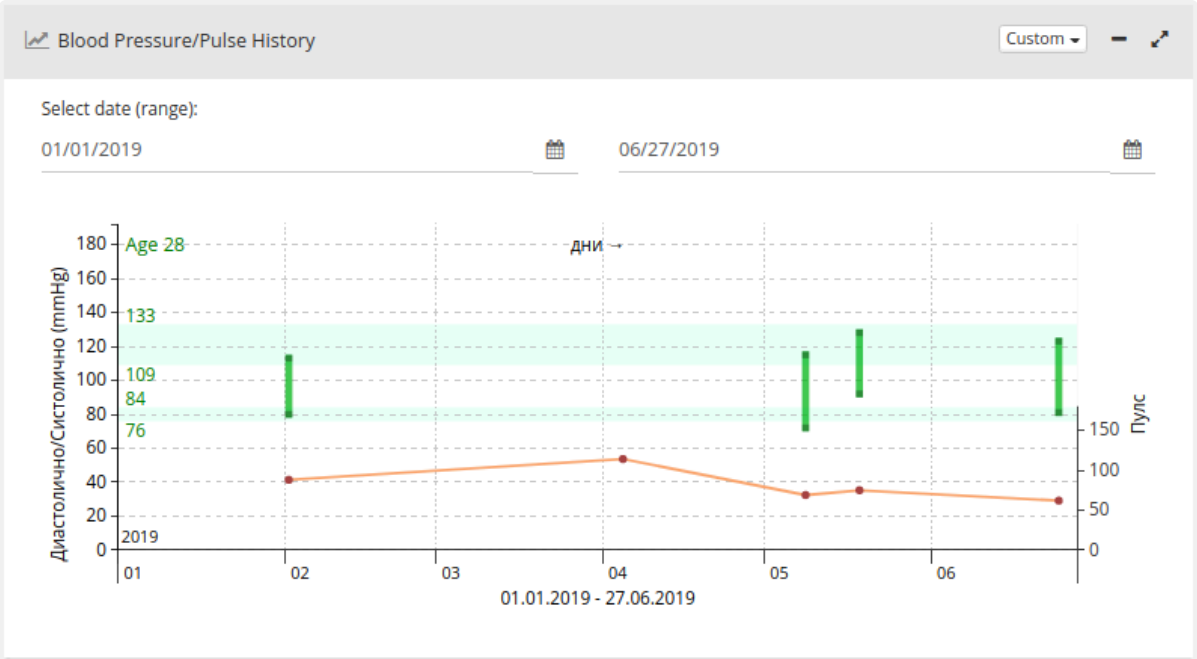
> ⚠ These values could be wrong if there are not appropriate data patterns found and not enough successful calculations are made for some hours. Using these values for correcting insulin doses must be done with extreme caution and increased blood glucose measuring.

Weight history



This chart shows the history of all the weight recordings for the selected interval.

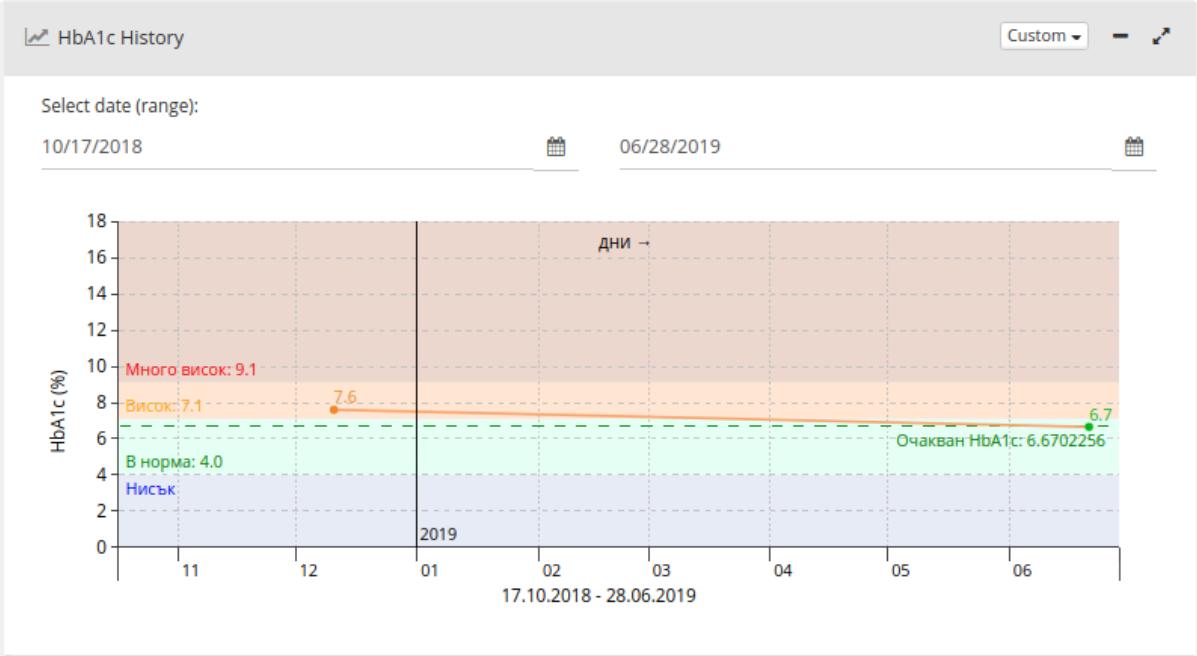
Blood Pressure & Pulse history



This chart shows the history of all the blood pressure and pulse recordings for the selected interval.

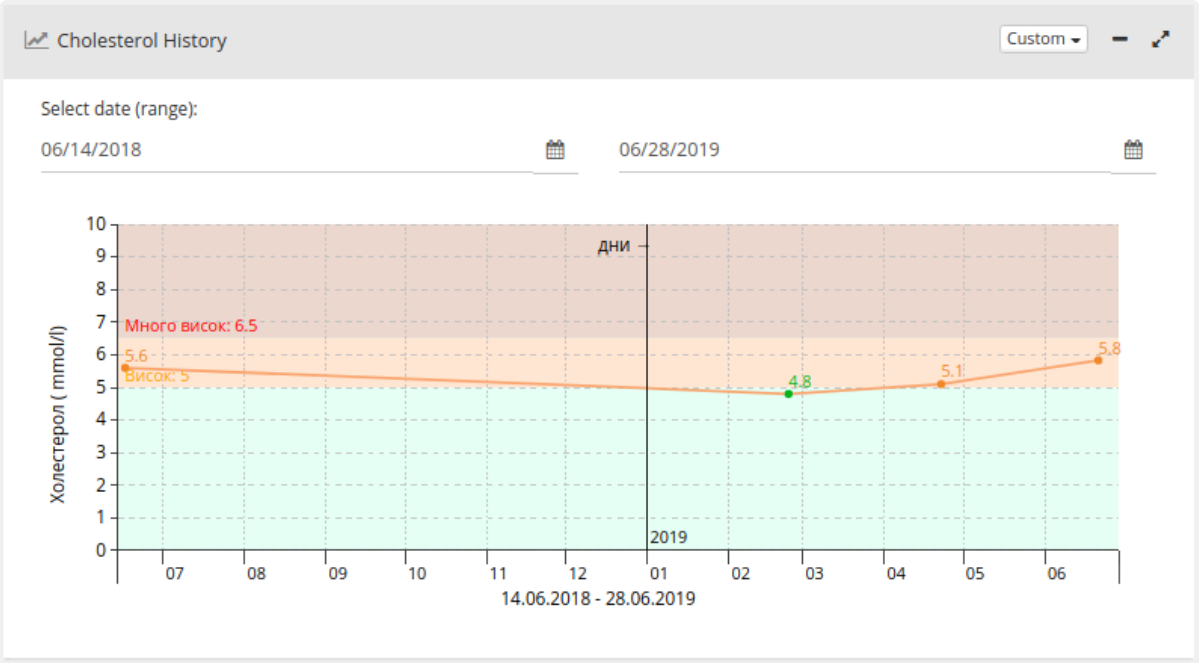
The target zones are calculated depending by the age. When pulse pressure is above or below the safe range the bar is in red.

