twiist™

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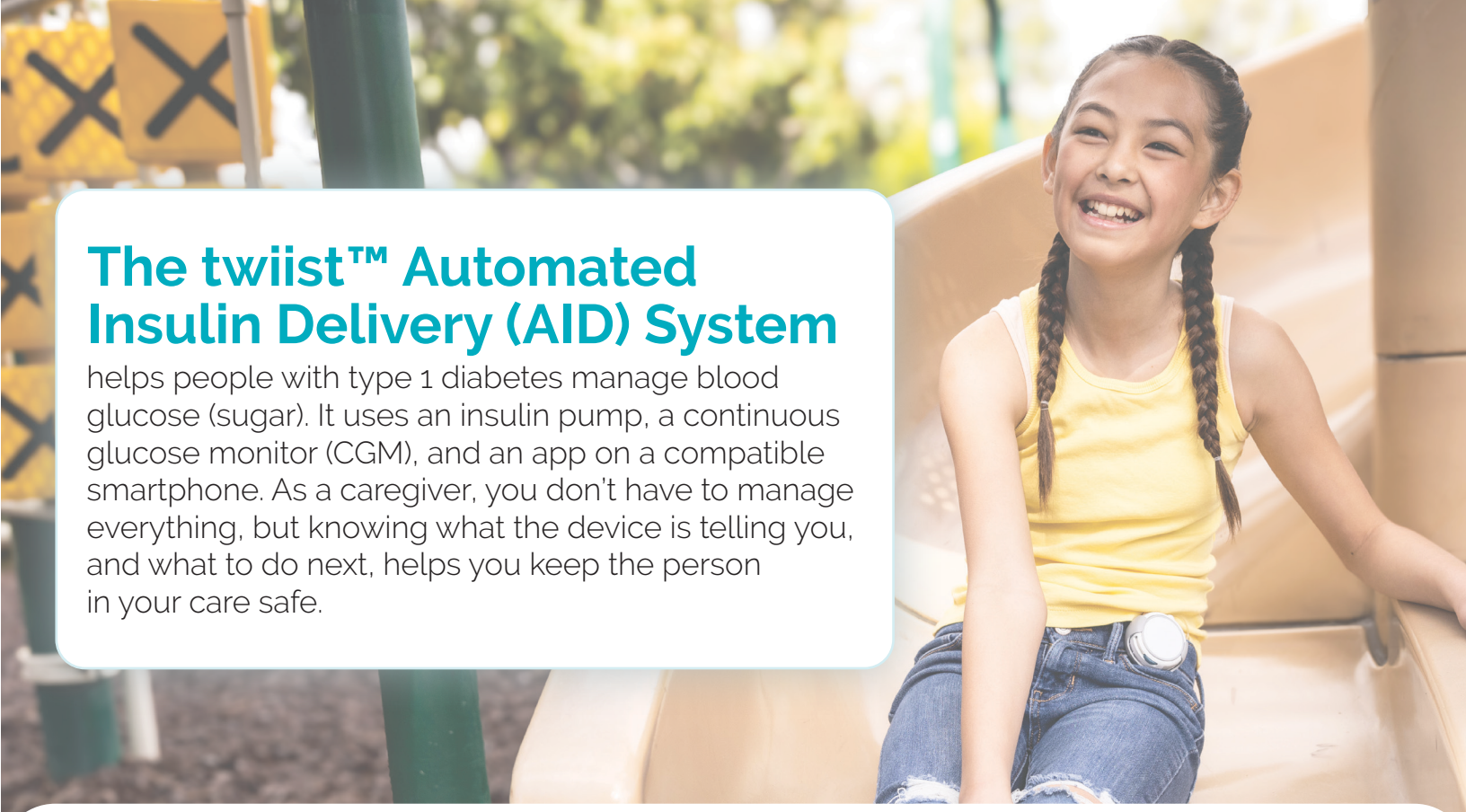
CAREGIVER GUIDE

For caregivers, teachers, school nurses, camp staff, and family members



The twiist™ Automated Insulin Delivery (AID) System

helps people with type 1 diabetes manage blood glucose (sugar). It uses an insulin pump, a continuous glucose monitor (CGM), and an app on a compatible smartphone. As a caregiver, you don't have to manage everything, but knowing what the device is telling you, and what to do next, helps you keep the person in your care safe.

