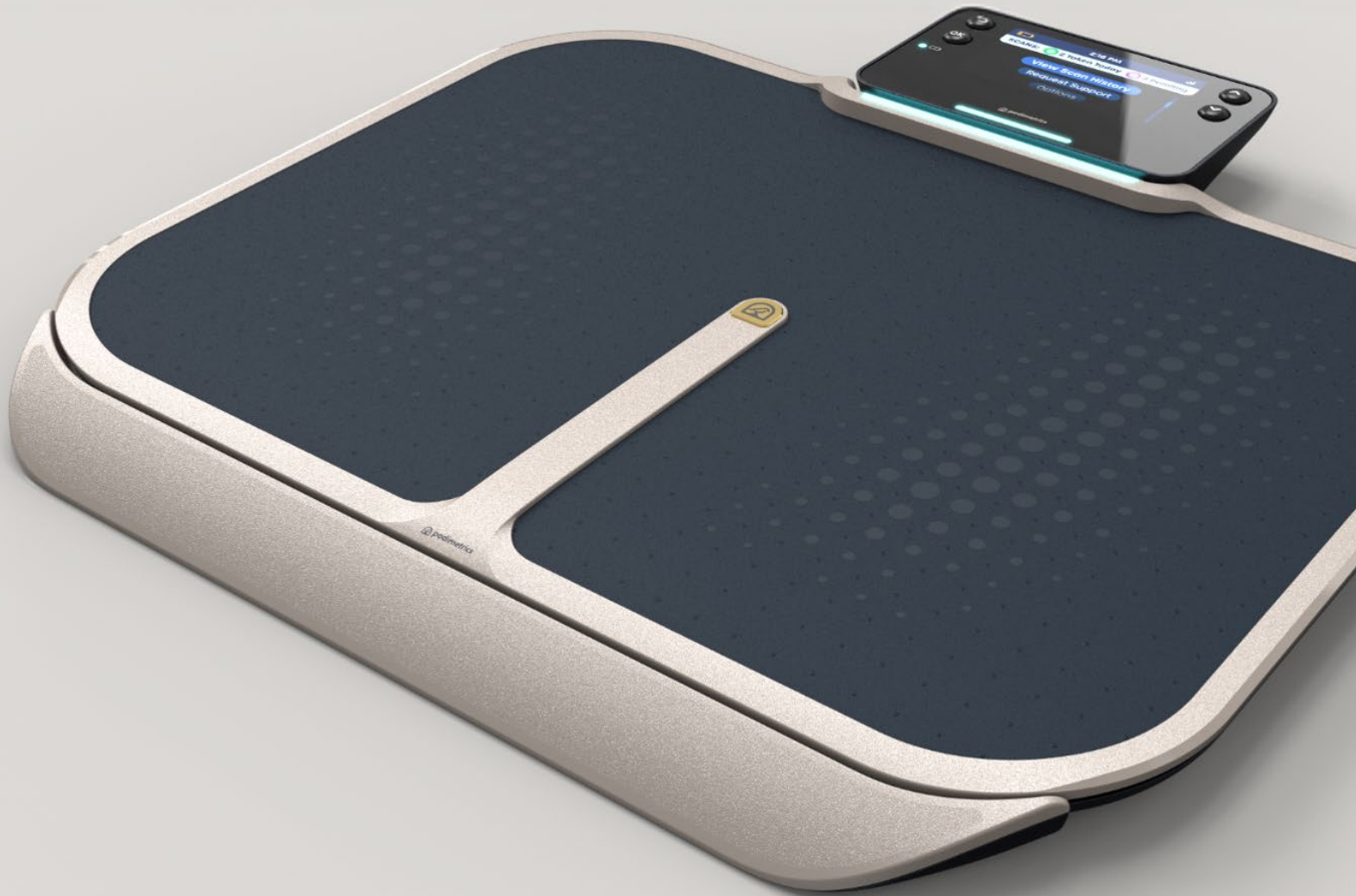




# Your Podometrics SmartMat+ Journey



**A simple and easy-to-follow guide to protecting your foot health and getting the most out of the Podometrics SmartMat+ Program.**

# ***Congratulations, and welcome aboard!***

## **You're now part of the Podimetrics SmartMat+ community.**

Managing foot health is crucial for those living with diabetes, especially if you're at a higher risk of complications. This booklet introduces the Podimetrics SmartMat+ Program and is designed to help provide you and your loved ones with the tools and knowledge needed to help protect your feet, stay mobile, and help prevent diabetic foot complications. You don't have to go it alone—we're here for you on this journey.

The Podimetrics SmartMat+ Program makes it easy to take great care of your feet and help prevent diabetic foot problems. Our program is backed by research and provides personalized support.

### ***Research shows that the program works:***

- Diabetic foot ulcers can be found **up to five weeks before they appear.**<sup>1</sup>
- **75%** of patients stick with it after a year.<sup>2</sup>
- **88%** of patients rate SmartMat+ “very easy to use.”<sup>1</sup>