HbA1c history for the last 2 years



This chart shows the history of all the HbA1c recordings for the last 2 years.

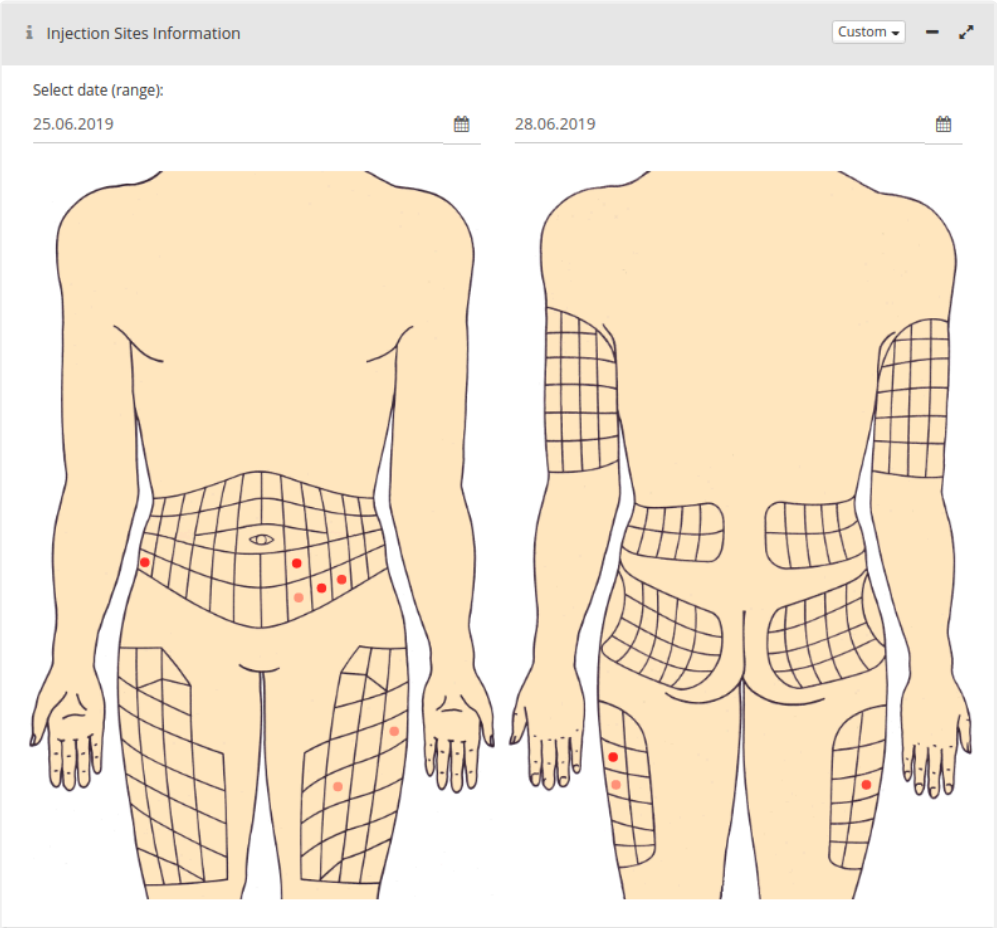
Cholesterol history for the last 2 years



This chart shows the history of all cholesterol recordings for the last 2 years.

Injection and test sites

Those graphics show the insulin injection sites and glucose test sites on the hands. The most frequently used spots (and most recent spots) are with a darker color. Spots color decays in time and disappears in some time if not used again.


Injection Sites Information
Custom
Select date (range):
25.06.2019
28.06.2019

Glucose Test Information
Custom
Select date (range):
25.06.2019
28.06.2019

7.5. Reports

Using the Reports screen the clinician can review various reports that were generated by the user. The clinician can also generate a report for a defined period of time. The reports that are generated by the clinician are not viewable by the patients.

Report types

LogBook

The LogBook report contains a table including all logged entries for the given period of time. The table includes entry number, date/time, glucose level (colored for low/high/normal), carbohydrates taken, insulin doses (including basal and extended boluses), other medications, category (after/before dinner/ breakfast etc.), notes, additional info. The report is good to show your treatment and intakes in details.

LogBook (Compact)

A report which includes glucose, carbohydrates, bolus and basal in a table separated by every hour of every day in the reporting period.

Category/Distribution

A report which includes glucose, bolus, and carbohydrates, grouped by category (breakfast, after breakfast, lunch, after lunch, etc.) for every day from the reporting period

Report

A detailed report which includes graphs and charts from those seen in the application (Graphs and Charts). Most of the charts can be configured to show different periods of time, including copies of the charts with more than one time period. In this report you can include almost all charts:

- “Distribution by category” charts – places the distribution by category pie charts in the attached main report for the last 7, 14, 30, 90 days or for a custom time period.
- “Glucose overlay” chart – places the glucose overlay charts in the attached main report for the last 7, 14, 30, 90 days or for a custom time period.
- “Metabolic control” chart – places the metabolic control chart in the attached report for the last 7, 14, 30, 90 days or for a custom time period.
- “Category averages” chart – places the mealtime averages charts in the attached main report for the last 7, 14, 30, 90 days or for a custom time period.
- “Insulin daily totals” chart – places the totals for insulin intake chart in the attached main report for the last 7, 14, 30, 90 days or for a custom time period.
- “Carbs/Insulin averages” chart – places the averages for insulin and carbohydrates intake charts in the attached main report for the last 7, 14, 30, 90 days or for a custom time period.
- “Carbs/Calories totals” chart – places the totals for carbohydrates and calories intake charts in the attached main report for the last 7, 14, 30, 90 days or for a custom time period.
- “Glucose history” chart – places the glucose history charts in the attached main report for the last 7, 14, 30, 90 days or for a custom time period.
- “Weight history” chart – places the weight history chart in the attached main report for the last 7,

14, 30, 90 days or for a custom time period.
- “Blood Pressure and Pulse history” chart – places the blood pressure and pulse history chart in the attached main report for the last 7, 14, 30, 90 days or for a custom time period.
- “HbA1c history” chart – places the blood pressure and pulse history chart in the attached main report for the last 2 years.
- “Cholesterol history” chart – places the cholesterol history chart in the attached main report for the last 2 years.
- “Injection sites information” graphic – places the injection sites information graphic in the attached main report for the last 2 years.

