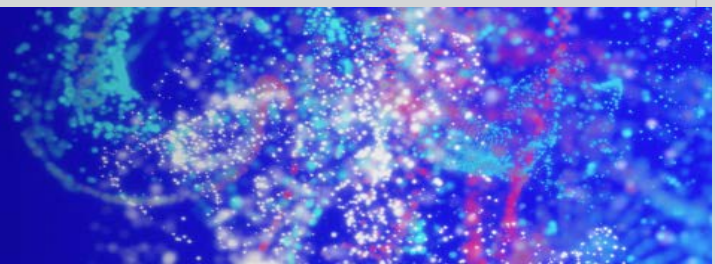


**Medtronic**



Dear Certified Product Trainer,

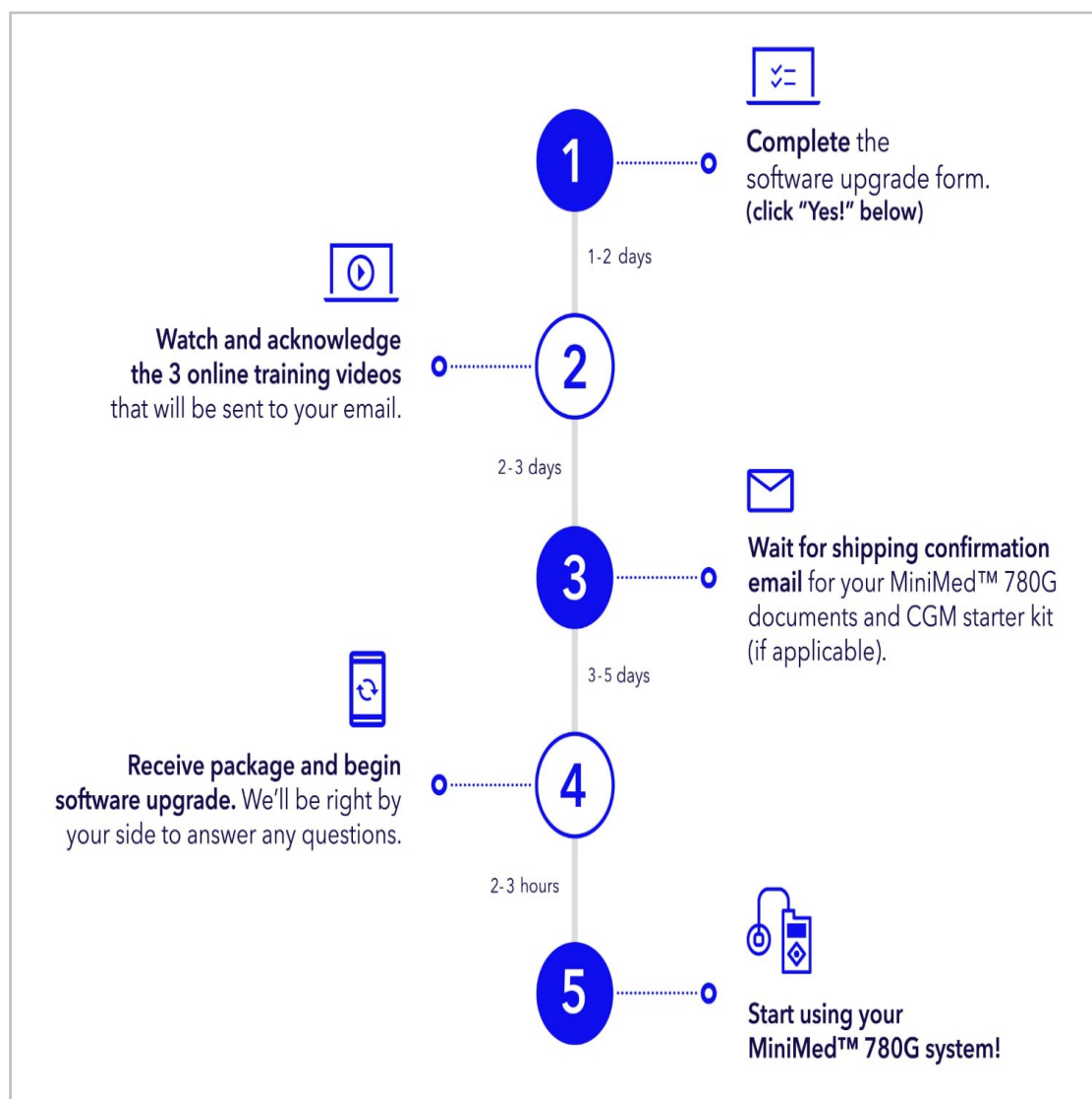
We are excited to announce that we are ready to initiate the Software Upgrade process for users of the MiniMed™ 770G system to access the MiniMed™ 780G software.

MiniMed™ 770G users will be invited in phases, with the first invitations going out by email this week. This phased approach will better allow our support teams to assist patients during the upgrade process and assign training to those who need it in a timely manner.

It is important to note that as a CPT, you are **not expected** to facilitate these upgrades. Patients will be given the appropriate tools and instructions to complete the software upgrades on their own. Additionally, our 24-hour Technical Support team will be available should they require assistance.

### How does the software upgrade process start for a patient?

The image below shows the steps and timeline that a patient will go through when invited to software upgrade. The full Software Upgrade process will take about 5-10 days.



Using CGM and being in SmartGuard™ (automation) is key to achieving the best

outcomes with the MiniMed™ 780G system. For patients who upgrade that are not currently using Guardian™ Sensor (3), our StartRight team will reach out individually by phone and email to ensure they are offered training. If your clinic manages technology training internally, please note that patients may begin to reach out to you to schedule CGM and SmartGuard training starting this week.

**Want to learn more about the software upgrade process for your patients? [Watch a short video here.](#)**

### **[Patient Training Webpage](#)**

As patients begin to software upgrade they will be directed to the MiniMed™ 780G system training webpage. Here they can follow the familiar READY, SET, GO model to get started. Visit the training page to acquaint yourself with the videos and resources patients will have access to the [MiniMed™ 780G System Training Page](#)

### **[CPT Portal – NEW MiniMed™ 780G page](#)**

As a CPT, you also have access to a host of MiniMed™ 780G resources on the [CPT Portal here](#). Please be sure to review and familiarize yourself with these resources over the coming weeks as you start to see more patients on the MiniMed™ 780G system.

### **[MiniMed™ 780G System Re-certification](#)**

For those who have completed the MiniMed™ 780G re-certification training, exam, and proficiency checklist, please work with your Medtronic Diabetes Clinical Specialist to ensure you feel confident to start training patients on the system.

### **[MiniMed™ system training compensation](#)**

The training compensation model for the MiniMed™ 780G system (incl. Pump, CGM, SmartGuard™, etc.) mirrors that of the MiniMed™ 770G system and is now standardized across all MiniMed™ devices. Schedule B with full details on the compensation model can be found on the [CPT Portal under “Compensation”](#).

If you have any questions don't hesitate to reach out to your local Medtronic Diabetes Clinical Specialist.

We are excited to start seeing our Canadians upgrade to the MiniMed™ 780G system and are confident that our innovative technology will help make life with diabetes easier for patients, care partners and for you.

Your Medtronic Diabetes Team

You are receiving this communication because you have requested information from Medtronic  
Canada Diabetes.