

Appendix 2: App assessment

Contour Diabetes

<https://www.ascensia-diabetes.ch/produkte/contour-diabetes-app/>

Creating Value for Patients

What is the main value(s) that this tool offers patients?

- *What is the main benefit(s) for patients? (does it address a real unmet need?)*
 - *Blood Glucose diary with Contour glucometer connectivity*
 - *Generating Reports for Health Care providers*
 - *Possibility to add fitness minutes, amount of carbs, pictures of meals*
 - *Reminders and warnings for too low or too high glucose values*
- *Did they consider the whole patient journey? (e.g. context, comorbidities, overall treatment path)*
 - *The focus is on diagnosed diabetes based on blood glucose*
 - *Possibility to choose diagnosis (Prediabetes, Type 2, Type 1, etc.) and whether you take any insulin, etc.*
 - *Very limited scope, since the whole app is focused on blood glucose values*
- *Do they offer proper training and support material for patients?*
 - *Pages on the website for information on diagnosis and how to properly measure blood glucose at home*
- *Do they provide valid evidence to support their claims? (e.g. published results of clinical trials, user research, real world evidence...)*
 - *Papers based on blood glucose monitoring and information-motivation behavioral skill study.*

Creating Value for Clinicians

What is the main value(s) that this tool offers clinicians?

What is the main value(s) that this tool offers clinic/hospital management?

- *What is the main benefit(s) for clinicians? And for clinic/hospital management?*
 - *Report generation*
- *Do they address the potential impact on clinical workflow?*
 - *No*
- *Do they offer proper training and support material for clinicians?*
 - *No information or support material for clinicians*
- *Do they provide valid evidence to support their claims? (e.g. a cost-benefit analysis to support efficiency claims)*
 - *They do not seem to offer any evidence for the effectiveness of their offer.*

Fit into the Ecosystem

How well would this tool fit into the complex healthcare ecosystem (payers, regulators, policy makers...)?

- *What is their business model? (e.g., B2B, B2C, B2B2C... are they transparent about how they get paid and by whom?)*
 - *B2C only: App has to be used with their own glucometer.*
- *Do they explicitly provide information about their data management and privacy policies?*
 - *Yes, they provide extensive information about data management and privacy policies.*
- *Do they address data sharing and interoperability?*
 - *Yes, they address data sharing and interoperability.*
- *Does the tool require any additional infrastructure to function?*
 - *App cannot be used as standalone, for 30 days you can login your blood glucose values manually, after that they deactivate the option. They want you to combine it with a Contour Glucometer*
- *Are they properly certified according to their risk tier? (e.g. FDA approved, CE marked, Certified as a software as a medical device...etc)*
 - *Yes, both CE mark 93/42/EEC and ISO 13485:2016 certified*

Diabetes-App + Blutdruck App (VidaWell GmbH)

<https://vidagesund.de/>

Creating Value for Patients

What is the main value(s) that this tool offers patients?

- *What is the main benefit(s) for patients? (does it address a real unmet need?)*
 - *Diary to log glucose levels, blood pressure, nutrition, weight, medication, and physical activity.*
 - *Education offers information about health tests, different symptoms, body-value tables, nutrition databank and calculator, health information such as physical activity, checklists e.g., for holidays, and diabetes device comparisons.*
 - *Generation of reports, and analyses (more insights with premium version).*
 - *Data is sharable with a clinician (premium version).*
 - *Individual goals, deadlines, and goals can be defined*
 - *Connectivity with different glucometers, blood pressure, step counters, analysis and weight scales, thermometers, and lung-function-meter devices.*
 - *Connectivity with applications such as Google Fit, Fitbit, and Garmin applications*
 - *Premium Version includes long-term analysis, saving, and export of data, management of documents, direct access to emergency contacts (police, ambulance, when abroad, etc.), nutrition calculator and analysis, and personal support via phone.*

- *Did they consider the whole patient journey? (e.g. context, comorbidities, overall treatment path)*
 - *To get the premium version in the long-term you have to purchase the app and/or keep buying test strips, or hand in a diagnosis. You cannot define your diabetes type or any other personalization. However, the functions and education also work for a person with prediabetes)*
 - *The focus is on diagnosed diabetes. However, also works for prediabetic persons.*
 - *Let you choose your journey with the type of diabetes (prediabetes not available) and what intervention you were prescribed (e.g., basic: nutrition and exercising or with additional medications).*
 - *Let you define the focus of the diary (e.g., weight, diabetes, blood pressure, etc.)*