Patterns report

Report including all the data from our patterns feature including all the patterns found within the last 14 days and the entries matched in the patterns

The reports can be generated in different formats – XLS, PDF, HTML and can be printed, shared in some apps (google drive, email clients and others similar) or sent via email.

8. Monitor Settings

The Settings screen lets you set your desired settings to which the patient's data will be adapted. The patient's settings may be different than your settings.

Brief settings description

Units and Formatting – you can select the US or metric system, blood glucose unit like mmol/L or mg/dL, HbA1c unit, carbohydrates unit, date formats. All the patient's data will be shown in your desired units, regardless of his units and formatting settings.
Glucose Levels Target Range – Glucose Hi, Glucose Low and Glucose target values. All charts, graphs and statistics will be colored different according to the settings here. The patient's data will be colored according to your glucose target levels settings here, regardless of his own settings.

Data

Save Reset

The settings below affect how you can view the data in Diabetes:M Monitor and they do not affect Diabetes:M mobile app or Diabetes Analytics settings.

Units and formatting

Units of measurement	Metric (kg, gram, ml, cm)
Blood glucose units	mmol/L
HbA1c unit	DCCT (%)
Carbohydrates units	Grams
Ketones unit	mmol/L
Cholesterol unit	mmol/L
Date format	DD/MM/YYYY
Use 24 hour clock	☑ 24 hour clock
Include sensor data	☑ The data from sensors will be included in calculations, statistics and reports

Glucose levels target ranges

Glucose levels target ranges

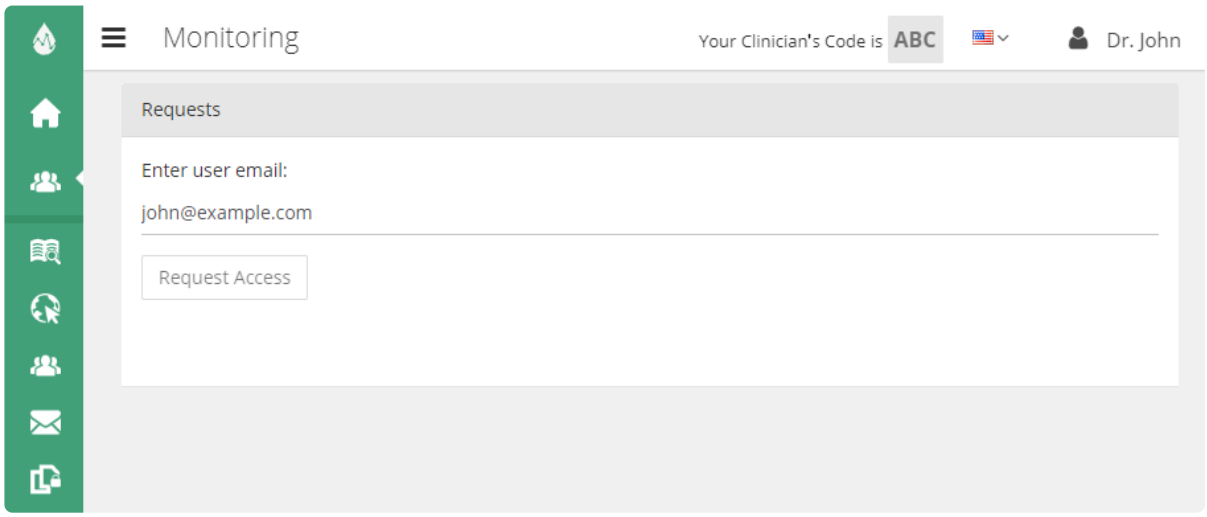
Hyperglycemia	11	mmol/L
Glucose Hi	8	mmol/L
Glucose Target	5.6	mmol/L
Glucose Low	4.6	mmol/L
Hypoglycemia	3	mmol/L

Target ranges after meal

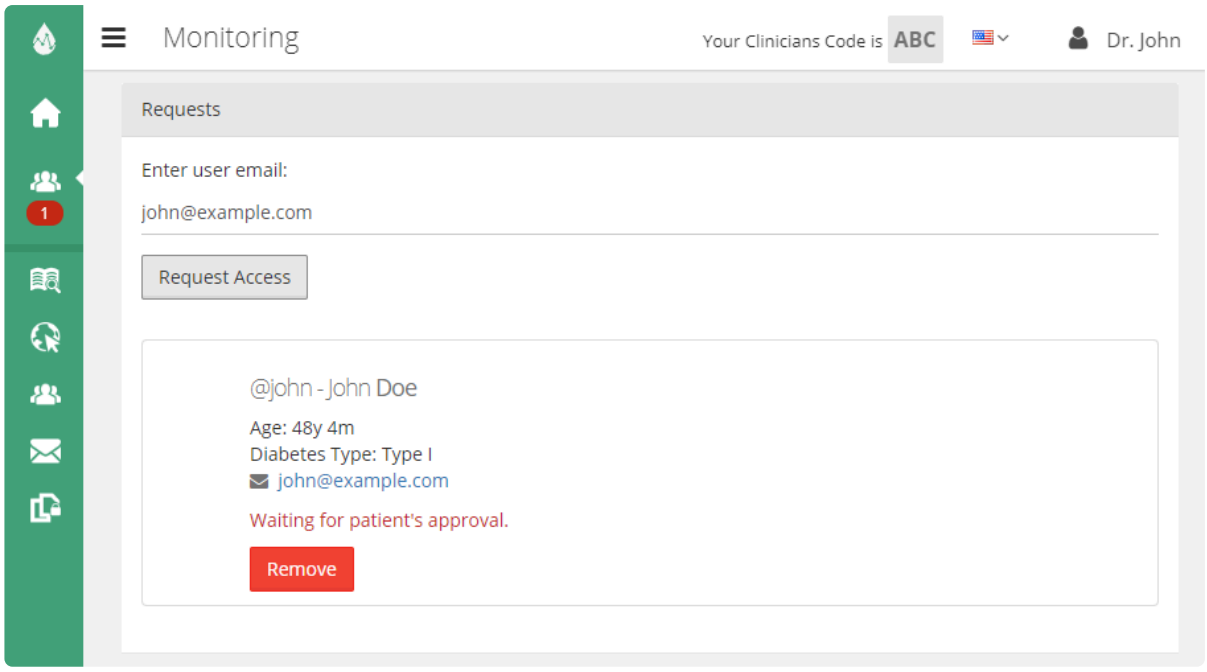
Hyperglycemia	15	mmol/L
Glucose Hi	10	mmol/L
Glucose Low	5	mmol/L

9. Requests

The Requests screen allows the clinicians to request access to patients' data or to approve requests from the patients.