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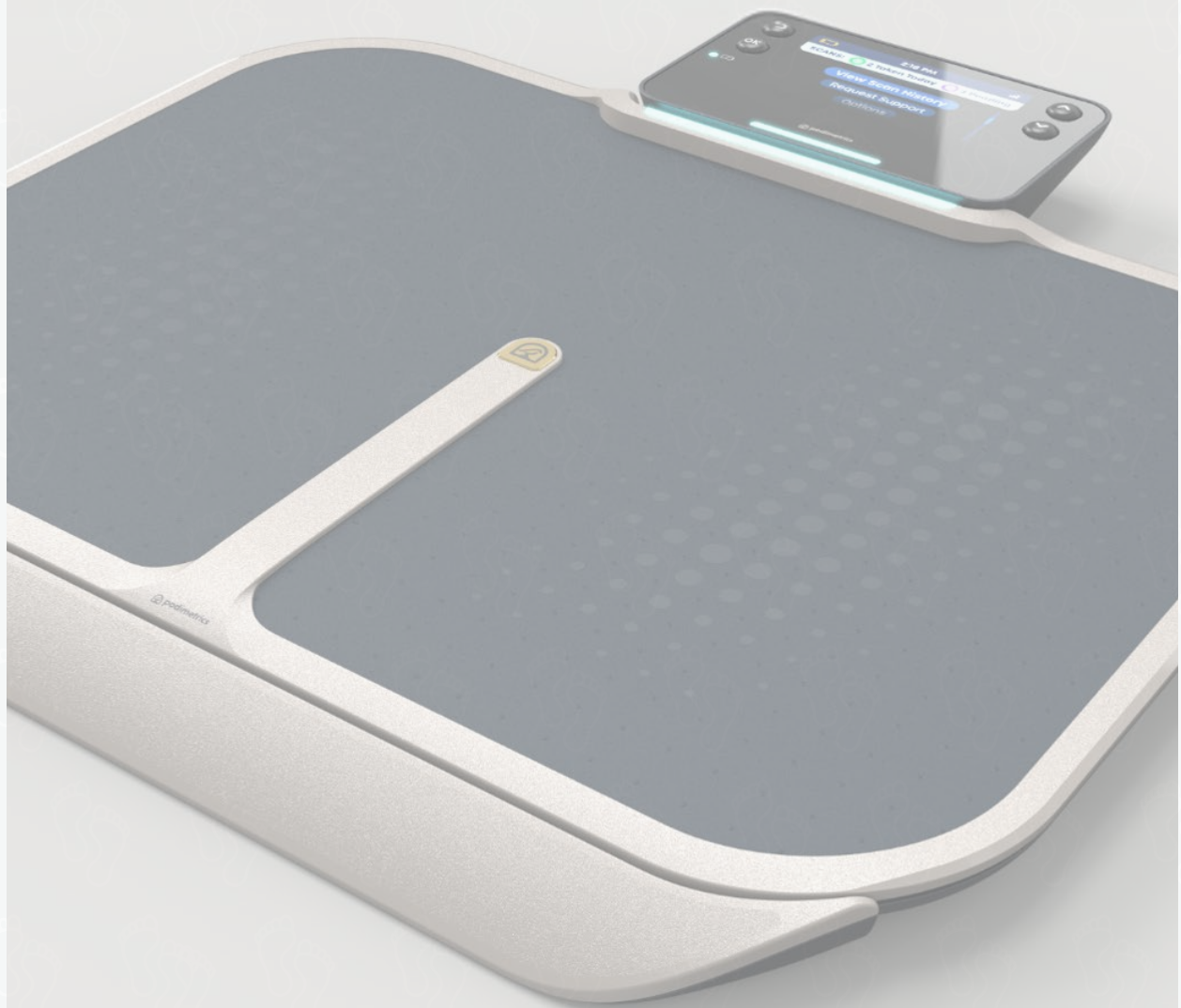
What the SmartMat+ is, how it works, and how we help support you through your foot health journey.

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How to make the most of using your SmartMat+, including how to scan successfully, build an easy routine using it, and store it. Plus, tips for doctor's visits and caregivers.

**PART 1:**

# **What's the Big Deal With Feet and Diabetes**



## Diabetes affects your whole body

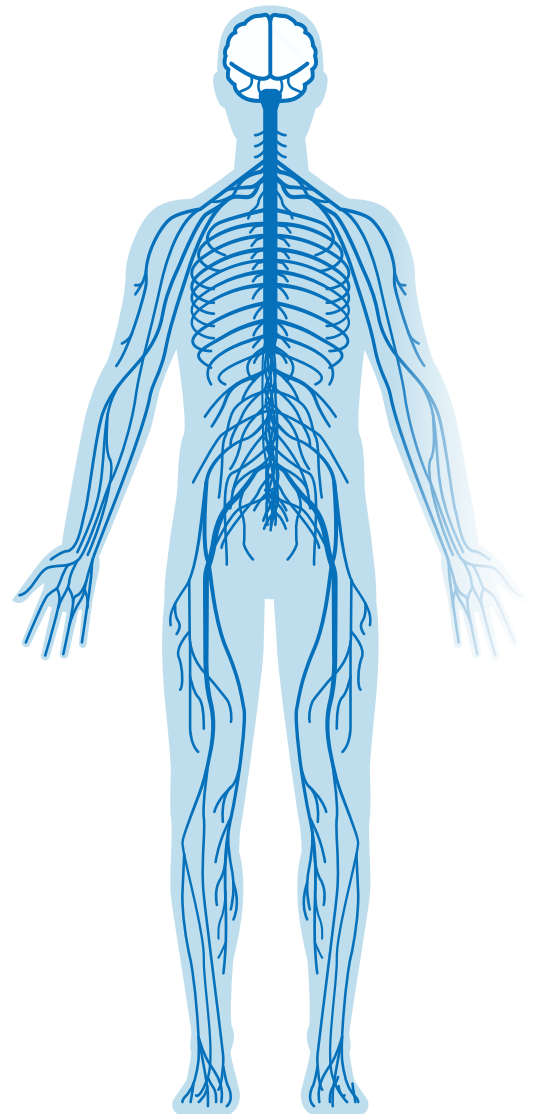
Whether you have Type 1 or Type 2, diabetes affects the basic function of your body in two key areas — your blood vessels and your nerves.