- *Do they offer proper training and support material for patients?*
 - *Blog posts and news on the webpage can be opened through the app*
 - *A multitude of articles about different topics and tips for a life with diabetes are provided.*
 - *Further topics also relevant for prediabetic patients such as nutrition and physical activity are provided.*

- *Do they provide valid evidence to support their claims? (e.g. published results of clinical trials, user research, real world evidence...)*
 - *On the webpage, a subpage is provided where the sources are explained. However, the individual blog posts, news, and educational articles only mention the link to the collection of sources. It is not mentioned which specific sources were used in the respective articles.*
 - *On the source subpage, there is also an article published by VidaWell about its experience. The benefits and experiences of the application are described. However, there are no statistically significant numbers provided, that prove the efficacy.*

Creating Value for Clinicians

What is the main value(s) that this tool offers clinicians?

What is the main value(s) that this tool offers clinic/hospital management?

- *What is the main benefit(s) for clinicians? And for clinic/hospital management?*
 - *No information is provided except for the patient side and data can be shared with clinicians in the premium version.*

- *Do they address the potential impact on clinical workflow?*
 - *No information is provided.*

- *Do they offer proper training and support material for clinicians?*
 - *No clinician-specific material is provided. The focus lies on diabetic patients and app users.*

- *Do they provide valid evidence to support their claims? (e.g. a cost-benefit analysis to support efficiency claims)*
 - *No claims regarding efficiency are made, and thus also no fitting evidence is provided.*

Fit into the Ecosystem

How well would this tool fit into the complex healthcare ecosystem (payers, regulators, policy makers...)?

- *What is their business model? (e.g., B2B, B2C, B2B2C... are they transparent about how they get paid and by whom?)*
 - *B2C: Mainly subscription-based freemium. 3 months for free, after the essential analysis, saving, and export of data, and management of documents is deactivated.*
 - *Subscription costs: Apple: EUR 11.00 per 3 months, EUR 40 for 12 months, Google: EUR 8.70 for 3 months, EUR 30 for 12 months.*
 - *Additional "Free months" can be earned with a 5-star app rating, when app errors are reported, per every EUR 25 purchase on the VidaGesung-Shop, and for every prescription submitted for blood glucose test strips or diabetes accessories. In the future recommendations and surveys will be added as well.*
- *Do they explicitly provide information about their data management and privacy policies?*
 - *Yes, they provide information about data management and privacy policies.*
- *Do they address data sharing and interoperability?*
 - *Yes, they address data sharing and interoperability.*
- *Does the tool require any additional infrastructure to function?*
 - *The application can be used as a standalone, possibility to connect to tracking applications and measuring devices such as Google Fit, Fitbit, glucometer, etc*
- *Are they properly certified according to their risk tier? (e.g. FDA approved, CE marked, Certified as a software as a medical device...etc)*
 - *CE and ISO 27001*

DiabetesM

<https://diabetes-m.com/>

Creating Value for Patients

What is the main value(s) that this tool offers patients?

- *What is the main benefit(s) for patients? (does it address a real unmet need?)*
 - *Diary to log glucose levels, insulin, nutrition, medication, etc.*
 - *Bolus Advisor for injection and pump users.*

- *Generation and sharing of reports, log entries, and charts with diabetes specialists.*
- *Visually summarizing all collected data.*
- *Premium Version includes a recipe analyzer, glucose pattern analysis, Bluetooth integration to glucose meters, and synchronization to multiple devices.*
- *Reminders for medication etc.*
- *Did they consider the whole patient journey? (e.g. context, comorbidities, overall treatment path)*
 - *The focus is on diagnosed diabetes based on the different functionalities.*
 - *They let you choose your journey (e.g. what type of diabetes you have) however functions do not seem to change with selection.*
 - *The focus of the app is on measures, nutrition, and physical activity.*
- *Do they offer proper training and support material for patients?*
 - *Blog posts on the website that offer use cases for different patients (Type 1, Type 2, etc.)*
- *Do they provide valid evidence to support their claims? (e.g. published results of clinical trials, user research, real world evidence...)*
 - *They publish white papers and different informational blog posts on their website.*
 - *There are no sources provided.*

Creating Value for Clinicians

What is the main value(s) that this tool offers clinicians?