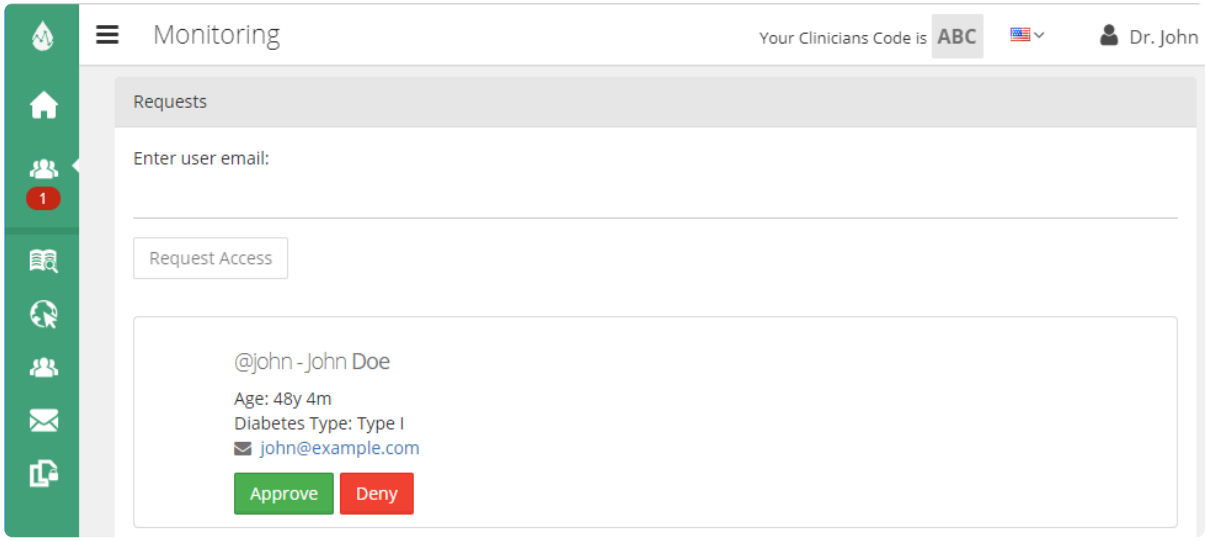


To request access to the patient's data just type the patient's email and press on "Request Access" button.



Then the patient have to approve the request from his mobile or web app from "Clinician" section.

When a patient adds Clinician's code to grant access to the data, clinician must approve this request in order to start seeing the patien's data or can remove it and reject the request.

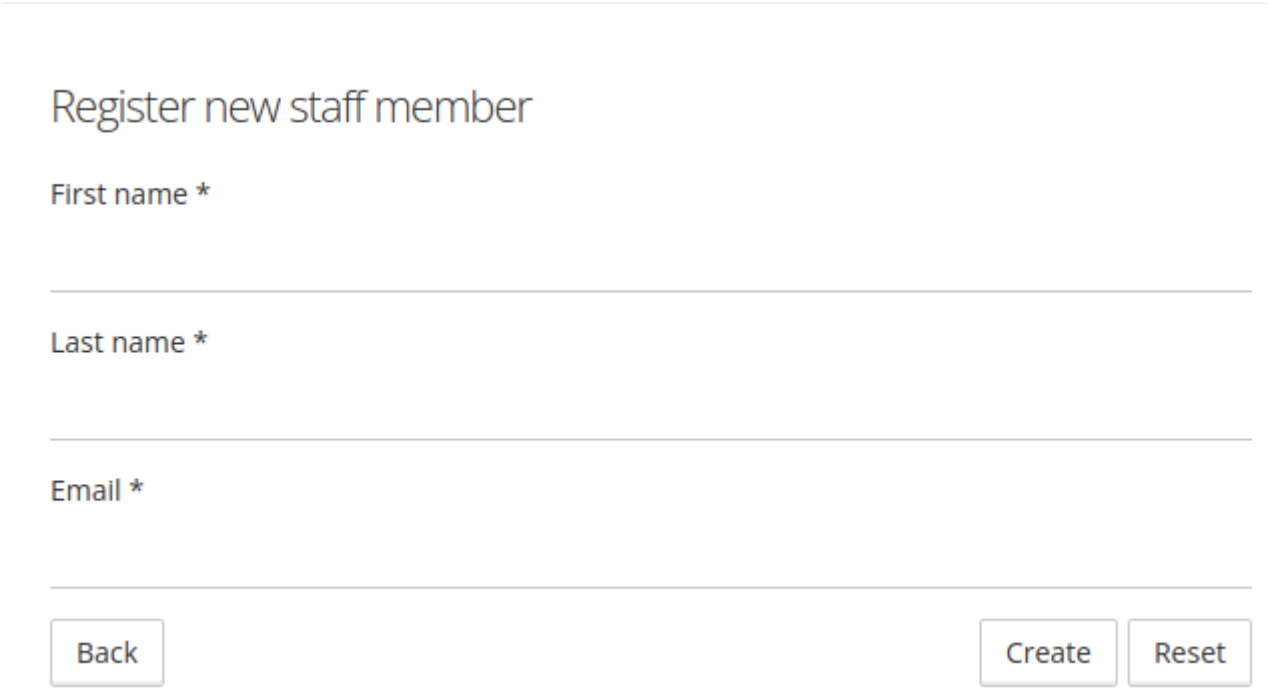

Monitoring
Your Clinicians Code is ABC
Dr. John
1
Requests
Enter user email:
Request Access
@john - John Doe
Age: 48y 4m
Diabetes Type: Type I
john@example.com
Approve
Deny

10. Staff

Register staff

You can register additional clinicians from your practice by selecting the Register button on the top right corner of the screen. Then you should fill in the form with the following details:

- Name
- Email – a valid email on which the clinician will receive a temporary password, and official communication from the application such as a two-factor authentication code, forgotten password and additional information (if this option is selected).



Initially the registered clinician will not have any permissions in the application.

Staff permissions

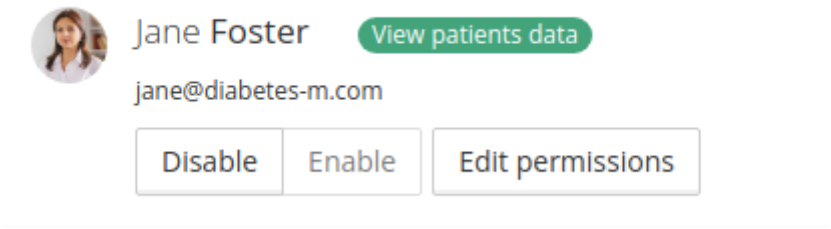
You can update permissions when you tap on the “Edit permissions” button of a clinician:

- View patients data – View patients list and monitor patients data
- Manage patients data – Send, approve or deny monitoring requests for the clinic. Remove already monitored patients from the clinic.
- View staff – View staff members and their permisions
- Manage staff – Delete existing or create new clinic staff. Change staff permissions. Give or remove staff login rights.

