GEMPro FAQ

GEMPro FAQ's

1. **Can the GEMPro be used to screen for or diagnose Sleep Apnea?**
   The GEMPro is a Sleep Wellness monitor that provides the dentist with information about night time clenching and grinding of teeth and helps the dentist determine the cause of that activity. The GEMPro is not a sleep apnea monitor. It can measure Oxygen desaturations during the night but that alone is not what is required to screen or diagnose Sleep Apnea. One has to measure airflow at the mouth and patient breathing effort in able to screen or diagnose Sleep Apnea. The GEMPro reports Oxygen desaturations which gives you the likelihood the patient has Sleep Apnea. A patient cannot have sleep apnea without Oxygen desaturations.

2. **How many chargers come with the GEMPro set up and how do I charge the devices?**
   The Samsung tablet has a Samsung USB charging cable and Samsung plug. The Samsung charging cable plugs into the tablet where the word Samsung is written on the tablet. The Biobrux Amplifier has a universal USB charging cable. If the Biobrux amp is not turned off, the device will not charge fully. Make sure the GREEN charging light appears. The black lever on side of BioBrux turns device on and off. The O indicates off and I indicate on. The BioBrux needs to be in the O position to receive a full charge. The Biobrux charging port is underneath the written word Biobrux on the amplifier. The Checkme wrist oximeter has a white charging cable with a green marking on the end of it. The Checkme USB charging cable is not universal and only plugs into the Checkme wrist oximeter. The Checkme wrist oximeter USB charging cable plugs into the same port where the thumb sensor inserts into. Both the Biobrux amplifier and the Checkme oximeter USB charging cables can be inserted into the 3-port charging plug.

3. **How long should I charge the wrist pulse oximeter and the BioBrux Amplifier?**
   Three to four hours with both devices off should be enough time to give each device a full charge. It depends on how depleted the batteries are.

4. **What do I do if I get "finger claustrophobia" or discomfort?**
   The finger probe can be worn on either the index or middle fingers. One can change the finger probe from the index finger to the middle finger if you experience "finger claustrophobia." Just be sure to place the finger probe back on one of these fingers if switching. If the finger probe is not on a finger throughout the study night, the patient should retest as this could result as a failed study.
   If you have a RING sensor that fits on the THUMB, be sure the ring sensor is at the base of the thumb past the 1st knuckle on the thumb. If a patient has exceptionally large hands, place the ring sensor on the index finger in between the 1st two knuckles. This should give a better comfort level.

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5. **When I input the patient "R" pin number, a message pops up and states "no studies found or recorded." Why is this not allowing me to start a patient study?**
    When the patient "R" pin number is input into the login in section and an error message pops up that states "no studies found or recorded," this means the prescriber did not complete the set up by tapping "OK". When setting up the patient information, be sure to tap "OK" when the last prompt pops up on the second page of set up. The last page of set up has the prescriber scan/ test for devices. If "OK" is not selected, then the test will not be configured for the patient.

6. **Why do I need to have the Samsung Tablet plugged in the whole night when I test?**
    The Samsung tablet will need to be plugged into a wall outlet all night when testing because the PhysioPlux application that the GEMPro test runs through diminishes the battery life quickly. The blue/white tooth app requires the tablet to be plugged in, in order to proceed with starting the study.

7. **Why did I not receive an emailed patient report after the patient completed their nights test?**
    If the patient did not input their WiFi information at their home, then the report will not get sent to the practitioners account when the patient completes the test. The patient muct be on WiFi if you want the report to be sent the next morning.
    If the patient does not set up WiFi in their home then the report will be saved to the tablet. Once the test has been completed and the patient returns the GEMPro to the office, open the blue/white Physioplux for bruxism application. If the tablet is on the office WiFi, the report will be sent to the email set up under the GEMPro account. If the report does not appear in the email then log into the prescriber account and tap on Local Studies. Find the patients name and choose the options to the right of the patients name to manually send the report to the email on the GEMPro account.
    If you get a message stating "no studies found or recorded," this may indicate the patient did not start the test correctly. Be sure to go over the GEMPro testing instructions with the patient before they leave the office.

8. **Who do I contact if something is lost or broken? Or if I need to order more supplies?**
    Contact DDME at (949)510-0103

9. **If my tablet screen freezes what do I do?**
    Reboot the tablet by pressing and holding the Power Button on the upper right side of the tablet.
    ALSO - Make sure your Samsung Galaxy Tablet E has completed all software updates before sending the unit out with a patient for testing.

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10. **How do I update my Samsung software?**
    Go into the settings application and scroll to the bottom on the left side of the screen. Choose the option software updates. Then choose the 1st option of manual updates on the right-hand side of the screen and double tap on this option.

11. **How do I update my Physioplux for Bruxism (Bluetooth) and Professional (gold tooth) app?**
    Go to the Play Store, in the search field type in DDME bruxism, once you type this in you will see a blue/white tooth called PhysioPlux for bruxism. Tap on the blue/white tooth called PhysioPlux for bruxism. This will bring you to a page that will give you the option to update the app. Tap on update and wait for the app to update before leaving the page. If the option says open then the app is up to date.

12. **What is the pink and white tooth app used for?**
    This app is used by GEMPro support staff to debug your wrist pulse oximeter and biobrux amplifier.

13. **What is the gold and white tooth app used for?**
    This app is used to review data collected in more detail. It is for prescriber use only.