Four Things To Remember:

- **Alarms = insulin has stopped. Act right away.**
- **Alerts = "pay attention,"** but insulin is still flowing. Address ASAP.
- **When glucose is low, treat the person first** with fast-acting sugar then deal with the device.
- **When in doubt, call twiist Customer Care: 1-877-489-4478 (24/7).** You can't break anything by calling.



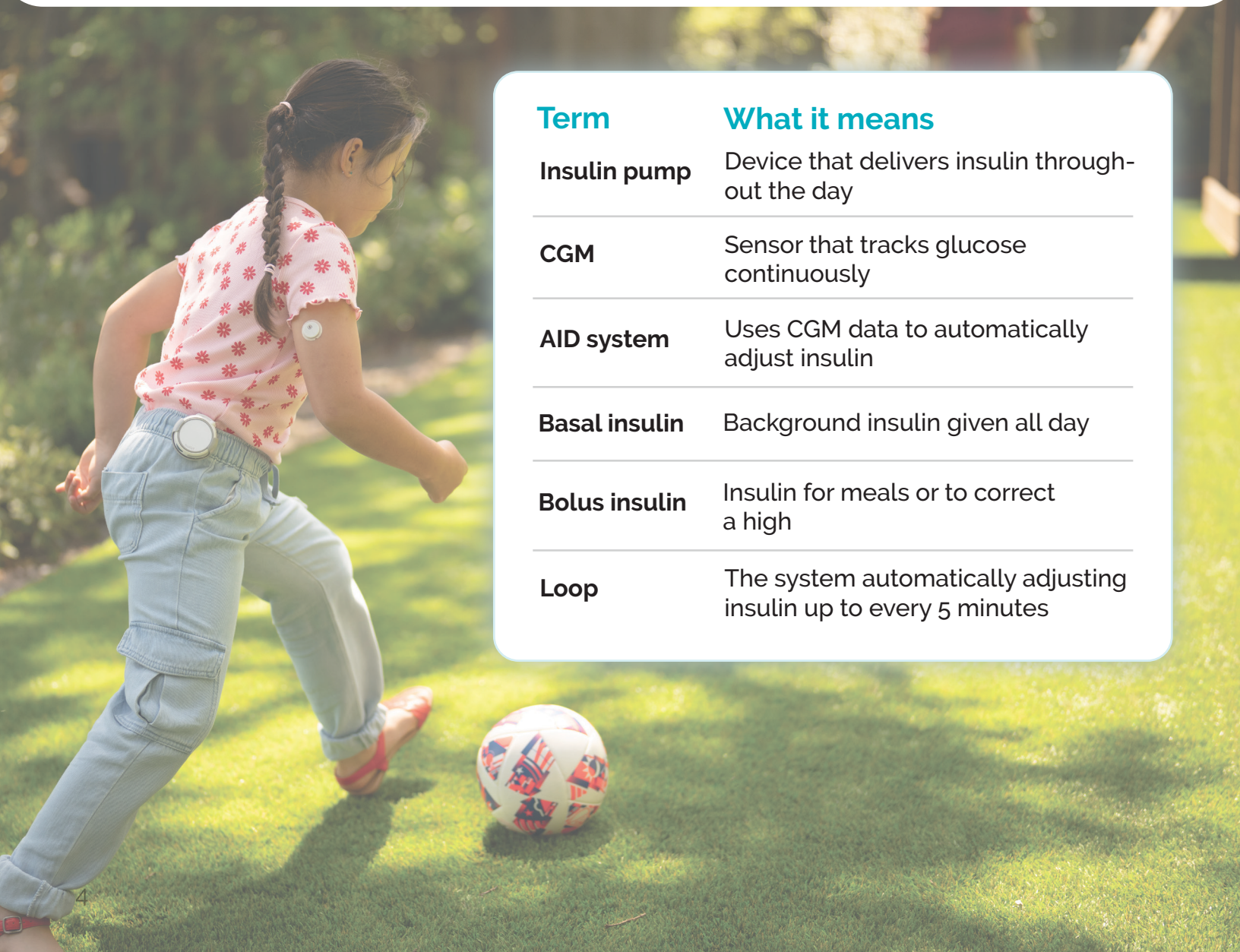
Diabetes Basics

What Caregivers Should Know

People with type 1 diabetes do not make their own insulin. They must receive external insulin every day, **it is required for survival.**

Insulin lowers glucose, but it requires the right balance to keep glucose in a safe range.