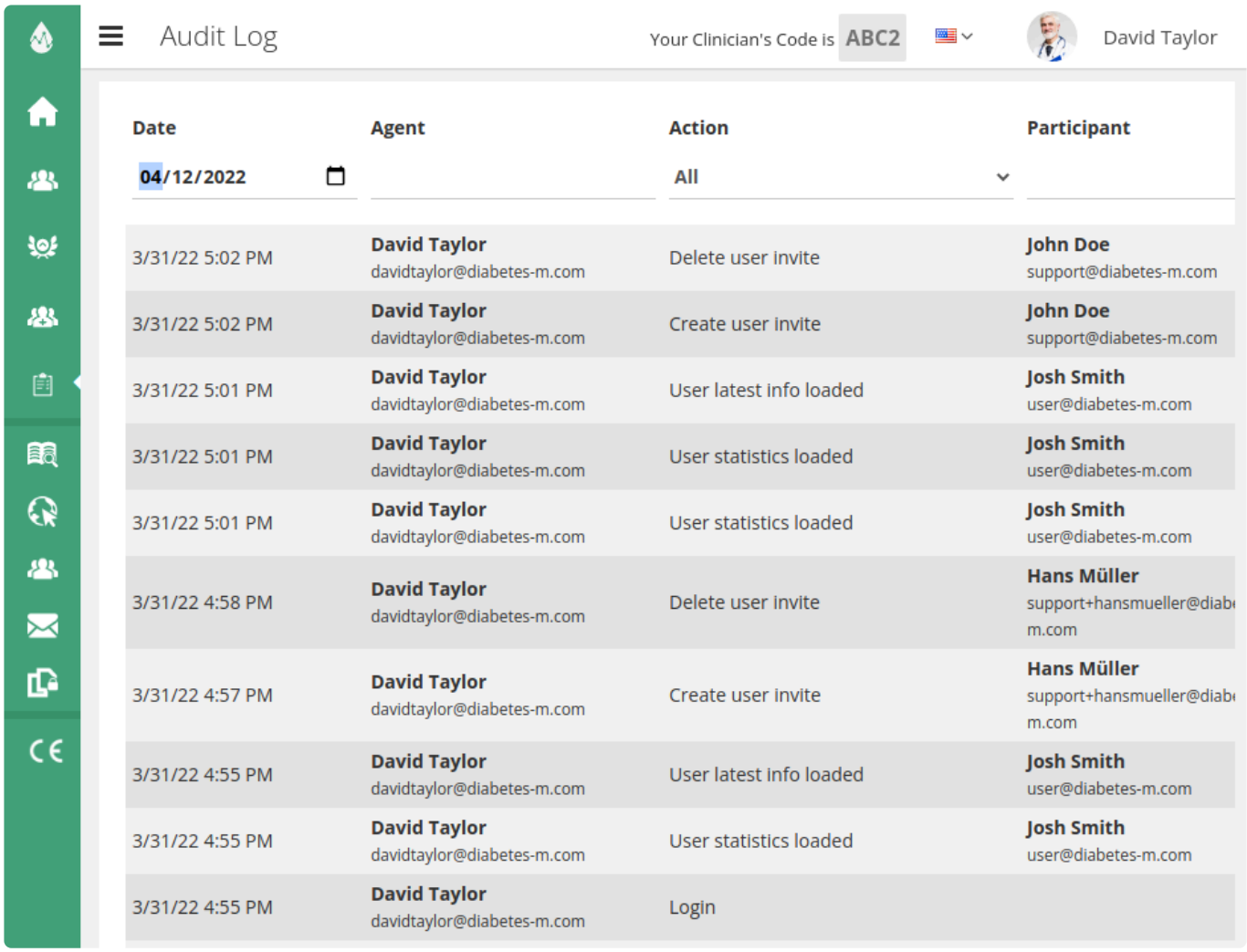
Login rights

Users with “Manage staff” permissions can give or remove login rights. This can be done with the

“Disable/Enable” button of a clinician.



11. Audit Log



On this screen you can see the records for the main actions for your own and your staff accounts.

User profile

The audit log will contain records when your account is registered and updated.

Patients monitoring

The audit log will contain records when and whose patient data is loaded and reports are created.

Staff

The audit log will contain records when staff is registered, profile updated, deleted, logged in. Including when permissions and login rights are updated.

Manage patients

The audit log will contain records when patient request is approved or denied, when patient is invited or monitored patient is removed.

12. About the manufacturer

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Medical Systems

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Email: info@sirma-medical.com
Website: www.sirma-medical.com

Diabetes : M

MEDICAL DEVICE

SOFTWARE FOR MONITORING AND ALLEVIATING DIABETES

Model: Mobile version

UDI (01) 3800600005750
(8012) 9.0

13. Terms of Service

ACCEPTANCE OF TERMS

The following Terms of Service Agreement (the “TOS”) is a legally binding agreement that shall govern the relationship with our users and others which may interact or interface with Sirma Medical Systems, also known as Sirma MS, located at 135 Tsarigradsko Shosse Blvd., Floor 3, Sofia 1784, Bulgaria and our subsidiaries and affiliates, in association with the use of the Sirma MS applications, which includes Diabetes:M mobile application for Android and iOS, (the “Application”) and its Services.

USE OF PRODUCT AND SERVICES

Any and all users of our applications and visitors to our sites, despite whether they are registered or not, shall be deemed as “users” of the herein contained Services provided for the purpose of this TOS. Once an individual subscribes for our Services, through the process of creating an account, the user shall then be considered a “member.”

The user and/or member acknowledges and agrees that the Services provided and made available through our website and applications, which may include some mobile applications and that those applications may be made available on various social media networking sites and numerous other platforms and downloadable programs, are the sole property of Sirma Medical Systems. At its discretion, Sirma Medical Systems may offer additional website Services and/or products, or update, modify or revise any current content and Services, and this Agreement shall apply to any and all additional Services and/or products and any and all updated, modified or revised Services unless otherwise stipulated. Sirma Medical Systems does hereby reserve the right to cancel and cease offering any of the aforementioned Services and/or products. You, as the end user and/or member, acknowledge, accept and agree that Sirma Medical Systems shall not be held liable for any such updates, modifications, revisions, suspensions or discontinuance of any of our Services and/or products. Your continued use of the Services provided, after such posting of any updates, changes, and/or modifications shall constitute Your acceptance of such updates, changes and/or modifications, and as such, frequent review of this Agreement and any and all applicable terms and policies should be made by You to ensure You are aware of all terms and policies currently in effect. Should You not agree to the updated, revised or modified terms, You must stop using the provided Services forthwith.

Furthermore, the user and/or member understands, acknowledges and agrees that the Services offered shall be provided “AS IS” and as such Sirma Medical Systems shall not assume any responsibility or obligation for the timeliness, missed delivery, deletion and/or any failure to store user content, communication or personalization settings.

REGISTRATION

To register/subscribe and become a “member” of the Site, You must be at least 18 years of age to enter into and form a legally binding contract. In addition, You must be in good standing and not an individual that has been previously barred from receiving Sirma MS’s Services under the laws and statutes of the applicable jurisdiction.

When You register, Sirma MS may collect information such as Your name, e-mail address, birth date, gender and country. You can edit Your account information at any time. Once You register with Sirma MS and sign in to our Services, You are no longer anonymous to us.

To the widest extent possible pursuant to applicable law, Sirma MS is not liable for any loss or damage arising from Your failure to comply with this section. In consideration of use of the Services, You agree

to:
- provide true, accurate, current and complete information about Yourself as prompted by the Service's registration form, and
- maintain and promptly update the data to keep it true, accurate, current and complete.
Sirma MS will not verify the information You register on Your Account. If You provide any information that is untrue, inaccurate, not current or incomplete, or Sirma MS has reasonable grounds to suspect that such information is untrue, inaccurate, not current or incomplete, Sirma MS has the right to suspend or terminate Your Account and to refuse You any and all current or future use of the Services (or any portion thereof).