| <b>BLOOD VESSELS</b>  | <b>NERVES</b>   |
|---|---|
| Diabetes can cause your blood vessels to become more narrow and less flexible, so blood can't flow as easily. | Diabetes can also cause nerve damage (neuropathy), which impacts both sensation and bodily control signals. |

### *Of course, blood vessels and nerves are EVERYWHERE in your body!*

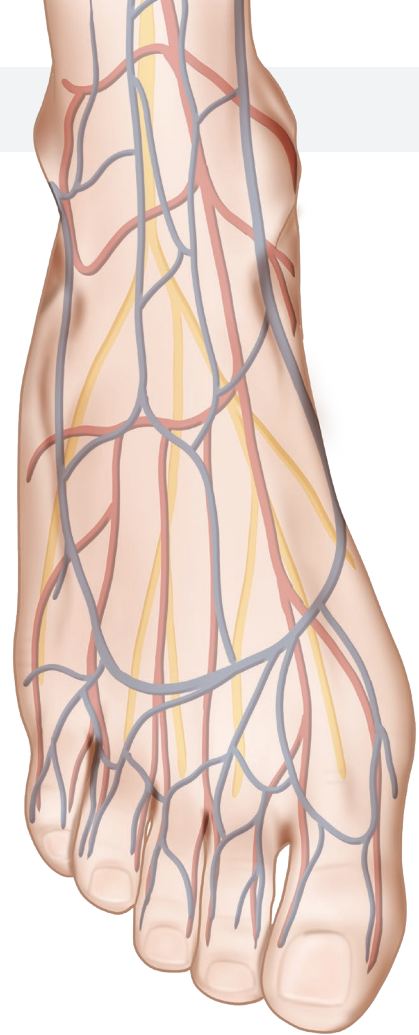
When these systems are damaged, it's harder for oxygen, nutrients, and healing white blood cells to reach different parts of your body. It can also be harder for your brain to manage your heart function, breathing, digestion, etc. And you may have trouble with numbness and/or pain throughout your body.

**Here's the short story:** When these systems work well, they help your body heal and fight off infections. But diabetes can make it a bit harder for them to do their best work. That's why people with complex diabetes are more likely to have other health problems like heart failure, stroke, kidney problems, vision issues, skin infections, and more frequent injuries.



## ***Feet are really prone to diabetic complications.***

**Why?** Put simply, feet are farther away from the heart and brain than any other part of the body. Blood and nerve signals have to travel a long way to get all the way down to your toes. So if you're having diabetes-related issues with blood flow and nerve function, it often shows up in the feet.



| <b><i>WHEN YOU HAVE UNDERLYING DIABETES-RELATED ISSUES LIKE:</i></b> | <b><i>YOU MAY EXPERIENCE NEW PROBLEMS WITH YOUR FEET LIKE:</i></b>   |
|--|--|
| <b>Poor blood flow</b>   | <ul style="list-style-type: none"> <li>• Swelling</li> <li>• Slower healing</li> <li>• Greater risk of infection</li> <li>• Increased neuropathy signals</li> </ul>          |
| <b>Nerve damage (neuropathy)</b>                                     | <ul style="list-style-type: none"> <li>• Difficulty with walking and other movement</li> <li>• Numbness, burning or tingling, like “pins and needles” and/or pain</li> </ul> |

## Complex diabetes makes foot wounds more likely

Most people's feet experience a lot over a lifetime. Feet can hurt or get injured due to the pressure of supporting body weight, friction from movement, wearing shoes that are too tight, and simple accidents.

When someone has complex diabetes, their feet experience much more than normal "wear and tear."

### *Diabetic neuropathy makes it easier to hurt your feet accidentally.*

Nerve damage affects your ability to move well and sense your surroundings through your feet. You may be more likely to trip or otherwise injure yourself. If you do get hurt, you might not feel anything. Or you may have confusing sensations that make it hard to judge the severity of the injury.

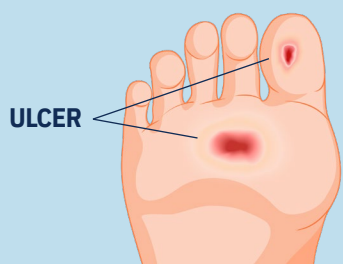
### *Neuropathy also makes you more likely to develop deep foot injuries.*

Over time, nerve damage can change movement patterns. You may experience blisters or new pressure points as your feet adapt to these changes. After repeated stress on these spots, the body will build up thick, hard skin (a callus) to protect delicate tissues. Continued pressure on the same callus can cause the tissue beneath it to break down.

### *Diabetic skin issues can lead to peeling and cracking on your feet.*

However it happens, any time your foot's skin or underlying tissues are damaged, that's called a wound. For people without diabetes, small foot wounds usually heal on their own. But if you have diabetes, even a small cut or blister can lead to an ulcer.

**In fact, diabetic foot ulcers are so common, that there's an abbreviation: DFU.**



## WHAT IS A FOOT ULCER?

It is an open sore or wound that develops on the foot and typically takes a long time to heal.

## Spot a sore that won't heal? It could be a DFU

For people with complex diabetes, sometimes a small bump or injury on their foot can take a long time to heal. This is because diabetes can make it harder for the body to fight off even tiny injuries. If these injuries don't heal and keep getting irritated, they can turn into sore spots also called DFUs. **Here's how it happens:**



Want to see a step-by-step illustration of how DFUs can develop? Check out our risk diagram on the Patient Resource page on Podometrics.com.

