

Figure S1. This is a run chart showing the percentage of patients that brought their glucose meter to their appointment at the DFW Clinic from May 2018 through February 2020, however the analysis does not include May 2018. On the chart it is indicated when the Glooko software was implemented in the clinic and when the intervention took place. The horizontal line indicates the baseline percentage of 53.3% to show improvement over time.

Glucose Meter Survey

This survey is completely voluntary. The results will be used to make your appointment experience better. Please answer all the questions. We value your opinion, whether it is positive or negative. Your answers will be combined with those of other patients, and no patient will be identified by name. **DO NOT WRITE YOUR NAME ON THIS SURVEY.**

1. Is this the first time you have come to the Parkland Diabetes Clinic? ___YES ___NO
2. Do you know what MyChart is? ___YES ___NO
3. If you know about MyChart, have you used it in the past 6 months? ___YES ___NO
4. How useful do you think it is to bring your glucose meter to your clinic appointment?

1	2	3	4	5
Not at All	Slightly	Moderately	Very	Extremely
Useful				Useful
5. When you do bring your glucose meter, how often does your provider use the information from your glucose meter to make changes to your treatment?

1	2	3	4	5
Never	Rarely	Sometimes	Often	Always
6. The last time you brought your glucose meter to clinic specifically, did someone look at it and discuss the results with you? ___YES ___NO
7. How important is checking your blood glucose to your diabetes control?

1	2	3	4	5
Not at All	Slightly	Moderately	Very	Extremely
Important				Important
8. Did anyone tell you to bring your glucose meter to this appointment? ___YES ___NO
9. If yes, how did they tell you? Circle all that apply.
 - a. Phone call
 - b. Email/text message
 - c. MyChart message
 - d. During my last appointment
 - e. After-visit summary (AVS) at the last appointment
 - f. Other: _____
10. Did you bring your glucose meter to your appointment today? ___YES ___NO
11. If no, why didn't you bring your glucose meter today? Circle all that apply.
 - a. I don't have a glucose meter
 - b. I don't use my glucose meter
 - c. I don't know how to use my glucose meter
 - d. I don't know why I should bring my glucose meter
 - e. I forgot to bring my glucose meter
 - f. I didn't know I needed to bring my glucose meter
 - g. I didn't want my doctor to see my glucose readings
 - h. Other: _____
12. Please circle all of the following statements that apply to you.
 - a. I have a glucose meter
 - b. I use my glucose meter regularly
 - c. I know how to use my glucose meter
 - d. I think it is important to bring my glucose meter to my clinic appointments
 - e. I've been told it is important to bring my glucose meter to my clinic appointments
 - f. I wanted my doctor to see my past glucose readings
 - g. Other: _____

THANK YOU FOR COMPLETING THIS SURVEY

If you have any questions regarding this survey, contact Isabel Wees at Isabel.wees@utsw.edu

Figure S2. This is a copy of the survey that was created and distributed to patients to assess their beliefs and behaviors regarding SMBG and perceived communication with staff at the DFW Clinic.

How useful do you think it is to bring your glucose meter to your clinic appointment?

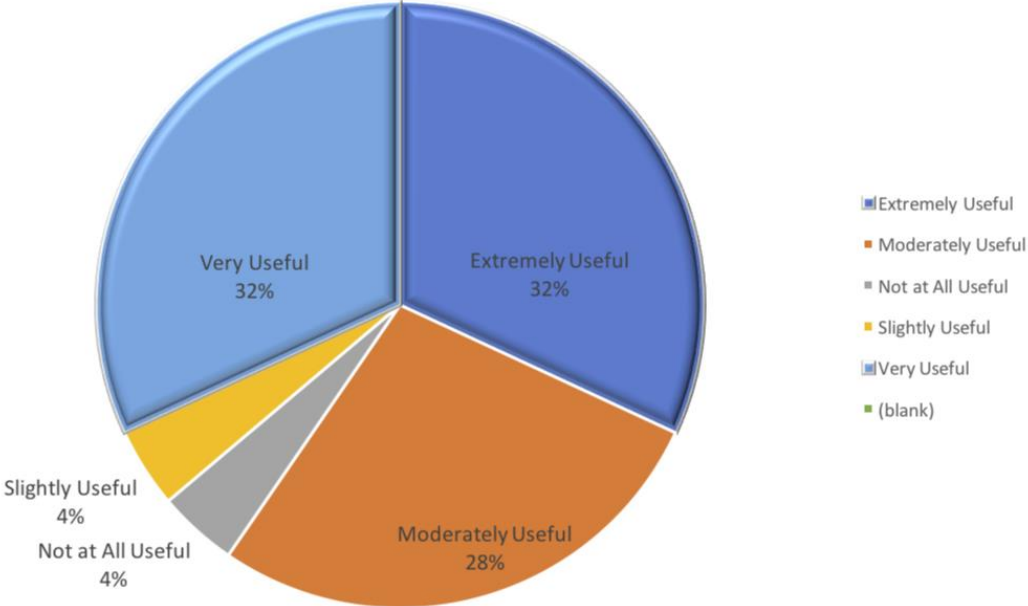


Figure S3. This pie chart is based on the patient survey responses to the above question and highlights the differing views regarding utility of SMBG and bringing meters to provider visits.

How often does your provider use the information from your glucose meter to make changes to your treatment?

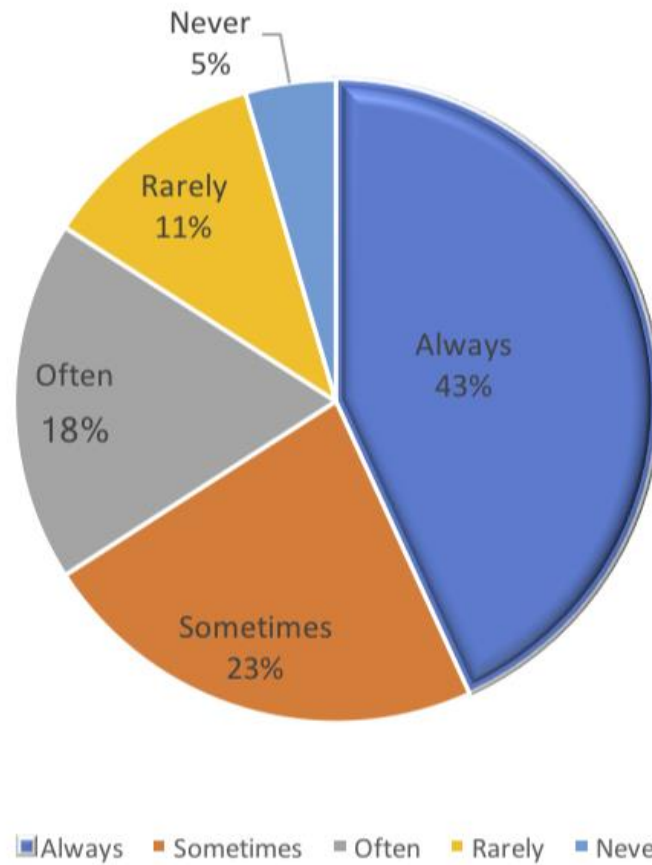


Figure S4. This pie chart illustrates the distribution of patient responses to the above survey question, illustrating the disconnect between patient and provider communication and perception of utilizing SMBG data.