SUBSCRIPTION
You agree to pay to Sirma Medical Systems any fees for each Service You purchase or use (including any overage fees), in accordance with the pricing and payment terms presented to You for that Service. Where applicable, You will be billed using the billing method You select through Your account management page. If You have elected to pay the fees by credit card, You represent and warrant that the credit card information You provide is correct and You will promptly notify Sirma Medical Systems of any changes to such information. Fees paid by You are non-refundable, except as provided in these Terms or when required by law.

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Our Services are billed on a subscription basis (we call these "Subscriptions"). This means that You will be billed in advance on a recurring, periodic basis (each period is called a "billing cycle"). Billing cycles are typically monthly or annual, depending on what subscription plan You select when purchasing a Subscription. YOUR SUBSCRIPTION WILL BE RENEWED AND PAID AUTOMATICALLY ON THE DAY AFTER THE EXPIRY OF THE SUBSCRIPTION PERIOD UNLESS YOU HAVE TERMINATED YOUR SUBSCRIPTION BEFOREHAND. WE WILL AUTOMATICALLY CHARGE THE SUBSCRIPTION PAYMENT TO THE RELEVANT PAYMENT AGREED METHOD OF PAYMENT. While we will be sad to see You go, You may cancel auto-renewal on Your Subscription at any time, in which case Your Subscription will continue until the end of that billing cycle before terminating. You may cancel auto-renewal on Your Subscription immediately after the Subscription starts if You do not want it to renew.

You can, at any time, upgrade your subscription plan to another, more expensive.

Where the transaction takes place via an online store such as PayPal, such store sends the client a receipt which lists the product, the price and Sirma Medical Systems as seller. In this instance, the purchase and payment process shall take place via the client's online store account. You acknowledge that access to the Products and Services may be suspended until payment is received in full. You are solely responsible for all taxes based upon the provision, sale or use of the Products and Services, excluding any taxes based on Sirma Medical Systems' net income.

Currently, all payments are made through PayPal. You may be required to provide Sirma MS with PayPal account ("Payment Provider"). Your Payment Provider agreement governs Your use of the PayPal account, and You must refer to that agreement and not the Terms to determine Your rights and liabilities. By providing Sirma MS with your PayPal account and associated payment information, you agree that Sirma MS is authorized to immediately invoice your Account for all fees and charges due and payable to Sirma MS hereunder and that no additional notice or consent is required. You agree to immediately notify Sirma MS of any change in your PayPal account used for payment hereunder. Sirma MS reserves the right at any time to change its prices and billing methods, either immediately upon

posting on Sirma MS website or by e-mail delivery to you. All purchases are final and non-refundable, except at Our sole discretion.

Duration
The Agreement will remain in force and run as long as neither You nor we cancel or terminate the Agreement.

Amendments to Terms
Sirma Medical Systems may change these Terms at any time for a variety of reasons, such as to reflect changes in applicable law or updates to Services, and to account for new Services or functionality. The most current version will always be posted on the Sirma Medical Systems website. If an amendment is material, as determined in Sirma Medical Systems's sole discretion, Sirma Medical Systems will notify You by email. Notice of amendments may also be posted to Sirma Medical Systems's blog or upon Your login to Your account. Changes will be effective no sooner than the day they are publicly posted. In order for certain changes to become effective, applicable law may require Sirma Medical Systems to obtain Your consent to such changes, or to provide You with sufficient advance notice of them. If You do not want to agree to any changes made to the terms for a Service, You should stop using that Service, because by continuing to use the Services You indicate Your agreement to be bound by the updated terms.

Changes to Services
Sirma Medical Systems constantly changes and improves the Services. Sirma Medical Systems may add, alter, or remove functionality from a Service it provides to You at any time without prior notice. Sirma Medical Systems may also limit, suspend, or discontinue a Service provided to You at its discretion. If Sirma Medical Systems discontinues a Service, we will give You reasonable advance notice to provide You with an opportunity to obtain a copy of Your Content from that Service. Sirma MS may remove content from the Services it provides You at any time in our sole discretion, although we will endeavor to notify You before we do that if it materially impacts You and if practicable under the circumstances.

Downgrades
Downgrading Your account plan may cause the loss of content, features, functionality, or capacity of Your account.

THIRD PARTY SERVICES
All services offered by third parties (e.g. external food databases), are subject to change and/or cancellation without prior notice.

PRIVACY POLICY
Read the Privacy policy here

MEMBER ACCOUNT, USERNAME, PASSWORD AND SECURITY
When You set up an account, You are the sole authorized user of Your account. You shall be responsible for maintaining the secrecy and confidentiality of Your password and for all activities that transpire on or within Your account. It is Your responsibility for any act or omission of any user(s) that access Your account information that, if undertaken by You, would be deemed a violation of the TOS. It shall be Your responsibility to notify Sirma Medical Systems immediately if You notice any unauthorized access or use of Your account or password or any other breach of security. Sirma Medical Systems shall

not be held liable for any loss and/or damage arising from any failure to comply with this term and/or condition of the TOS.

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As a user or member of the Site, You herein acknowledge, understand and agree that all information, text, software, data, photographs, music, video, messages, tags or any other content, whether it is publicly or privately posted and/or transmitted, is the expressed sole responsibility of the individual from whom the content originated. In short, this means that You are solely responsible for any and all content posted, uploaded, emailed, transmitted or otherwise made available by way of the Sirma MS Services, and as such, we do not guarantee the accuracy, integrity or quality of such content. It is expressly understood that by use of our Services, You may be exposed to content including, but not limited to, any errors or omissions in any content posted, and/or any loss or damage of any kind incurred as a result of the use of any content posted, emailed, transmitted or otherwise made available by Sirma MS.

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b) causing harm to minors in any manner whatsoever;

c) impersonating any individual or entity, including, but not limited to, any Sirma MS officials, forum leaders, guides or hosts or falsely stating or otherwise misrepresenting any affiliation with an individual or entity;

d) forging captions, headings or titles or otherwise offering any content that You personally have no right to pursuant to any law nor having any contractual or fiduciary relationship with;

e) uploading, posting, emailing, transmitting or otherwise offering any such content that may infringe upon any patent, copyright, trademark, or any other proprietary or intellectual rights of any other party;

f) uploading, posting, emailing, transmitting or otherwise offering any content that You do not personally have any right to offer pursuant to any law or in accordance with any contractual or fiduciary relationship;

g) uploading, posting, emailing, transmitting, or otherwise offering any unsolicited or unauthorized advertising, promotional flyers, "junk mail," "spam," or any other form of solicitation, except in any such areas that may have been designated for such purpose;

h) uploading, posting, emailing, transmitting, or otherwise offering any source that may contain a software virus or other computer code, any files and/or programs which have been designed to interfere, destroy and/or limit the operation of any computer software, hardware, or telecommunication equipment;

i) disrupting the normal flow of communication, or otherwise acting in any manner that would negatively affect other users' ability to participate in any real time interactions;

j) interfering with or disrupting any Sirma Medical Systems Services, servers and/or networks that may

be connected or related to our website, including, but not limited to, the use of any device software and/or routine to bypass the robot exclusion headers;

k) intentionally or unintentionally violating any local, state, federal, national or international law.

l) “stalking” or with the intent to otherwise harass another individual; and/or

m) collecting or storing of any personal data relating to any other member or user in connection with the prohibited conduct and/or activities which have been set forth in the aforementioned paragraphs.