**Plus, once you have a DFU, you're likely to have another.**



**OF PEOPLE WHO HAVE HAD A DFU HAVE A SECOND ONE WITHIN 12 MONTHS.<sup>1</sup>**

## Problems with your feet have a huge effect on your quality of life

1. Painful feet make it hard to move around comfortably, worsening diabetes-related circulation issues throughout your body.
2. Less mobility means less independence. You can't get out and enjoy life the way you used to or want to.
3. Left untreated, a diabetic foot ulcer may lead to amputation.



**WHEN A DIABETIC FOOT ULCER GOES UNTREATED**



**THE INFECTION MAY ACTUALLY SPREAD OUT OF CONTROL**

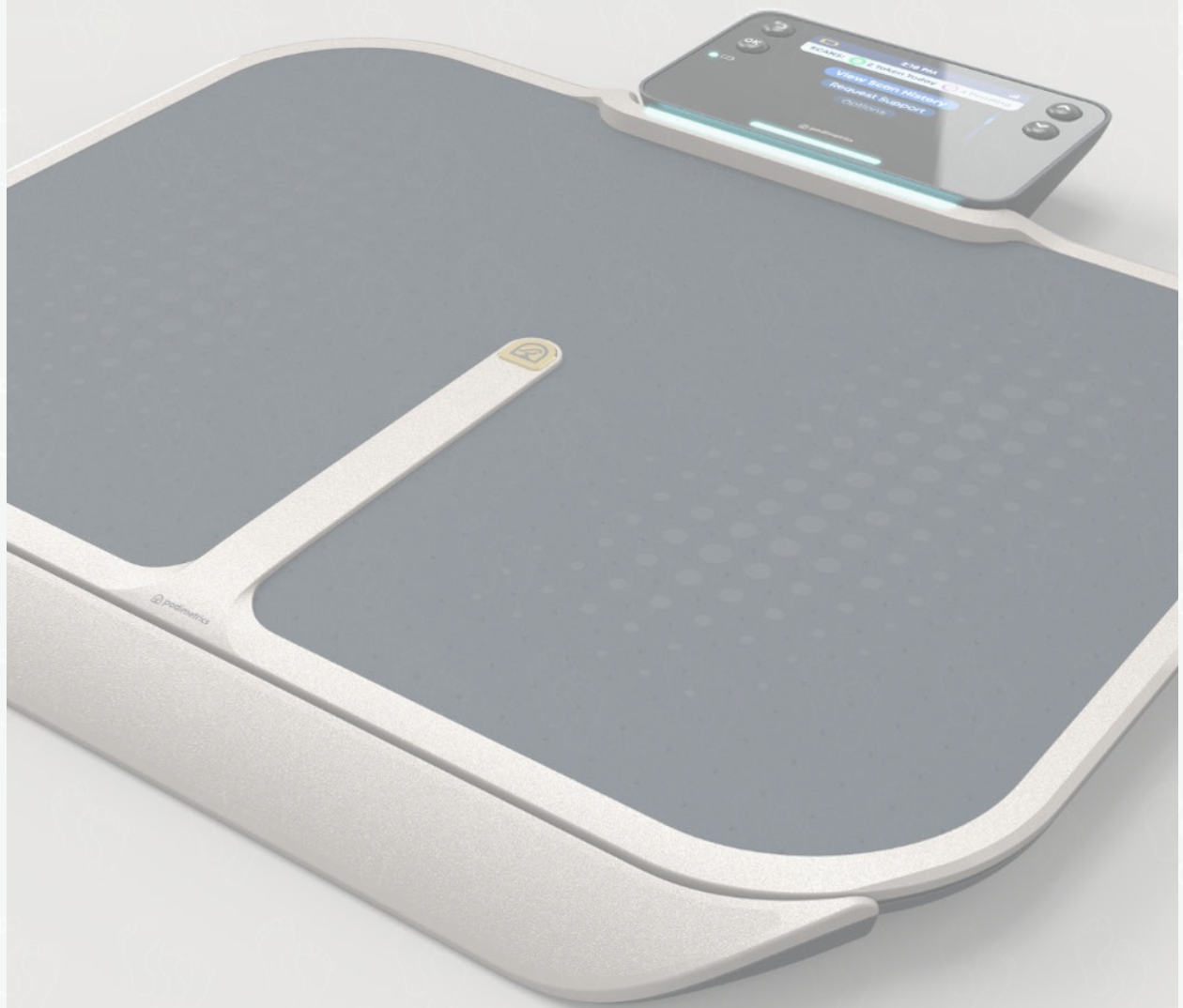
- You may have to go to the hospital for special care.
- Sometimes, the damage becomes so extreme that amputation is the only approach for saving the rest of the foot, or even the leg.
- In fact, diabetic foot ulcers are the primary cause of lower extremity amputations.<sup>1,2</sup>

### **THE GOOD NEWS:**

It doesn't have to end up this way. At Podimetrics, we choose hope. That's what the SmartMat+ Program is all about.

