

Log in with URL or scan code: source.tandemdiabetes.com



Required to complete a pump order: Healthcare Provider NPI associated with this clinic

The Tandem Source platform now requires at least one Healthcare Provider NPI number per account to create new insulin pump orders.

An Admin can add NPI numbers to any existing Professional account, or individual account holders can add their NPI by clicking the initials in the top right corner.

Note: These instructions are provided as a reference tool for healthcare professionals who are already familiar with the use of an insulin pump, the Tandem Source platform, and with insulin therapy in general. Not all screens are shown. For more detailed information on the operation of the Tandem Source platform, please refer to its user guide.

Tandem Source	Home	0 🕅
Home Home Image: Second sec	Welcome, Mathew! Welcome to Tandem Source! This is your space for all of your diabe Current Tandem Pumpers	ites management needs.
(2) Start Hew Pump Order (2) Manage Pump Orders	Each for your patients Search for your patient Deter you patients transe or date of birth to access patient details. terration (0, 1) Juine All Patients Juine All Patients	Dynamic Constant Space Sp

Note: If there is no Healthcare Professional (HCP) associated with the account, follow the prompts to associate the HCP who will be signing the pump order.

Г	Q 1 Search Add Patient View All Patients	Uplead your patient's pump information and add new patients.
	Start a New Pump Order Enter patient details to start an order. Start Order	← Manage Pump Orders ≩ orders require your attention. Manage Orders
	About Help Privacy Notice Terms of Use © YYYY Teadem Diabetes Cure, Inc. All Rights Reserved, Version #.8.#	TANDEM

Log in to the Tandem Source platform and click **Start Order** from the bottom left tile or **Start New Pump Order** from the left navigation pane.

1)

Tandem Source	New Pump Order		(?) EM
Home	Basic Information	Prescription	Documentation
Patient List			
1 Upload Pump	Basic Information		
Start New Pump Order	To start a pump order, simply give us the basic inf For a complete order, we need a prescription and per later.	 haps some additional documentation. Giving them 	now speeds things up, but you can also send them
Hanage Pump Orders	Prescribing Professional		
	Search for Prescriber		
	Patient Information		
	First Name	Last Name	

2) On the Start New Pump Order screen, enter the patient's basic information. Click **Submit.**

A green banner will confirm that an order has been created and the Prescription tab will display.

Note: You will need to enter all required information for the parent or guardian if the person who will be wearing the pump is younger than 18 years old.

Tandem Source	Manage Pump Orders				G	2 🚳
Home	< Active Pump Orders					
Patient List	Tom Tander	m				
Upload Pump Start New Pump Order	Activity Log	Basic Int) formation	1 Prescription	Occumentation	
Manage Pump Orders	liem	Activity	From	When	Status	
	Prescription Tom Prescription.pdf		Tandem	02-28-2024 16:34-28	Upload Failed	
	Tom Prescription.pdf	File Uploaded	Nancy H.	02-27-2024 10:30:05	Processing	
	Documentation					
	Documentation	File Uploaded	Nancy H.	02-27-2024 10:34:04	Received	
	Basic Information					
	Resis Information	Distant from a dominant		02-27-2024	Bernsteine	

On the Prescription tab, describe in detail how the patient will use the pump, or upload a completed, signed prescription.

		0		10-34-04	
	Basic Information				
	Basic Information	Digital form submitted	Nancy H.	02-27-2024 10:23:15	Processing
	About Help Privacy Notice	Terms of Use			
]			

Click Submit Prescription.

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If you are not a signing prescriber, select the correct prescriber in the dropdown and request a signature.

If you are the signing prescriber, you can complete form and select **Preview and Sign** to sign the prescription on screen within Tandem Source.

Tandem Source	New Pump Order	 A Prescription has successfully been submitted to Tandem. 	? 🝽
Home Analysis Home Analysis Home Analysis Home Analysis Home Analysis Home Hom	Basic Informati Basic Informati Documentation paddmarchion requirements to paddmarchion requirements include: Of Accepted documents include: Of Netter: File uitie of unitsdeader lines Inter: File uitie of unitsdeader lines	A Prescription has successfully been submitted to Tandem. O Prescription Prescription complete the order processing vary based on a patient's insurance. After the accessful documents have thereafter a submitted by you can add documents have harn Notes, Lab Reports, Blood Discose Logs, Insurance Carts. per should be tras that 500 and te in a cott, jarg, jarg, or any format.	Documentation
	Fitish		

On the Documentation tab, click **Add File** to upload additional supporting documents (e.g., recent chart notes, lab results, blood glucose logs, insurance cards)