Sirma Medical Systems herein reserves the right to pre-screen, refuse and/or delete any public content currently available through our Services. In addition, we reserve the right to remove and/or delete any such content that would violate the TOS or which would otherwise be considered offensive to other visitors, users and/or members.

Sirma Medical Systems herein reserves the right to access, preserve and/or disclose member account information and/or content if it is requested to do so by law or in good faith belief that any such action is deemed reasonably necessary for:

a) compliance with any legal process;

b) enforcement of the TOS;

c) responding to any claim that therein contained content is in violation of the rights of any third party;

d) responding to requests for customer service; or

e) protecting the rights, property or the personal safety of Sirma Medical Systems, its visitors, users and members, including the general public.

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Sirma Medical Systems shall not lay claim to ownership of any content submitted by any visitor, member, or user, nor make such content available for inclusion on our website Services. Therefore, You hereby grant and allow for Sirma Medical Systems the below listed worldwide, royalty-free and non-exclusive licenses, as applicable:

a) The medical information can be shared anonymously and used for medical research and statistical analysis. This means that all information that might contain personality identification will be omitted and WILL NOT BE SHARED, which includes but not limited to any notes, comments, images and all textual information entered by the user. For research purposes information like diabetes type, selected therapy,

gender, country and age might be shared along with the other values.

b) The content submitted or made available for inclusion on the publicly accessible areas of Sirma Medical Systems's sites, the license provided to permit to use, distribute, reproduce, modify, adapt, publicly perform and/or publicly display said Content on our network Services is for the sole purpose of providing and promoting the specific area to which this content was placed and/or made available for viewing. This license shall be available so long as You are a member of Sirma Medical Systems's sites, and shall terminate at such time when You elect to discontinue Your membership.

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d) For any other content submitted or made available for inclusion on the publicly accessible areas of Sirma Medical Systems's sites, the continuous, binding and completely sub-licensable license which is meant to permit to use, distribute, reproduce, modify, adapt, publish, translate, publicly perform and/or publicly display said content, whether in whole or in part, and the incorporation of any such Content into other works in any arrangement or medium current used or later developed.

Those areas which may be deemed "publicly accessible" areas of Sirma Medical Systems's sites are those such areas of our network properties which are meant to be available to the general public, and which would include message boards and groups that are openly available to both users and members. However, those areas which are not open to the public, and thus available to members only, would include our mail system and instant messaging.

CONTRIBUTIONS TO SIRMA MS WEBSITE

Sirma Medical Systems provides an area for our users and members to contribute feedback to our website. When You submit ideas, documents, suggestions and/or proposals ("Contributions") to our site, You acknowledge and agree that:

a) Your contributions do not contain any type of confidential or proprietary information;

b) Sirma MS shall not be liable or under any obligation to ensure or maintain confidentiality, expressed or implied, related to any Contributions;

c) Sirma MS shall be entitled to make use of and/or disclose any such Contributions in any such manner as they may see fit;

d) the contributor's Contributions shall automatically become the sole property of Sirma MS; and

e) Sirma MS is under no obligation to either compensate or provide any form of reimbursement in any manner or nature.

INDEMNITY

All users and/or members herein agree to insure and hold Sirma Medical Systems, our subsidiaries, affiliates, agents, employees, officers, partners and/or licensors blameless or not liable for any claim or demand, which may include, but is not limited to, reasonable attorney fees made by any third party which may arise from any content a member or user of our site may submit, post, modify, transmit or otherwise make available through our Services, the use of Sirma MS Services or Your connection with these Services, Your violations of the Terms of Service and/or Your violation of any such rights of another person.

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The member or user herein agrees not to replicate, duplicate, copy, trade, sell, resell nor exploit for any commercial reason any part, use of, or access to Sirma MS's sites.

USE AND STORAGE GENERAL PRACTICES

You herein acknowledge that Sirma Medical Systems may set up any such practices and/or limits regarding the use of our Services, without limitation of the maximum number of days that any email, message posting or any other uploaded content shall be retained by Sirma Medical Systems, nor the maximum number of email messages that may be sent and/or received by any member, the maximum volume or size of any email message that may be sent from or may be received by an account on our Service, the maximum disk space allowable that shall be allocated on Sirma Medical Systems's servers on the member's behalf, and/or the maximum number of times and/or duration that any member may access our Services in a given period of time. In addition, You also agree that Sirma Medical Systems has absolutely no responsibility or liability for the removal or failure to maintain storage of any messages and/or other communications or content maintained or transmitted by our Services. You also herein acknowledge that we reserve the right to delete or remove any account that is no longer active for an extended period of time. Furthermore, Sirma Medical Systems shall reserve the right to modify, alter and/or update these general practices and limits at our discretion.

Any messenger service, which may include any web-based versions, shall allow You and the individuals with whom You communicate with the ability to save Your conversations in Your account located on Sirma Medical Systems's servers. In this manner, You will be able to access and search Your message history from any computer with internet access. You also acknowledge that others have the option to use and save conversations with You in their own personal account on Diabetes:M. It is Your agreement to this TOS which establishes Your consent to allow Sirma Medical Systems to store any and all communications on its servers.

MODIFICATIONS

Sirma Medical Systems shall reserve the right at any time it may deem fit, to modify, alter and or discontinue, whether temporarily or permanently, our service, or any part thereof, with or without prior notice. In addition, we shall not be held liable to You or to any third party for any such alteration, modification, suspension and/or discontinuance of our Services, or any part thereof.

TERMINATION

Cancellation

If You are residing in the EU or European Economic Area, in accordance with local law, You are entitled to a full refund without stating a reason during the 14 days after the subscription begins. Please note that this 14-day period commences when the subscription starts.

You may also mail or deliver a signed and dated notice, which states that You, the buyer, are making use of Your right to withdrawal, or words of similar meaning. Please also include the email address or telephone number associated with Your account along with Your order number. This notice shall be sent to: info@sirma-medical.com. You may also use the standard withdrawal form (Annex 1), but this is not a requirement.

Consequences of withdrawal:

- All payments received from You are refunded without undue delay and in any case within 14 days of the date when we received notice of Your decision to withdraw. We shall make such refund using the same means of payment as used by You in the initial transaction. In any case, no fees will be charged to You as a result of the refund.
- Exception to Your right of withdrawal: You cannot withdraw from an order for delivery of digital content that is not delivered on a physical medium if order processing has begun with Your explicit prior consent and acknowledgement that You will thereby lose Your right of withdrawal.

You or us can cancel your Subscription at any time and the cancellation will take effect by no later than the expiry of the current Subscription Period. If You terminate a Subscription in the middle of a billing cycle, You will not receive a refund unless You are terminating these Terms for any of the following reasons: (a) we have materially breached these Terms and failed to cure that breach within 30 days after You have so notified us in writing; (b) a refund is required by law; or © we, in our sole discretion, determine a refund is appropriate. For clarity, we will not grant a refund where You have used our Services, collected responses, and/or downloaded Your responses unless the termination is due to our material, uncured breach or a refund is required by law.