**PART 2:**

# We're Here to Help: How the Program Works



## The SmartMat+ Program is a prescribed, connected system designed to help you manage your foot health

All you need is:



SMARTMAT+



PHONE

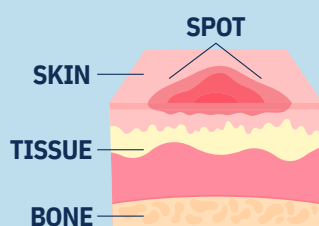
### We take care of the rest:

- Remotely monitor your foot health daily
- Provide personal support to help prevent diabetic foot complications
- Make it easy to get started and stay consistent

## Program At a Glance

**It's easy! Scanning with your SmartMat+ is faster than brewing a cup of coffee, checking your mail, or brushing your teeth.**

1. You step on SmartMat+ for 20 seconds each day.
2. SmartMat+ automatically sends your foot scans to the Podometrics Patient Support Team for remote monitoring.
3. We watch out for early signs of inflammation (warm areas on the foot) because this can happen before a diabetic foot ulcer develops.



### WHAT IS A HOT SPOT?

Sometimes, your foot might develop a hot spot known as inflammation before a DFU shows up. This means your body is sending a signal that something might be going on under the skin.

### ***If we see a problem:***

1. Your Podimetrics Patient Support team will call you and provide personal guidance and coaching if your foot temperature increases. The team member will also provide instructions on how to offload, which is taking pressure off the foot so it can heal. During the call, we'll encourage you to perform daily foot checks and ask questions about your feet.
2. We stick with you, providing support until the problem is resolved. When our SmartMat+ Program alerted patients to visit for prompt care, 76% reported getting the important preventive care they needed.<sup>1</sup>



### ***If something needs more attention, we'll let your doctor know with a report. This may lead to:***

- Having an earlier appointment to get checked out
- A new treatment or medicine
- Learning how to relieve pressure on the area (offloading with a special boot).  
No matter what, your doctor and the Podimetrics team will keep an eye on things together. We also provide ongoing wellness support and tech support.

## How the SmartMat+ Program Interrupts the Wound Cycle

*Something hurts your foot and you don't notice it...*



**BUT YOU SCAN WITH YOUR SMARTMAT+ EVERY DAY**

**PODIMETRICS DETECTS A CONCERNING HOT SPOT AND CALLS TO LET YOU KNOW**

We guide you on offloading and how to care for your foot

**YOU FOLLOW THROUGH WITH OFFLOADING AS ADVISED AND CONTINUE DAILY SCANNING**

**THE SMALL INJURY GETS BETTER**

*... and your daily SmartMat+ routine helps you stay healthy and mobile, with just 20 seconds a day.*

### How the SmartMat+ Program Helps: Proven Results and Here for You

Studies by experts have shown that the SmartMat+ Program can help prevent serious foot problems in people with diabetes, including those that can lead to amputation. The program is easy to use at home and works with your doctor to help keep protect your feet and other lower extremities.



### WHAT IS OFFLOADING?

It involves techniques for removing pressure from the foot which can help reduce inflammation to help it heal and recover quickly.

## So how does it work?

### *The Science of Thermometry*

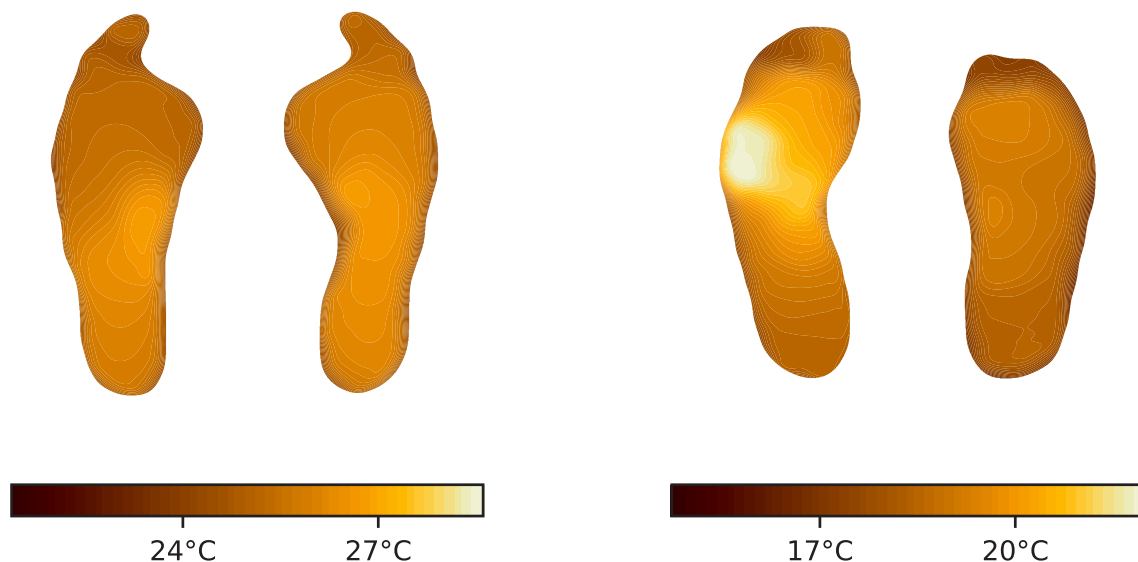
Scanning with your SmartMat+ is like using a thermometer to see if you have a fever, but for your feet. Why? Warm feet can signal trouble — a sign of early inflammation that might lead to problems.