Glucose can go **too high** (hyperglycemia) or **too low** (hypoglycemia). Both need attention but **a low is more urgent**.



Term	What it means
Insulin pump	Device that delivers insulin throughout the day
CGM	Sensor that tracks glucose continuously
AID system	Uses CGM data to automatically adjust insulin
Basal insulin	Background insulin given all day
Bolus insulin	Insulin for meals or to correct a high
Loop	The system automatically adjusting insulin up to every 5 minutes

What is the twiist AID System?



The twiist AID System combines three parts:

- a twiist Pump
- a CGM
- the twiist App on a compatible smartphone

As often as every 5 minutes the system checks glucose and automatically adjusts insulin to keep it in range. This automatic adjustment is called a **Loop**.

As a caregiver, your role is usually to:

- Notice alerts and alarms
- Help respond (the app walks them through what to do)
- Support meals, activity, and safety
- Know when to call for help

Your job is to recognize what's happening, keep the person safe, and escalate when needed.



Alarms vs Alerts

The Most Important Distinction

	Alarm	Alert
Insulin Delivery	**STOPS**	Keeps going
Urgency	Act Immediately	Address as soon as possible
Sound	Sounds on the phone and then the pump if not addressed, even if the phone is muted	Usually phone only (some sound on the pump)
If ignored	Repeats; insulin stays stopped	Can escalate into an alarm

Urgent Low Glucose

This alert means glucose is at or below 55 mg/dL, a serious low.

- **It cannot be turned off,** and it sounds even if the phone is on Silent or Do Not Disturb. It will sound on the twiist Pump if not addressed in the app. If the phone and pump aren't in contact, the pump sounds immediately.
- **What to do:** Check their blood glucose and treat their low glucose as advised by their healthcare provider. If indicated by their HCP, you may log consumed carbs **after the person is back in a safe glucose range and they are feeling better** (Carb Entry, 30 minute absorption, if fast acting carbs were consumed).
- **If the person is confused, unable to swallow, unconscious, or seizing**: this is an emergency. Follow their low glucose emergency plan (e.g., glucagon) and **call 911**.



Smartphone and Pump Sound Settings

The system uses both a compatible smartphone and the pump to keep the person safe.

iPhone

- **Notifications and Critical Alerts must stay ON** for the twiist App. If they're off, the app shows an "Alert Permissions Disabled" warning flag.
- Focus modes / Do Not Disturb may silence regular alerts, but Critical Alerts (like Urgent Low Glucose) and Alarms bypass them.
- Set the iPhone's Ringtone and Alerts volume **louder than the surroundings** so notifications can be heard.

Compatible Android

- **Notifications and Modes Access/Do Not Disturb Permission must stay ON** for the twiist App. If they're off, the app shows a "Modes Access Disabled" warning.
- Android Modes, such as Do Not Disturb, silence regular alerts. Notifications delivered with Modes Access, such as Urgent Low Glucose and Alarms, bypass them.
- Set your compatible Android's Media volume **louder than the surroundings** so notifications can be heard.

twiist Pump

- Alarms and the Urgent Low Glucose Alert, if not silenced, escalate to the twiist Pump at the selected pump volume level.