In accordance with applicable law, we may, at any time with immediately effect, terminate the Agreement in the event of Your substantial breach of the Agreement.
When You cancel, you will lose access to use the Service after expiry of the subscription period. If You decide to re-subscribe until your terminated subscription period has not yet been expired, You will be charged for the new subscription.

You can not delete Your account. Sirma Medical Systems will do this after You submit a cancellation or termination request to info@sirma-medical.com.

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Sirma MS may terminate Your Subscription at the end of a billing cycle by providing at least 30 days' prior written notice to You. Sirma MS may terminate Your Subscription for any reason by providing at least 90 days' written notice to You and will provide a pro rata refund for any period of time You did not use in that billing cycle. Sirma MS may suspend performance or terminate Your Subscription for any of the following reasons: (a) You have materially breached these Terms and failed to cure that breach within 30 days after Sirma MS has so notified You in writing; (b) You cease Your business operations or become subject to insolvency proceedings and the proceedings are not dismissed within 90 days; or © You fail to pay fees for 30 days past the due date. Additionally, Sirma MS may limit, suspend, or terminate the Services to You: (i) if You fail to comply with these Terms, (ii) if You use the Services in a way that causes legal liability to us or disrupts others' use of the Services; or (iii) if we are investigating suspected misconduct by You. Also, if we limit, suspend, or terminate the Services You receive, depending upon the reason, we will endeavor to give You advance notice and an opportunity to obtain a copy of Your Content from that Service. However, there may be time sensitive situations where Sirma MS may decide that we need to take immediate action without notice. Sirma MS will use commercially

reasonable efforts to narrow the scope and duration of any limitation or suspension under this Section as is needed to resolve the issue that prompted such action. Sirma MS has no obligation to retain Your Content upon termination of the applicable Service.

Further Measures. If Sirma MS stops providing the Services to You because You repeatedly or egregiously breach these Terms, Sirma MS may take measures to prevent the further use of the Services by You, including blocking Your IP address.

Furthermore, You herein agree that any and all terminations, suspensions, discontinuances, and or limitations of access for cause shall be made at our sole discretion and that we shall not be liable to You or any other third party with regards to the termination of Your account, associated email address and/or access to any of our Services.

The termination of Your account with Diabetes:M shall include any and/or all of the following:

a) the removal of any access to all or part of the Services offered within Diabetes:M;

b) the deletion of Your password and any and all related information, files, and any such content that may be associated with or inside Your account, or any part thereof; and

c) the barring of any further use of all or part of our Services.

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e) NO ADVICE AND/OR INFORMATION, DESPITE WHETHER WRITTEN OR ORAL, THAT MAY BE OBTAINED BY YOU FROM SIRMA MEDICAL SYSTEMS OR BY WAY OF OR FROM OUR SERVICES OR SOFTWARE SHALL CREATE ANY WARRANTY NOT EXPRESSLY STATED IN THE TOS.

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YOU EXPLICITLY ACKNOWLEDGE, UNDERSTAND AND AGREE THAT SIRMA MEDICAL SYSTEMS AND OUR SUBSIDIARIES, AFFILIATES, OFFICERS, EMPLOYEES, AGENTS, PARTNERS AND LICENSORS SHALL NOT BE LIABLE TO YOU FOR ANY PUNITIVE, INDIRECT, INCIDENTAL, SPECIAL, CONSEQUENTIAL OR EXEMPLARY DAMAGES, INCLUDING, BUT NOT LIMITED TO, DAMAGES WHICH MAY BE RELATED TO THE LOSS OF ANY PROFITS, GOODWILL, USE, DATA AND/OR OTHER INTANGIBLE LOSSES, EVEN THOUGH WE MAY HAVE BEEN ADVISED OF SUCH POSSIBILITY THAT SAID DAMAGES MAY OCCUR, AND RESULT FROM:

a) THE USE OR INABILITY TO USE OUR SERVICE;

b) THE COST OF PROCURING SUBSTITUTE GOODS AND SERVICES;

c) UNAUTHORIZED ACCESS TO OR THE ALTERATION OF YOUR TRANSMISSIONS AND/OR DATA;

d) STATEMENTS OR CONDUCT OF ANY SUCH THIRD PARTY ON OUR SERVICE;

e) AND ANY OTHER MATTER WHICH MAY BE RELATED TO OUR SERVICE.

RELEASE

In the event You have a dispute, You agree to release Sirma Medical Systems (and its officers, directors, employees, agents, parent subsidiaries, affiliates, co-branders, partners and any other third parties) from claims, demands and damages (actual and consequential) of every kind and nature, known and unknown, suspected or unsuspected, disclosed and undisclosed, arising out of or in any way connected to such dispute.

EXCLUSION AND LIMITATIONS

THERE ARE SOME JURISDICTIONS WHICH DO NOT ALLOW THE EXCLUSION OF CERTAIN WARRANTIES OR THE LIMITATION OF EXCLUSION OF LIABILITY FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES. THEREFORE, SOME OF THE ABOVE LIMITATIONS OF SECTIONS WARRANTY DISCLAIMERS AND LIMITATION OF LIABILITY MAY NOT APPLY TO YOU.

THIRD PARTY BENEFICIARIES

You herein acknowledge, understand and agree, unless otherwise expressly provided in this TOS, that there shall be no third-party beneficiaries to this agreement.

NOTICE

Sirma Medical Systems may furnish You with notices, including those with regards to any changes to the TOS, including but not limited to email, postings on our website Services, or other reasonable means currently known or any which may be herein after developed. Any such notices may not be received if You violate any aspects of the TOS by accessing our Services in an unauthorized manner. Your acceptance of this TOS constitutes Your agreement that You are deemed to have received any and all notices that would have been delivered had You accessed our Services in an authorized manner.

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This TOS constitutes the entire agreement between You and Sirma Medical Systems and shall govern the use of our Services, superseding any prior version of this TOS between You and us with respect to Sirma Medical Systems Services. You may also be subject to additional terms and conditions that may apply when You use or purchase certain other Sirma Medical Systems Services, affiliate Services, third-party content or third-party software.

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At any time, should Sirma Medical Systems fail to exercise or enforce any right or provision of the TOS, such failure shall not constitute a waiver of such right or provision. If any provision of this TOS is found by a court of competent jurisdiction to be invalid, the parties nevertheless agree that the court should

endeavor to give effect to the parties' intentions as reflected in the provision, and the other provisions of the TOS remain in full force and effect.

NO RIGHT OF SURVIVORSHIP NON-TRANSFERABILITY

You acknowledge, understand and agree that Your account is non-transferable and any rights to Your ID and/or contents within Your account shall terminate upon Your death. Upon receipt of a copy of a death certificate, Your account may be terminated and all contents therein permanently deleted.

VIOLATIONS

Please report any and all violations of this TOS to Sirma Medical Systems as follows:

Mailing Address:

SIRMA MEDICAL SYSTEMS AD
135 Tsarigradsko Shosse, fl.3
1784 Sofia, Bulgaria
Telephone: +35929768310
Email: info@sirma-medical.com
Website: www.sirma-medical.com