This science-backed method is called “thermometry,” and it has been helping people with diabetes prevent serious issues since the 1970s.<sup>1</sup>

A study showed that our SmartMat+ system can identify early signs of ulcers up to five weeks before they appear.<sup>2</sup>

### *Understanding Thermograms*

Thermograms are like taking a picture of the heat coming from your foot. It helps us see if there’s any extra warmth, which could mean there’s inflammation starting before a diabetic foot ulcer appears. **These are the visual representations of your scanning results that you will see in a monthly adherence report sent to you by mail or email.**



## The SmartMat+ Program in Action:

Every time you place your foot on SmartMat+, special sensors measure the temperature on the bottom of your foot. SmartMat+ sends your temperature data straight to Podimetrics for review. Then, we look at six key areas on each foot to find any early signs of inflammation. If part of the foot is missing, we use the nearest point. **All it takes is a 20-second scan to kick off your monitoring.**



## The Confidence of Personal Support

Living with complex diabetes usually means you have multiple things to plan, remember, and take care of every day. The SmartMat+ Program supports your efforts by helping you monitor your feet and help prevent problems.

Your friendly Podimetrics Patient Support Team is here to watch over your foot health, spot any potential problems as early as possible, and step in with guidance as needed.

### ***When we say “personal support,” we mean it.***

These days, when it seems like it can be hard to get anybody by phone, you’ll speak with an actual person who knows what’s going on with your foot health and is dedicated to helping you thrive.

### ***At your convenience, your Podimetrics Patient Support Team will help you:***

- Set up your SmartMat+ device
- Get started with scanning
- Develop a scanning routine that works for you
- Address any early signs of inflammation that appear (usually by “offloading”)
- Stay consistent with scanning and foot care

We’ll even call just to check in and see how things are going. Plus, anytime you need us, your Podimetrics Patient Support Team and Tech Support are just a phone call away.

You’ll also receive helpful newsletters and monthly reports by mail, explaining your SmartMat+ scan results and sharing tips for better foot health.

## Here's When and Why Podimetrics Will Contact You

| <i><b>CALLS</b></i>                  | <i><b>PURPOSE</b></i>   |
|--------------------------------------|---|
| <i><b>TRAINING AND EDUCATION</b></i> | We will call to train you on using your device. You'll receive instructions on operation, maintenance, troubleshooting, cleaning, and contacting Podimetrics.   |
| <i><b>OFFLOADING</b></i>             | Podimetrics will get an alert if your scans show a significant temperature difference between key points on your feet. We will review your scans, contact you, and give instructions on offloading. That means reducing your walking and standing time by 50%, along with other foot care tips. If you only need to offload one foot, the advice may change. We'll also guide you on daily foot checks and ask about any foot problems. |
| <i><b>INFLAMMATION CHECK-IN</b></i>  | After providing offloading instructions, we will call regularly to check your status.   |
| <i><b>REENGAGEMENT</b></i>           | We will remind you if you do not scan consecutively for up to a week.   |
| <i><b>TECH SUPPORT</b></i>           | If your device isn't working correctly, tech support will contact you to troubleshoot and resolve the issue.  |
| <i><b>RESOLUTION</b></i>             | After receiving normal range scans for 2–4 weeks, we will contact you with instructions on returning to a normal foot routine.  |
| <i><b>WELLNESS</b></i>               | If your scans are normal, we will reach out routinely to collect any information you share about your feet  |



### Looking for more information?

Explore the Patient Resource Hub for additional materials about the Podimetrics SmartMat+ Program.

## Meet Your Podimetrics Patient Support Team

|   |  |
|---|--|
| <b><i>PATIENT SUPPORT REPRESENTATIVES</i></b> | <ul style="list-style-type: none"> <li>• Answer your calls</li> <li>• Connect you with specialists/support as needed</li> <li>• Onboarding and patient experience</li> <li>• Help you get started and keep scanning successfully</li> </ul>  |
| <b><i>NURSES</i></b>                          | <ul style="list-style-type: none"> <li>• Discuss medical questions with you</li> <li>• Advise on offloading, which means guidance on taking pressure off the area so it can heal and recover</li> <li>• Assist with clinical intervention, like a special action plan to help your feet get better and prevent problems</li> </ul> |
| <b><i>TECH SUPPORT</i></b>                    | <ul style="list-style-type: none"> <li>• Troubleshoot any issues with your SmartMat+</li> </ul>  |

## What if I need help or have a question? Just give us a call!

|                               |                                |
|-------------------------------|--------------------------------|
| <b><i>PROGRAM SUPPORT</i></b> | <b>833-203-3777 (TTY: 711)</b> |
| <b><i>TECH SUPPORT</i></b>    | <b>888-498-6489 (TTY: 711)</b> |

**Note:** To help us ensure the best service and support, Podimetrics records all calls for quality checks and training purposes. Your privacy is important to us. We follow strict guidelines to protect the confidentiality of your health information.



**PART 3:**

# Putting Your SmartMat+ Program Into Action



## How do I get started?

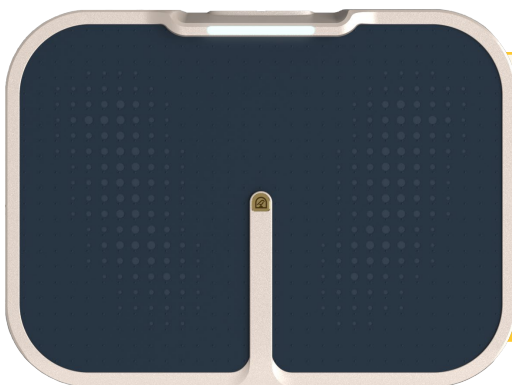
### *You've probably already received your SmartMat+ in the mail...*

- Inside the box, you'll find instructions for getting started with SmartMat+ and a brochure about the SmartMat+ Program. A quick call will also allow us to get you up and running quickly.
- In this call, we'll help you:
  - Enroll
  - Get familiar with the program
  - Set up your SmartMat+ and learn how to use it

*\*We may need to gather and confirm some details from your medical history to ensure the best care.*

## How do I scan?

- Get ready
  - Always use SmartMat+ with bare feet. No socks or bandages.
  - Check both of your feet. If you find a wound do not scan the foot. Instead call your doctor right away.
- Best practices while on SmartMat+
  - Place feet on the mat surface to scan.
  - If you have any physical or safety concerns, you can also take a scan while sitting down. Simply press down firmly with your feet.
- What if I have an existing wound?
  - Do not place a foot with an open wound on SmartMat+. Instead, scan one foot only. Check your user manual or call Podimetrics for help with a single-foot scan.



