



Frequently asked questions

With **Dose Check**, you'll have your doctor's guidance at hand to help you get off to a good start on your new basal insulin treatment. Here are some of the most-asked questions on the app and how it works.



The model shown in this image is for illustrative purposes and is not a real patient

What is Dose Check?

Dose Check is a dose guidance app.*

It is designed for patients with type 2 diabetes who are starting on or switching to selected Novo Nordisk insulins. It's designed to help you start your basal insulin treatment and reach your recommended target dose.

**To support basal-only therapy for type 2 diabetes management*

I forgot to log my fasting blood sugar level yesterday. What should I do?

You can record missing blood sugar levels retrospectively and at any time. Just tap **Calendar** to get started. If you do not log one of the three fasting blood sugar levels that are needed to determine your next titrated insulin dose, you will be sent a recommendation to continue taking your current dose.

Can I pair my blood glucose meter with Dose Check?

Dose Check can be paired with Bluetooth blood glucose meters so you can share your blood sugar readings. It supports most Accu-Chek, LifeScan and Contour meters. To check if your meter is supported, tap **Settings**, then **Connected Devices**, then **Connect First Device** for a full list of compatible Bluetooth blood glucose meters. Then follow the steps to pair your blood glucose meter if it's included in the list.

You can also pair compatible blood glucose meters while you're entering your details after first downloading Dose Check. Tap **Settings**, then **Connected Devices**, then **Connect First Device** and follow the steps provided.

Will Dose Check notify me if I reach my maximum insulin dose?

Yes – both you and your doctor will receive an alert if you reach your maximum insulin dose.

Will I get an alert if my blood sugar is too low?

Yes – you'll receive an alert if you log a fasting blood sugar level that your doctor has set as too low (or hypoglycaemic). It will guide you on what to do next.

Can I change how many reminders I get to log my fasting blood sugar?

You can't change how many reminders you receive, but you can change the time that they arrive. To do this, go to **Settings** and then **Daily Schedule**.

What happens if I lose my phone?

When you buy a new phone, you can download **Dose Check** through the Apple App Store or Google Play Store and download to your iPhone or Android device, respectively. You'll then be able to log in and will be prompted to log your fasting blood sugar level.

All of your personal information and the data you've logged has been protected by your PIN and is automatically downloaded to your new phone.

Will Dose Check work if I have no wi-fi?

Dose Check works whether you're connected to the internet or not. If you have no wi-fi, you'll still be able to record your blood sugar level and get dose guidance.

However, you do need to be connected to the internet for your doctor to view the blood sugar levels and doses you've recorded.

Will Dose Check work if my data roaming is turned off when I travel?

Yes – as **Dose Check** works with no wi-fi, it works when data roaming is turned off. You only need to be connected to the internet to download updated versions of the app and for your doctor to view the blood sugar levels and doses you've recorded.

Can I cancel my Dose Check registration?

You can cancel at any time – go to **Settings** and then **Delete Account**. All of your information will be deleted.

Can I withdraw consent to share my data within Dose Check?

For the app to function correctly, Dose Check needs access to some of your data. However, sharing your data for research purposes is optional, and you may withdraw your consent at any time. You can deselect the tick box for opting in or out of sharing data with a third party. To do this, tap **Settings** and then **Data Sharing**.