What is the main value(s) that this tool offers clinic/hospital management?

- *What is the main benefit(s) for clinicians? And for clinic/hospital management?*
 - *Patient monitoring through the interface*
 - *Customized report generation*
 - *Listing on application, so patients can find you.*
 - *Possibility to view user data*
 - *Priority support for clinicians.*
- *Do they address the potential impact on clinical workflow?*
 - *Yes, on their website they address how the clinician-faced tool can impact the workflow.*
- *Do they offer proper training and support material for clinicians?*
 - *They offer whitepapers and blog posts on their website but do not seem to offer concrete training and support material for clinicians.*
- *Do they provide valid evidence to support their claims? (e.g. a cost-benefit analysis to support efficiency claims)*
 - *They do not seem to offer any evidence for the effectiveness of their offer.*

Fit into the Ecosystem

How well would this tool fit into the complex healthcare ecosystem (payers, regulators, policy makers...)?

- *What is their business model? (e.g., B2B, B2C, B2B2C... are they transparent about how they get paid and by whom?)*
 - *B2B and B2C*
 - *B2B: Offer different subscription prices based on the size of the clinic / how many users need to be monitored.*
 - *B2C: Subscription-based freemium. 3.10 CHF per month, 8.80 CHF per 3 months, 16.00 per 6 months, 31 CHF per 12 months*
 - *Advertisements in the free version*
- *Do they explicitly provide information about their data management and privacy policies?*
 - *Yes, they provide extensive information about data management and privacy policies.*
- *Do they address data sharing and interoperability?*
 - *Yes, they address data sharing and interoperability.*
- *Does the tool require any additional infrastructure to function?*
 - *The application can be used as a standalone, possibility to connect to tracking applications (Google Fit, Apple Health), and smartwatches.*
 - *Interconnectivity with other diabetes management apps for data sharing*
 - *Premium allows for Bluetooth integration with glucose meters*
- *Are they properly certified according to their risk tier? (e.g. FDA approved, CE marked, Certified as a software as a medical device...etc)*
 - *Yes, both CE mark 93/42/EEC and ISO 13485:2016 certified*

Diabtrend

<https://diabtrend.com/home/de>

Creating Value for Patients

What is the main value(s) that this tool offers patients?

- *What is the main benefit(s) for patients? (does it address a real unmet need?)*
 - *AI-based Diabetes Diary*
 - *Functions:*
 - *Food recognition with the mobile phone camera.*
 - *Blood sugar Level Prediction (Prediction up to 4h after last measure, Premium only)*
 - *Comprehensive Diabetes Diary (Health metrics, blood glucose levels, insulin, food intake, physical activity, sleep, weight, blood pressure, heart rate, HbA1c etc etc)*
 - *Compatibility with different Sensors and Health Apps*
 - *Diabetes-friendly recipes*
 - *Educational Resources*

- *Generating reports to share with healthcare providers.*
- *Includes Gamification aspects*
- *Community on Facebook (rather inactive)*
- *Notifications / Reminders*
- *Digital Patient Support*
- *Did they consider the whole patient journey? (e.g. context, comorbidities, overall treatment path)*
 - *They offer a rather holistic freemium approach. Most of the functions are free. The premium version unlocks further functionalities such as the glycemic index of food and the calculation of carbs.*
 - *After creating an account, you can choose where in the journey you are (No-Diabetes, Prediabetes, Type 2, Type 1, etc.)*
- *Do they offer proper training and support material for patients?*
 - *They offer easily digestible information cards; however, these are locked behind a time-gate (e.g. 4 days login to unlock) or through buying premium.*
- *Do they provide valid evidence to support their claims? (e.g. published results of clinical trials, user research, real world evidence...)*
 - *They offer blog posts on their website that are based on clinical studies.*
 - *However, there is no evidence of the efficacy of the application.*

Creating Value for Clinicians

What is the main value(s) that this tool offers clinicians?