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Tandem Source	New Pump Order			0	FM
Home	Sasic Information	Preso) liption	Documentation	_
1 Upload Pump	Documentation				
Start New Pump Order	Documentation requirements to complete the order process guidance. You may provide any of the accepted documents n	ing vary based on i ow; alternatively, y	a patient's insurance. After verifying insuranc ou can add documents later.	e, Tandem may provide specifi	
 Nemper Units 	Made File site of uptimate maps should be test than 500 an Add File File Norm Description Description Select all that apply	d be in a polt, greg,	File Hame Lorin (pauro Delorgerf Decument Type Select all that apply	0	
	File Name Lorin Ipsum Delor.pdf Document Type	۲	File Name Lorim Ipsum Delor.pdf Document Type	0	
	Select all that apply		Select all that apply		

6) Use the dialog box to select a file for upload. Use the dropdown menu below the file name to select the file type that applies to the document you uploaded.

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Note: File size of uploaded image should be less than SMB and be in a .pdf, jee Add File	a. Jog, or .ong format.	
File Name Lorin (ourn Delor pet Decument Type	File Name Lorim Ipsum Delor.pdf Document Type	۲
Select all that apply -	Select all that apply File Name Lorim Issum Delor.pdf	0
Document Type Select all that apply *	Document Type Select all that apply	
Finish		
About Help Privacy Notice Terms of Use © YYYT Tanlam Dublets Care, Inc. All Rights Reserved. Version #.#.#		

7) Click Finish.

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A pop-up window will confirm that your pump referral order has been submitted. Click **Close** to return to the Tandem Source Home screen.

Note: If you need further support, reference the How to Set Up Your Account support article.

Manage your Pump Orders

To manage an existing order to Tandem, select **Manage Pump Orders** from the left tab menu, select the active pump order, and either submit a prescription for the first time or upload additional documents to an active pump order.

Tandem Source	Home	? •
(규) Home 図 Patient List	Welcome, Name! Welcome to Tandem Source! This is your space for all of your diabet	es management needs.
C Upload Pump Start New Pump Order Manage Pump Orders	Search for your patient Description of date of birth to access patient details. Search C. 1 Literation Liter	Dump Uploads Uplead your patient's pump information and add new patients. Or to Uplead Pump
	Ω	- tot

If you are a prescriber, you can also select the specific order action from the manage tile to sign a prescription.



Navigation Tip: The Start New Pump Order and Manage Pump Order links can also be accessed from the main tiles on the Home screen.

Active Orders

You can select a pump order to view the Activity Log, Basic Information, Prescription, and Documentation details for the patient's order.

Tandem Source	Manage Pump Orders				(3 🔛
Home	< Active Pump Orders Torn Tande	m				
① Upload Pump	Activity Log	Basic In	⊙ formation	() Prescription	© Documentation	
Manage Pump Orders	Item	Activity	From	When	Status	- C
	Prescription					
	Tom Prescription.pdf		Tandem	02-28-2024 16:34:28	Upload Failed	
	Tom Prescription.pdf	File Uploaded	Nancy H.	02-27-2024 10-30-05	Processing	
	Documentation					
	Documentation	File Uploaded	Nancy H.	02-27-2024 10:34:04	Received	
	Basic Information					
	Basic Information	Dinital form submitted	Name H.	02-27-2024	Procession	

Each of the pump order detail tabs will display:

Green check icon if all necessary information has been provided



Red exclamation point icon if additional attention is required



Gray clock icon if additional input is required from another Professional user (e.g., a Prescriber signature)

Inactive Orders

- The Inactive Pump Orders tab will show orders for which the patient's pump has shipped
- Click Pump Shipped to view the shipping information for the order
- Patient orders on this tab will be removed automatically when you add the patient to your Patient List
- Once the patient receives their pump, their status will automatically change to Order Closed

Tandem Source	Manage Pump Orders				⊘ м
Home	Active Pump Order		Inactive Pump Orders		
Upload Pump Start New Pump Order	Sort By Referral Close Date *				
Manage Referrals	Name	Date of Birth	Date Moved to Inactive	Status	1.1
	Gamer, Jennifer	Aug 4, 1978	Nov 4, 2023	Pump Shipped	
	William, Victor	Jan 27, 1988	Oct 2, 2023	Pump Shipped	
	Clark, Emily	Feb 22, 1980	Sep 5, 2022	Order Closed	
	Darth, Tom	May 8, 2002	May 4, 2022	Order Closed	

Important Safety Information: The <u>Tandem Source platform</u> is intended for use by individuals with diabetes mellitus who use Tandem Diabetes Care insulin pumps, their caregivers, and their healthcare providers in home and clinical settings. The Tandem Source platform supports diabetes management through the display and analysis of information uploaded from Tandem insulin pumps.

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