Infusion Sets

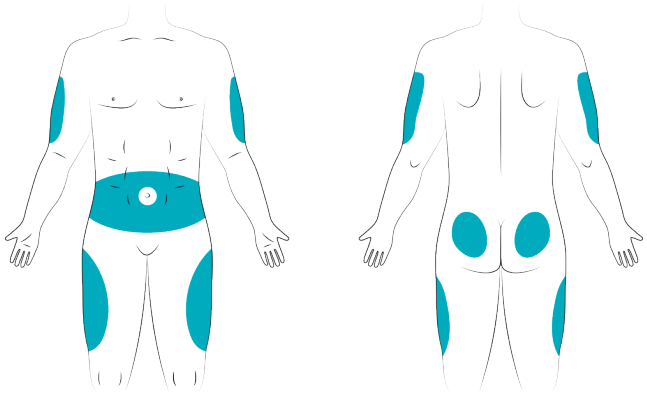
What is an infusion set?

The infusion set is the tubing and small cannula (soft tube) that delivers insulin under the skin. It is changed every **2–3 days**.

IMPORTANT: The twiist System works with several different infusion sets, and each one is inserted differently. **Always follow the instructions for the specific infusion set this person uses.**

Common infusion site locations

- Abdomen
- Upper arms
- Upper legs
- Hips
- Upper buttocks



Sites should be

- Away from the CGM, at least 1 inch from a FreeStyle Libre 3 Plus sensor, or 4 inches from an Eversense 365 sensor.
- At least 1–2 inches from the previous site, rotated regularly (M, W, or clock method).
- Free of scars, moles, stretch marks, tattoos, or broken/ irritated skin.

Safety Reminders

- **Never prime tubing while it's connected to the body.**
- Check the site every day for leaks or loose edges.
- Replace the site if insulin appears to be leaking (a leak can cause a high).
- When in doubt, change it out. If glucose is high without an apparent cause, follow the care plan from the healthcare professional

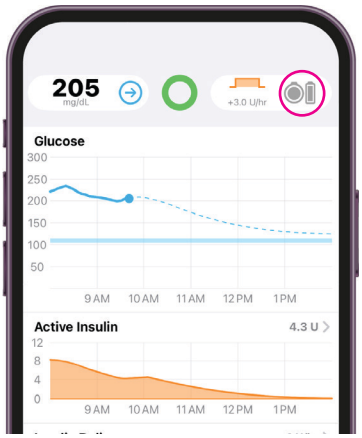


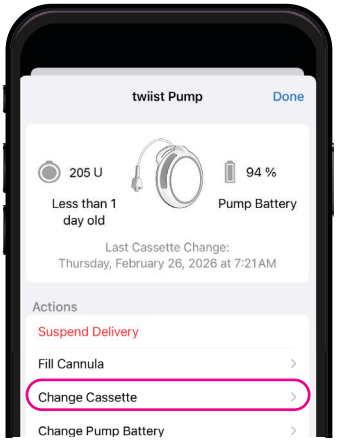
Changing an Infusion Set

Changing an infusion set can happen during a cassette change or when only the infusion site is changed. The twiist App walks you through every step of the process.

Changing the infusion set with a cassette change

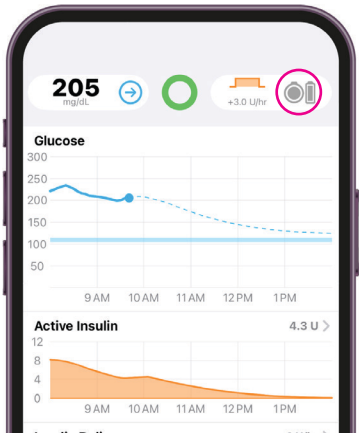
1. Tap **Pump Status**
2. Tap **Change Cassette**
3. Follow the steps shown in the twiist App

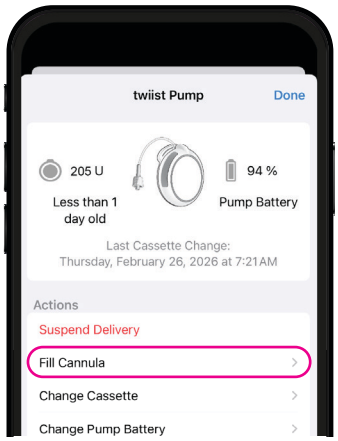




Changing the infusion site without a cassette change

1. Insert a new infusion site following the infusion set maker's instructions
2. Connect the existing infusion set tubing. Push until the connector clicks or feels firmly attached
3. Tap **Pump Status**
4. Tap **Fill Cannula**
5. Follow the steps shown in the twiist App