What is the main value(s) that this tool offers clinic/hospital management?

- *What is the main benefit(s) for clinicians? And for clinic/hospital management?*
 - *Patients can provide reports.*
- *Do they address the potential impact on clinical workflow?*
 - *They do not address the impact on the clinical workflow.*
- *Do they offer proper training and support material for clinicians?*
 - *They do not seem to offer training or support material for clinicians.*
- *Do they provide valid evidence to support their claims? (e.g. a cost-benefit analysis to support efficiency claims)*
 - *They do not seem to provide evidence to support their claims.*

Fit into the Ecosystem

How well would this tool fit into the complex healthcare ecosystem (payers, regulators, policy makers...)?

- *What is their business model? (e.g., B2B, B2C, B2B2C... are they transparent about how they get paid and by whom?)*

- *B2C, Freemium model. The base version is free, but more functions with premium functions for 5.49£ a month, 11.99£ for 3 months, or 32.99£ per year.*
- *Do they explicitly provide information about their data management and privacy policies?*
 - *Yes, comprehensive information about data management and privacy policies is provided.*
- *Do they address data sharing and interoperability?*
 - *They do address data sharing and interoperability with different fitness apps, tools, and medical devices.*
- *Does the tool require any additional infrastructure to function?*
 - *The application runs fine on mobile, to make use of all the functions patients can either connect with Apple Health / Google Fit or medical devices such as smartwatches, glucometers, etc.*
- *Are they properly certified according to their risk tier? (e.g. FDA approved, CE marked, Certified as a software as a medical device...etc)*
 - *Yes, they do have a CE 93/43 EEC mark.*

Glooko

<https://glooko.com/de/>

Creating Value for Patients

What is the main value(s) that this tool offers patients?

- *What is the main benefit(s) for patients? (does it address a real unmet need?)*
 - *Diary-style login of diabetes data, weight, physical activity, nutrition, and medication.*
 - *Reduction of blood glucose*
 - *Reduction of HbA1c*
 - *Reduction of hyperglycemic events/hyperglycemia*
 - *Connectivity with a multitude of devices and applications including different brands, manufacturers, and synchronization methods:*
 - *Devices: breath ketone meters, continuous glucose monitors, glucose meters, insulin pumps, smart pen caps, and smart pens.*
 - *Applications: Apple Health, Fitbit, iHealth, Runkeeper, Strava, and Withings*
 - *Report generation, infographics, and pattern recognition*
 - *Saved in the cloud, can allow the care team access to the data*
- *Did they consider the whole patient journey? (e.g. context, comorbidities, overall treatment path)*
 - *Focus on diagnosed diabetes patients to track and control blood sugar levels and*

- well-being.*
 - *Also offers to select the condition prediabetes, but that does not change the functions.*
 - *Context fitting for diagnosed patients that measure their blood glucose and insulin.*
- *Do they offer proper training and support material for patients?*
 - *User guides, and videos for personal use, the focus lies on the application.*
 - *Blog posts for education.*
- *Do they provide valid evidence to support their claims? (e.g. published results of clinical trials, user research, real world evidence...)*
 - *Blog posts are often written by accredited authors but without references.*
 - *Different research and case studies are accessible, and some of them are published.*
 - *In comparison to other applications, Glooko also provides very extensive, clinical evidence and research about the effectiveness of the application. The studies are summarized on one page, very concise, and offer evidence for the application's usefulness. However, the studies are not published, and it is not clear what connection the authors have to Glooko, although Glooko mentions at the bottom of the pages that they are independent.*

Creating Value for Clinicians

What is the main value(s) that this tool offers clinicians?

What is the main value(s) that this tool offers clinic/hospital management?

- *What is the main benefit(s) for clinicians? And for clinic/hospital management?*
 - *Patients can generate reports for clinicians.*
 - *Clinicians have remote access to their patient's data, when they share it.*
- *Do they address the potential impact on clinical workflow?*
 - *Clinicians can monitor their patients remotely.*
 - *Generate reports and statistics.*
 - *Supports clinicians in treatment decisions, early identification of issues, and an overall improvement of efficiency due to reduced administrative effort and single platform solution.*
- *Do they offer proper training and support material for clinicians?*
 - *User guides and training videos for professional use.*
- *Do they provide valid evidence to support their claims? (e.g. a cost-benefit analysis to support efficiency claims)*
 - *Make examples and explanations and provide a study about the efficacy and cost savings with the Glooko diabetes management tool. Although the study is very concise, it was decided to be rated green, as it is the only application that*

provides a cost saving and efficacy study.