14. **What if a patient damages my unit or its parts or brings the unit back late?**
    Create a waiver stating if the unit is damaged, missing parts, or does not come back in a timely manner the patient will be held accountable for whatever the waiver states. (We have a sample on file)

15. **If I go on a long vacation and forget how to use my GEMPro, can I get trained again?**
    Yes, if you are a within our customer service membership then a training can be set up as the office schedule permits. If you are not in our customer service membership, then there will be a retraining fee.

16. **How do I sign up to get a GEMPro customer service membership?**
    If you would like to enroll in our customer service membership and want to find out more about what it offers, please call Shannon at (949)510-0103.

17. **Do I need to set up a patient again through the prescriber login if I input their information before?**
    No, the patient pin numbers can be used again for testing in the future.

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18. **Do they make hypoallergenic EMG sticky snaps?**
    Not currently

19. **Is there a way to put a slash through a zero to differentiate it from an O?**
    Our software engineers are working on this.

20. **How do I know the amp is fully charged?**
    The amp is fully charged when the led light located next to the USB charge port turns from GREEN to Purple. Of note, when the LED light is RED , the amp is not charging.

Charged   Amp Charging   Not Charging

21. **If an office sets a GEMPro up for a patient for a three night test, is the patient able to test for more than three nights?**
    Yes, the patient can test for more than those three nights.

22. **How long should I charge the BioBrux Amp after a nights use?**
    3- 5 hours or until the LED is purple.

23. **How long should I charge the Wrist Oximeter after one nights use?**
    3- 5 hours or until there are 3 bars in the battery icon located on the main screen of the oximeter.

24. **Why did my BioBrux Amp battery die halfway through the night of testing?**
    The BioBrux Amp battery died halfway through the night of testing because the EMG amp must be turned off to charge. If the Biobrux amp is not turned off, the device will not charge fully. Make sure the GREEN charging light appears. The black lever on side of BioBrux turns device on and off. The O indicates off and I indicate on. The BioBrux needs to be in the O position to receive a full charge.

25. **How many times can a patient use the PIN number assigned to them?**
    Ten times

26. **Do I have to keep the tablet plugged in all night long when the test is being performed**?
    Yes, the test will not start if the tablet is not plugged in. The tablet needs to be plugged in the full duration of the testing night. The tablet has about 4 hours of battery life which is not enough to make it through a sleep study if it is not plugged in.

27. **Should we take a Credit Card deposit when we give the patient the GEMPro?**
    This is a policy which should be consistent with other policies in the practitioner's office.

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28. **Do GEMPro owners charge a fee for the evaluation?**
Usually practitioners will bundle the test in with whatever the treatment will be. Alternatively they charge a fee and apply the fee to the cost of therapy.

29. **What are the measurements that the device shows?**
Oxygen Saturation Analysis, Heart Rate Analysis, Bruxism Analysis (Bio Calibration- Frequency & Magnitude), Audio (Snoring, Clenching/ Grinding), Body Position, and Motion Analysis.

30. **How do we get the GEMPro patient report and how do we evaluate the report?**
Once the test has been completed and the patient returns the GEMPro to the office, open the blue/white Physioplux for bruxism application. If the tablet is on the office WiFi, the report will be sent to the email set up under the GEMPro account. If the report does not appear in the email then log into the prescriber account and tap on Local Studies. Find the patients name and choose the options to the right of the patients name to manual send the report to the email on the GEMPro account. If assistance is needed with interpreting the reports, a GEMPro membership can be set up to have all access for clinical and technical support.

31. **Should the test only be for one night? If the patient uses an occlusal appliance, should they do the test for two nights?**
It is recommended to screen for a baseline test (no treatment) and screen again after treatment in implemented. Testing multiple nights also allows for more data collection and more results for the best treatment options.

32. **What is the warranty and service options for the GEMPro device?**
When the GEMPro unit is purchased it includes one hour of training and 90 day limited warranty. There is an option to **purchase** one year of customer service membership, which is: **GEMPro Services Membership**- Includes 1 year Clinical and Technical Support, 1 year coverage on loss or damage ($250 deductible, 1 event per year, tablet not included), 1 year coverage on manufacturing defects, Access to Nox- T3 sleep apnea monitor for $240/patient, 90 day warranty on finger probe and EMG cable, 1 year manufacturing defects.

33. **Does the unit need to be calibrated periodically?**
Yes, you can do this through the pink tooth app. Operated by a GEMPro support agent.

34. **Are there any You Tube videos that you would recommend we watch with regards to the use of the Gem Pro?**
Yes, DDME can email you the links to those videos upon request.

35. **Do you have a You Tube video about the GEMPro that we could put on our web site?**
Yes, DDME can email you the links to those videos upon request.

36. **Is there an easy way to demonstrate to a patient the software on the GEMPro?**
Yes, when entering a PIN the user can type DEMO as the Pin number. The software will work exactly like performing a test. At the completions of the DEMO mode after you push 'END TEST", you can select the PDF reader button and sample case studies will appear that demonstrate the usefulness of performing the GEMPro test.

37. **What do the abbreviations DVI, BBI, and BEI mean?**
    DVI: Desaturation Variability Index- the number of oxygen desaturations 3% or greater per hour
    BBI: Bruxism Burst Index- Low energy EMG bursts
    BEI: Bruxism Episode Index- Parafunction which qualifies as a clench or grind