For more resources on changing an infusion set, please visit twiist.com/twiist-on-support

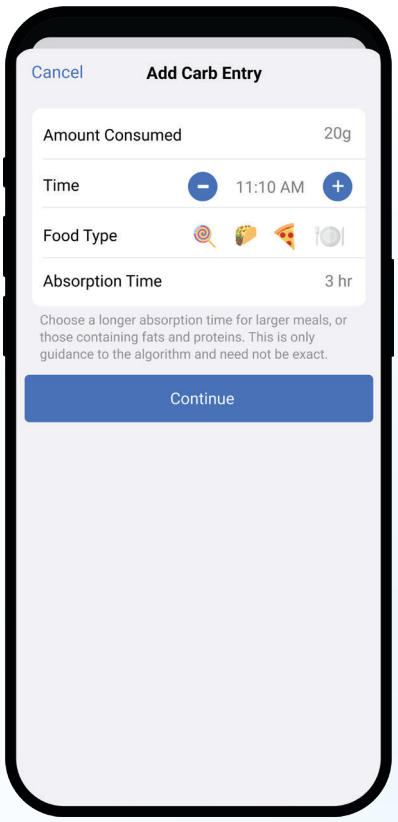


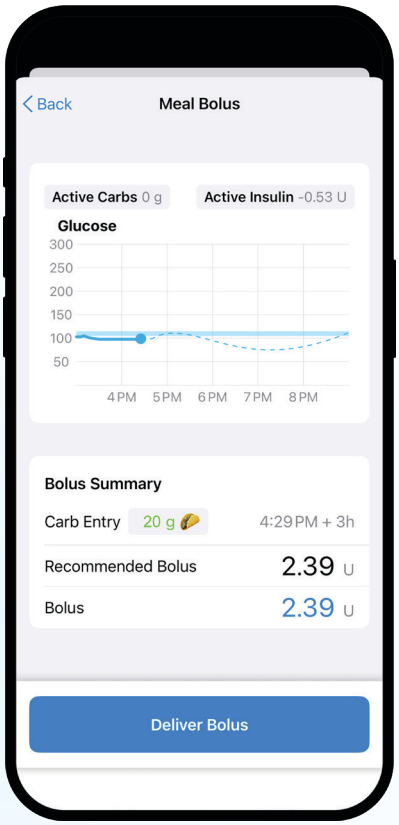


Entering Mealtime Carbohydrates

Meal entries are an important part of managing blood sugar levels.

1. Tap the 🍽 button on your home screen
2. Enter the number of carbohydrates in the meal
3. (Optional) Choose an emoji to match the food type
4. Tap **Continue**
5. Confirm the Information and tap **Deliver Bolus**
6. If “No Bolus Recommended” tap “Save without Bolusing” and consider rechecking glucose in 10-15 minutes to see if a correction bolus is indicated





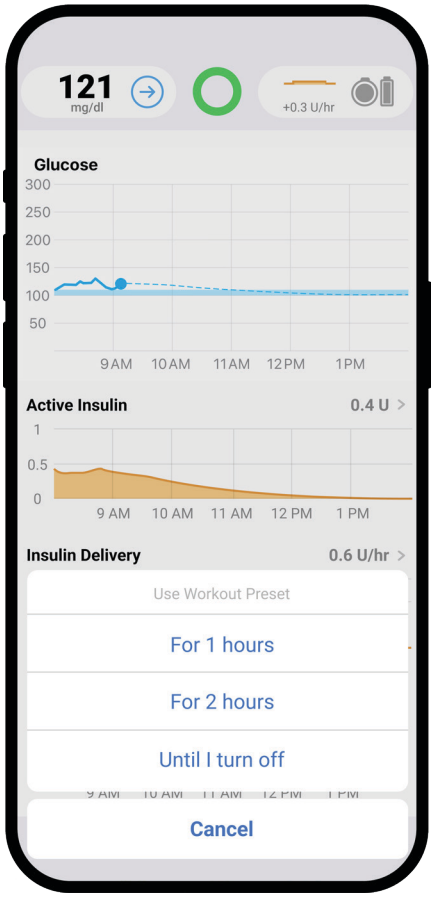
Food Type emoji shows how quickly food may affect blood glucose (absorption time). Tap the emoji that matches the absorption time of the food. If you're not sure which to choose, use the default taco emoji.