Fit into the Ecosystem

How well would this tool fit into the complex healthcare ecosystem (payers, regulators, policy makers...)?

- *What is their business model? (e.g., B2B, B2C, B2B2C... are they transparent about how they get paid and by whom?)*
 - *B2C: Costs for clinician per patient, free to use for patients.*
 - *B2B: No prices available on webpage, must contact Glooko. It is not explicitly mentioned who pays, but through the descriptions and based on other apps it may be assumed that the costs are born by the clinicians.*
- *Do they explicitly provide information about their data management and privacy policies?*
 - *Extensive information about data management and privacy policies.*
- *Do they address data sharing and interoperability?*
 - *Extensive information about data sharing and interoperability.*
- *Does the tool require any additional infrastructure to function?*
 - *App can be used as standalone. However, devices are required to measure blood sugar and insulin.*
 - *Possibility to connect devices to make measurement easier.*
- *Are they properly certified according to their risk tier? (e.g. FDA approved, CE marked, Certified as a software as a medical device...etc)*
 - *Yes, CE 2017/745, ISO 13485:16 & 27001 :2013, FDA 21 CFR Part 11 conform*

MySugr

<https://www.mysugr.com/de>

Creating Value for Patients

What is the main value(s) that this tool offers patients?

- *What is the main benefit(s) for patients? (does it address a real unmet need?)*
 - *Diary-style login of diabetes data.*
 - *Connectivity with Google Fit / Apple Health App and Glucometers.*
 - *Bolus Calculator function*
 - *Report generation, as well as infographics.*
 - *Estimated HbA1c value*
 - *Picture function for meals*
 - *Gamification aspects*

- *Did they consider the whole patient journey? (e.g. context, comorbidities, overall treatment path)*
 - *Focus on diagnosed diabetes and specific blood glucose goals.*
 - *Context fitting for diagnosed patients that measure their blood glucose.*
 - *Outside of that rather unfitting*
- *Do they offer proper training and support material for patients?*
 - *They offer training and support material for patients on their website through blog posts.*
- *Do they provide valid evidence to support their claims? (e.g. published results of clinical trials, user research, real world evidence...)*
 - *Blog posts are credited with extensive sources. Many of them are credible and evidence-based.*
 - *Offer published results of clinical trials and user research on their website.*

Creating Value for Clinicians

What is the main value(s) that this tool offers clinicians?

What is the main value(s) that this tool offers clinic/hospital management?

- *What is the main benefit(s) for clinicians? And for clinic/hospital management?*
 - *Patients can generate reports for clinicians.*
- *Do they address the potential impact on clinical workflow?*
 - *No direct impact on clinical workflow.*
- *Do they offer proper training and support material for clinicians?*
 - *No direct information or support material for clinicians.*
- *Do they provide valid evidence to support their claims? (e.g. a cost-benefit analysis to support efficiency claims)*
 - *No evidence for efficiency claims.*

Fit into the Ecosystem

How well would this tool fit into the complex healthcare ecosystem (payers, regulators, policy makers...)?

- *What is their business model? (e.g., B2B, B2C, B2B2C... are they transparent about how they get paid and by whom?)*
 - *B2C: Freemium, Pro Version available for more functions. 3 CHF per month or 28 CHF per year subscription-based.*
- *Do they explicitly provide information about their data management and privacy policies?*
 - *Extensive information about data management and privacy policies.*
- *Do they address data sharing and interoperability?*

- *Extensive information about data sharing and interoperability.*
- *Does the tool require any additional infrastructure to function?*
 - *Mobile app with interconnectivity to Google Fit / Apple Health App and Accu-check Insulin pumps & glucometers.*
- *Are they properly certified according to their risk tier? (e.g. FDA approved, CE marked, Certified as a software as a medical device...etc)*
 - *Yes, MySugr has an EN ISO 13485:2016 certification.*

OneTouch Reveal

<https://www.onetouch.com/>

Creating Value for Patients

What is the main value(s) that this tool offers patients?