### **TIP**

Keep your toes 2 inches from the top of the mat and your feet 6 inches apart to allow for proper scanning.

## Where should I put my SmartMat+?

- Place SmartMat+ somewhere stable and easy to find, like your bedroom.
- Avoid placing the mat in a busy area where it could become a tripping hazard. You can also lean the mat against a wall to keep it out of the way.
- Do not place near heaters or windows, as extreme heat or cold can affect temperature readings.

## How do I develop a routine that works?

***Checking your own feet or having a caregiver or loved one check them is good.***

- For one thing, it's easier to remember if you make it a daily routine.
- Second, diabetic foot problems have a way of starting small and then snowballing into something serious before you realize it.
- A visual check is good, but small injuries or changes to your feet can be hard to see—especially if you have vision issues or can't bend easily to see all areas of your foot. That's why daily scanning with your Podometrics SmartMat+ is so important.

***Everybody is unique, so what works for you might not be the same as somebody else.***

- If you wish, your Podometrics Patient Support Team can help you brainstorm ideas for a routine that is easy and convenient for you.
- We'll help you stay consistent. If we don't receive your scans consecutively for up to a week, your Podometrics Patient Support Team will call you and/or text you to check in with you and send a reminder.

### **TIP**

**Visit your foot doctor yearly to keep an eye on your foot health.**



## Here are some tips that have been successful for most people:

### Scan every day at the same time so it's easier to remember.

For example, scanning first thing in the morning helps you check it immediately off your list.

### Throughout your day:

- Avoid going barefoot, even in the house, to protect your feet.
- Wear white socks to spot any injuries through blood or drainage marks easily.
- Avoid direct heat on your feet, such as heating pads and heaters, to prevent burns.
- Wash your feet every day in warm (not hot) water. Don't soak your feet. Dry them completely and apply lotion to the top and bottom—but not between your toes, which could lead to fungal infections.
- Regularly check your footwear and inserts for signs of wear and tear.
- When wearing new shoes, ask your provider about a regimen for breaking them in to avoid irritation and blisters.
- Inspect your feet before and after wearing new shoes to detect any new blisters or irritation.

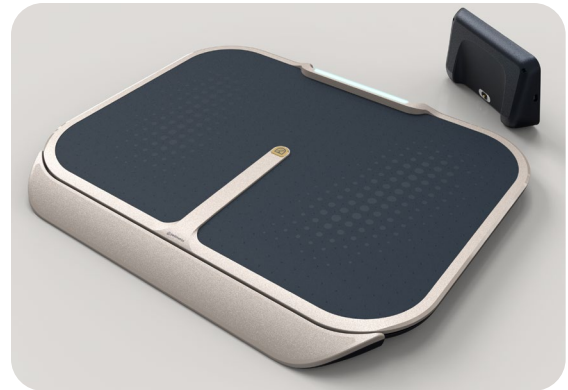
**TIP** It's recommended to always wear shoes to protect your feet.

## “EVERYTHING'S GOING GREAT”

There's nothing to worry about if your scans are within the normal range. Your Podometrics Patient Support Team will still reach out for routine wellness checks and collect any information you share about how your feet are doing.

## Traveling with SmartMat+

- You can take your mat with you when you travel. It can send scans anywhere in the continental U.S. with cell service.
- When you reach your destination, use the “check cell service” button on the back of the mat to reconnect it.



## What happens when we notice a temperature change?

*Podimetrics monitors the temperature of your feet as prescribed by your doctor. Here's what the SmartMat+ Program is watching for:*

- A significant temperature difference (asymmetry) between the six key points on your feet
- As applicable to your foot anatomy

### TIP

**If you notice anything unusual with your feet, such as discomfort, contact your doctor or Podimetrics promptly.**

*If this happens, your Podimetrics Patient Support Team will reach out to help you:*

- Offload pressure on the affected area to help it heal faster
- Monitor the healing process
- Return to your regular routine when the issue resolves
- If something needs more attention, we will let your doctor know with a report

## How do I “offload”?

- Keep scanning with your SmartMat+ daily. This helps us monitor your foot temperatures and ensure they return to normal.
- Reduce your walking and standing time to 50% of your normal daily activity.
- Wear proper footwear. (This can involve special shoes or inserts that take the weight off your feet.)
- Elevate your feet when sitting down.
- Inspect your feet daily for any color changes, swelling, calluses, blisters, or wounds.
- If you or a caregiver can visually detect these changes, please notify your provider ASAP.

## How long do I have to do “offloading”?

*Try to be patient – healing does take some time...*

- You can usually return to a normal foot routine after 2 weeks of taking extra precautions.
- Return to your normal daily activities after 2 weeks and continue to scan. If there are ongoing temperature concerns, our Podimetrics Patient Support Team will reach out.