🍭 Fast 🌮 Medium 🍕 Slow

Workout Preset

The **Workout Preset** may help reduce the risk of low glucose during physical activity by raising the correction range for a short time.

1. Tap the button on your home screen
2. Select one of the following time options: one hour, two hours, or until turned off
3. Tap the button again on your home screen to disable the Workout Preset



Caregivers should know:

- A reminder appears if left on for more than 24 hours
- Workout Preset is unavailable if Loop is off. When Loop is off, the Workout Preset button sets a temporary basal rate.



Common Alarms

Alarm	What it means	What to do
Cassette Empty	No insulin left in the cassette.	Tap OK. Disconnect tubing from the body. A cassette and tubing change is needed, help the person start one.
Cassette Error / Pump Error	The cassette or pump isn't working right; delivery stopped.	Tap OK, disconnect tubing, check glucose and treat as advised. Follow the app to resolve or change the cassette. If it happens again after a cassette change, call Support.
Cassette Not Attached	Cassette isn't seated properly (can be falsely triggered by strong magnets).	Tap OK, disconnect tubing, check glucose. Keep the pump away from magnets (MagSafe cases, earbud cases). Follow the app to reattach.
Line Blocked	Insulin is blocked, usually a kink in the tubing or at the site.	Tap OK, disconnect tubing, test for ketones, check glucose, treat as advised. Check tubing/site for kinks. If you can't fix it, do a cassette change or call Support. (Charts may show insulin that wasn't actually delivered.)
Pump Battery Empty	Battery is too low to deliver.	Tap OK. Insert a charged battery (battery change) to resume delivery.

Always disconnect the tubing from the body before fixing an alarm.
Addressing it while connected can deliver insulin by accident and cause a low.

Common Alerts & CGM Messages

Alert/Message	What it means	What to do
CGM Low Glucose	Glucose is below the set low alert level.	Treat the low as the care plan directs (fast-acting sugar). Tap OK.
CGM High Glucose	Glucose is above the set high alert level.	Treat the high as advised. Tap OK.
CGM Signal Loss	Pump and CGM haven't talked for ~40 min; no readings, and insulin will continue at programmed rates.	Tap OK. Keep the pump and CGM close together. Check the CGM status on the app.
Cassette Low / Pump Battery Low	Running low (cassette <10 units, battery <10%).	Tap OK. Get ready for a cassette or battery change soon.
Bluetooth Off / Unavailable	Phone and pump can't communicate. (Insulin still adjusts via the CGM.)	Tap OK. Turn Bluetooth back on in smartphone settings.
Phone Out of Range	The person walked away from the phone.	Bring the phone and pump back together. No other action needed once restored.
Pump Inactive	Insulin has been paused for a while (no insulin delivering).	Tap OK. If a cassette/battery change is in progress, finish it to resume delivery.