- *What is the main benefit(s) for patients? (does it address a real unmet need?)*
- *(only OneTouch glucometer, webpage only in English and Spanish, App from the US, online store only delivers in the US, no access to the application – unknown if it is available in German but it is available on DiGa)*
 - *Diary-style login of diabetes data such as blood glucose and insulin measurement, physical activity, and nutrition tracking*
 - *Connectivity with the OneTouch Reveal glucometer, and applications including Fitbit, Apple Health, and Google Fit.*
 - *Reminders.*
 - *Set personalized goals for data tracking.*
 - *Report generation, infographics, and pattern recognition.*
 - *Personalized reminders based on reminders.*
 - *Sharing of data and reports with friends, family, and clinicians.*
- *Did they consider the whole patient journey? (e.g. context, comorbidities, overall treatment path)*
 - *Focus on diagnosed diabetes and specific blood glucose goals.*
 - *Context fitting for diagnosed patients that measure their blood glucose.*
 - *Outside of that rather unfitting*
- *Do they offer proper training and support material for patients?*
 - *Training and support material for patients on their website through blog posts.*
 - *User manual on the webpage.*
- *Do they provide valid evidence to support their claims? (e.g. published results of clinical trials, user research, real world evidence...)*
 - *Blog posts are credited with at least one source, usually more. Many of them are*

credible and evidence-based.

- *There is no research about the efficacy of the OneTouch Reveal application provided on the webpage. However, there is research available on PubMed about OneTouch Reveal.*

Creating Value for Clinicians

What is the main value(s) that this tool offers clinicians?

What is the main value(s) that this tool offers clinic/hospital management?

- *What is the main benefit(s) for clinicians? And for clinic/hospital management?*
 - *Patients can share data and reports with clinicians.*
 - *Remote monitoring of patients.*
 - *A cloud-based ecosystem that links patients with clinicians.*
- *Do they address the potential impact on clinical workflow?*
 - *They address clinical use of the app, remote monitoring, and a fitting ecosystem that improves the management of patients.*
 - *Most content is delivered via videos that explain the benefits of software features in more detail.*
- *Do they offer proper training and support material for clinicians?*
 - *User manual for clinicians available on the webpage.*
 - *Wide range of manuals, videos, guides, and tutorials for the application and products such as glucometers.*
- *Do they provide valid evidence to support their claims? (e.g. a cost-benefit analysis to support efficiency claims)*
 - *No evidence is directly mentioned on the webpage. There is a subpage that requires registration and confirmation that one is a healthcare professional. However, a search on the PubMed platform delivered multiple research papers that were conducted with the help of or focusing on the glucometer OneTouch Verio but not about the application.*

Fit into the Ecosystem

How well would this tool fit into the complex healthcare ecosystem (payers, regulators, policy makers...)?

- *What is their business model? (e.g., B2B, B2C, B2B2C... are they transparent about how they get paid and by whom?)*
 - *B2C: Free to use. No information about the premium version or other payment information was found on the webpage. No access to the app in Switzerland, thus no ability to check within the app. Prices are only available through the webshop. Price for 90 test strips per month: one-time purchase: \$50.99, monthly subscription (at least 3 months): \$48.44 per month, quarterly subscription:*

\$137.67 per quarter.

- *B2B: Based on other app payment forms it may be assumed, that the app for patients is paid by the clinicians.*
- *Do they explicitly provide information about their data management and privacy policies?*
 - *Extensive information about data management and privacy policies.*
- *Do they address data sharing and interoperability?*
 - *Extensive information about data sharing and interoperability.*
- *Does the tool require any additional infrastructure to function?*
 - *The application can be used as a standalone. However, devices are required to measure blood sugar and insulin. Direct connectivity only with OneTouch device.*
 - *Mobile app with interconnectivity to Google Fit, Apple Health, or Fitbit App and OneTouch glucometer.*
- *Are they properly certified according to their risk tier? (e.g. FDA approved, CE marked, Certified as a software as a medical device...etc.)*
 - *CE 2017/745, ISO 13485:2016, 14155:2020, 14971:2019, and 62304:2006.*

SocialDiabetes

<https://www.socialdiabetes.com/>

Creating Value for Patients

What is the main value(s) that this tool offers patients?

