



Provider offers tech

Patient receives education?

Provider provides Rx

Clinician inertia/implicit bias  
Lack of familiarity in tech  
Short visits  
No therapeutic relationships  
No patient-driven focus

No standardized education in clinic  
Differences in support staff across sites

Provider familiarity  
Communications not streamlined

Patient continues MDI

Insurance approved?

Issue with prior auths  
Large patient cost  
Insurance issues

Patient starts on tech

Patient comfort with using tech  
Difficulty with company training  
No standard prescriber training  
Patients lost to follow up

Unable to receive tech or supplies through pharmacy or supplier

Patient receives training?

Patient receives Rx