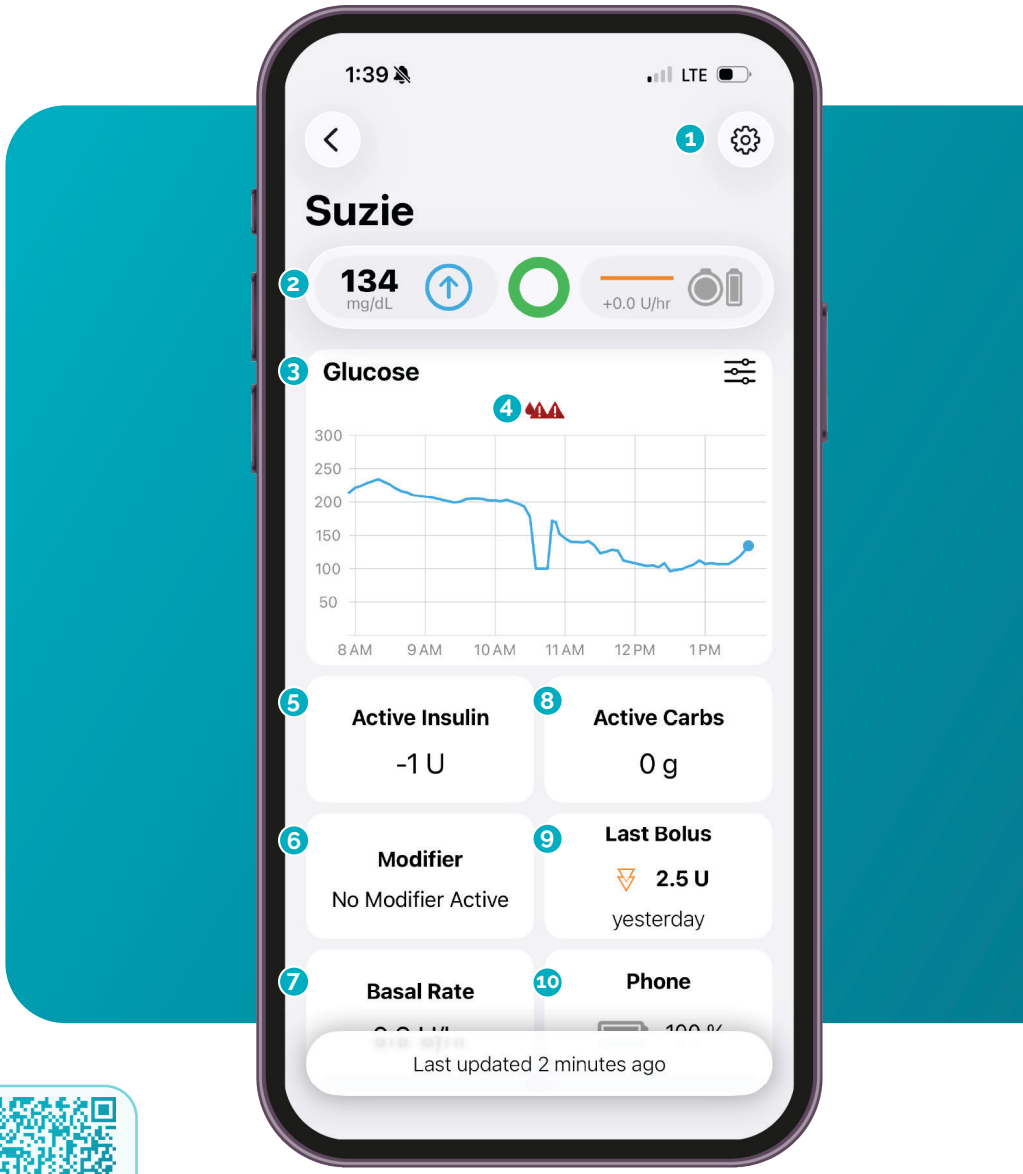
twiist insiight App

The twiist insiight App is a companion app designed for caregivers and loved ones to remotely follow glucose and insulin data from someone using twiist.

Note

- **The app is for viewing data only**, you cannot bolus or change a cassette from it.
- You must be invited to follow someone.
- If the twiist user's phone is not connected to the internet, the data reflects the last event received when online.
- The twiist insiight App is available in the App Store for iOS only.

1. Settings
2. Status Bar
3. Glucose Chart
4. Notification Icons
5. Active Insulin
6. Modifier (Presets)
7. Basal Rate
8. Active Carbs
9. Last Bolus
10. Phone Battery



For more information on the twiist insiight App and how to invite or follow users, please visit twiist.com/twiist-on-support



Sequel is working on adhesive options for on-body wear. Alternative adhesive options are available through third-party providers.

When to Get Help

Call twiist Customer Care (24/7) for:

- Set up and getting started
- Questions about using the system
- Device maintenance and troubleshooting
- Unexpected device operation, alarms, or events
- Refills and replacement parts

1-877-4TWIIST (1-877-489-4478)

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