- *What is the main benefit(s) for patients? (does it address a real unmet need?)*
 - *Diary-style login of diabetes data, glucose, blood pressure, HbA1c, weight, physical activity, nutrition, ketone, and medication.*
 - *Report generation, and infographics.*
 - *Bolus and carb-calculator*
 - *Food database, but not from the DACH region.*
 - *Personalization of reminders and glucose level ranges*
 - *Connectivity with devices such as continuous glucose monitors, glucose meters, insulin pumps, blood pressure, and physical activity measurement.*
 - *Currently working on a community feature.*
 - *Problems with language, a mixture of English and German, some parts also occur in Spanish, and the food database is not available for the DACH region. Additionally, the webpage is only available in English and Spanish.*
- *Did they consider the whole patient journey? (e.g. context, comorbidities, overall treatment path)*
 - *Focus on diagnosed diabetes patients to track and control blood sugar levels and well-being.*

- *Context fitting for diagnosed patients that measure their blood glucose and insulin.*
- *Outside of that rather unfitting*
- *Do they offer proper training and support material for patients?*
 - *Offer blog posts with education for exercising, nutrition, and the use of technology.*
 - *Technical guidance and tutorials are available.*
 - *Education on comorbidities missing.*
 - *Blog posts are only available in English.*
- *Do they provide valid evidence to support their claims? (e.g. published results of clinical trials, user research, real world evidence...)*
 - *Blog posts are written without references.*
 - *In the “proven results” section there is one published research available that however does not focus on SocialDiabetes. A further report from a diabetes trade fair on an external webpage is mentioned, which is not published and is only available in Spanish.*
 - *In the blog posts, a user interview is featured, however, it only focuses on the user’s satisfaction with the application.*

Creating Value for Clinicians

What is the main value(s) that this tool offers clinicians?

What is the main value(s) that this tool offers clinic/hospital management?

- *What is the main benefit(s) for clinicians? And for clinic/hospital management?*
 - *Patients can generate reports for clinicians.*
 - *Clinicians have access to their patient’s data and receive summaries.*
 - *Receive notifications and reminders.*
 - *Set up medical appointments remotely which will be added to the patient’s application.*
 - *Direct communication through the app with patients.*
- *Do they address the potential impact on clinical workflow?*
 - *Clinicians can monitor their patients remotely.*
 - *Generate reports and statistics.*
 - *Personalization of patients’ needs*
 - *Increase of efficiency due to reduced effort of management.*
 - *Direct communication with patients.*
- *Do they offer proper training and support material for clinicians?*
 - *No specific training for clinicians, same basic training and guidelines for the app as users have.*
- *Do they provide valid evidence to support their claims? (e.g. a cost-benefit analysis to support efficiency claims)*

- *Mention improved efficiency but without providing evidence.*

Fit into the Ecosystem

How well would this tool fit into the complex healthcare ecosystem (payers, regulators, policy makers...)?

- *What is their business model? (e.g., B2B, B2C, B2B2C... are they transparent about how they get paid and by whom?)*
 - *B2C: Free to download for patients. No prices or forms of payment are mentioned. Collaborators are mentioned, which are usually national healthcare foundations, hospitals, or similar facilities.*
- *Do they explicitly provide information about their data management and privacy policies?*
 - *Information about data management and privacy policies is available.*
- *Do they address data sharing and interoperability?*
 - *Information about data sharing and interoperability is available.*
- *Does the tool require any additional infrastructure to function?*
 - *The application can be used as a standalone. However, devices are required to measure blood sugar.*
 - *Possibility to connect different devices to make measuring easier.*
- *Are they properly certified according to their risk tier? (e.g. FDA approved, CE marked, Certified as a software as a medical device...etc)*
 - *CE class IIb. Contradictory information. On the webpage, CE 93/42/EEC and FDA certificates are mentioned, while the legal information on the app's webpage mentions CE class IIb. CE class IIb was ultimately assumed to be the status quo, due to the missing information about any other certification in the legal information.*