## Make Your Doctor Visits Count!

Ever feel like your doctor's appointment flies by in a blur? You're not alone. Especially when you're managing diabetes, those 15 minutes can feel precious. But don't worry, there are ways to make the most of them and feel empowered about your health. Here's a guide to help you make every minute count<sup>1</sup>:

- 1. Write down your questions:** Think about what you want to know about your diabetes and bring a list.
- 2. Talk about what matters to you:** Feeling any numbness in your feet at night? Having trouble with medications? Let the doctor know.
- 3. SmartMat+ Scans help:** Consistent SmartMat+ scans can help you spot any foot issues early, so you can talk to your doctor about them during your visit.
- 4. Ask for explanations:** If something sounds confusing, ask the doctor to explain it again in a simpler way.
- 5. Get more info:** Ask your doctor for helpful websites or groups, like the American Diabetes Association at [Diabetes.org](https://www.diabetes.org), to learn more about diabetes care.
- 6. Show your feet!:** Take off your shoes and socks during your exam, so the doctor can check your feet thoroughly.

## Supporting Your Loved One: A Caregiver's Guide

Caring for someone with diabetes, especially when they are at high risk for diabetic foot complications, can be challenging. You're not alone—40 million caregivers nationwide are in similar situations, often performing complex medical tasks without much training.<sup>1</sup> Here's a simple guide to help you support your loved one and take care of yourself, too.

### **Empower yourself with knowledge**

Learn about diabetic foot complications and how to manage them. Understanding the condition will help you feel more confident and prepared.

### **Understand your role**

As a caregiver, you are crucial to your loved one's health. Your support can make a big difference in their quality of life.

### **Provide emotional support**

People with diabetes and foot complications often feel stressed or depressed. Your emotional support can improve their well-being. Be patient and understanding.

### **Ask for the right supplies**

Ensure you have all the necessary supplies. Ask their doctors or hospital what you'll need at home.

### **Communicate with healthcare providers**

Good communication with doctors and nurses is key. Ask about signs of foot problems, how to prevent foot ulcers, and what to do if you notice an issue.

### **Use the Podometrics SmartMat+ Program**

Consistent use can help spot issues early so you can get medical help immediately.

### **Look for support**

Many resources are available for caregivers, such as [AARP.org](http://AARP.org) and [CaringInfo.org](http://CaringInfo.org). Remember, your efforts are valuable; you don't have to do it alone.

## How to Care for Someone's Feet When They Have Diabetes

People with diabetes often face complications like nerve damage and vision problems, which can make it difficult for them to notice issues with their feet. As a caregiver, you play a crucial role in being their 'eyes'—helping to spot problems early and ensuring their feet stay healthy. While it can feel overwhelming, simple steps and the right tools can make all the difference.

### *Understanding the Risks*

Diabetic foot ulcers affect about one-third of people with diabetes. They can cause infections and, in severe cases, amputations. Early detection and daily foot care are key to prevention.

### *Daily Foot Care Made Simple*

Here's how you can provide support:

- **Inspect Daily:** Check their feet every day for redness, swelling, blisters, or slow-healing wounds. Diabetes-related nerve damage can make it hard for them to feel these signs.
- **Wash and Dry:** To prevent infections, gently wash their feet with warm water and soap, then dry thoroughly, especially between the toes.
- **Check Inside Shoes for Objects:** Inspect the inside of the shoes for any objects that could cause discomfort.
- **Moisturize Feet:** Apply moisturizer to the feet, avoiding the spaces between the toes. This helps prevent cracks and fissures, helping prevent skin damage.
- **Reach Out to the Doctor:** If you observe any worrisome changes, contact the healthcare provider for more guidance.

## ***Choosing the Right Footwear***

Encourage the person you're caring for to always wear socks and well-fitted shoes. Walking barefoot is unsafe for people with diabetes due to nerve damage and poor circulation, which can cause unnoticed injuries or slow healing. Moisture-wicking socks and supportive shoes help prevent blisters and sores. Consult a healthcare provider if needed.

## ***Step On SmartMat+ Daily***

SmartMat+ requires only 20 seconds of daily use. You can support your loved one by reminding them to use it, assisting them with standing on it, and maintaining balance if needed. Help them integrate it into their routine by finding a simple time of day for the habit, such as first thing in the morning, right after brushing their teeth.

## ***Compassion and Self-Care***

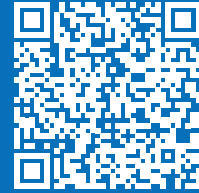
Studies show that caregiver support improves patients' diet, exercise, blood glucose monitoring, and medication adherence, so encourage those habits<sup>1</sup> — and don't forget to take care of you too! Regular exercise can relieve caregiver stress and improve overall well-being for both you and the person you care for. Acknowledge your efforts and remember that your care can significantly improve their quality of life.

Don't hesitate to seek advice or assistance from healthcare providers when needed. Caregivers can find support through online forums, mobile apps, organizations, and educational resources that offer emotional guidance, practical advice, and community connections. If you or someone you know could use emotional support, caring help is available. Call or text the 988 Suicide & Crisis Lifeline at 988.

By staying proactive and empathetic, you're helping to protect your loved one's health and well-being—one step at a time.

**¿TE GUSTARÍA  
ESTA INFORMACIÓN  
EN ESPAÑOL?**

**Escanea el código QR para  
descargar la versión en español.**



## **PODIMETRICS CONTACT INFORMATION**

***PROGRAM SUPPORT***

**833-203-3777 (TTY: 711)**

***TECH SUPPORT***

**888-498-6489 (TTY: 711)**

**Note:** To help us ensure the best service and support, Podimetrics records all calls for quality checks and training purposes. Your privacy is important to us. We follow strict guidelines to protect the confidentiality of your health information.