



myDose Coach™

**Healthcare Team
Getting Started Guide**

My log-in details for “myDose Coach web portal”

Web portal: _____

User name: _____

Password: _____

Notes:

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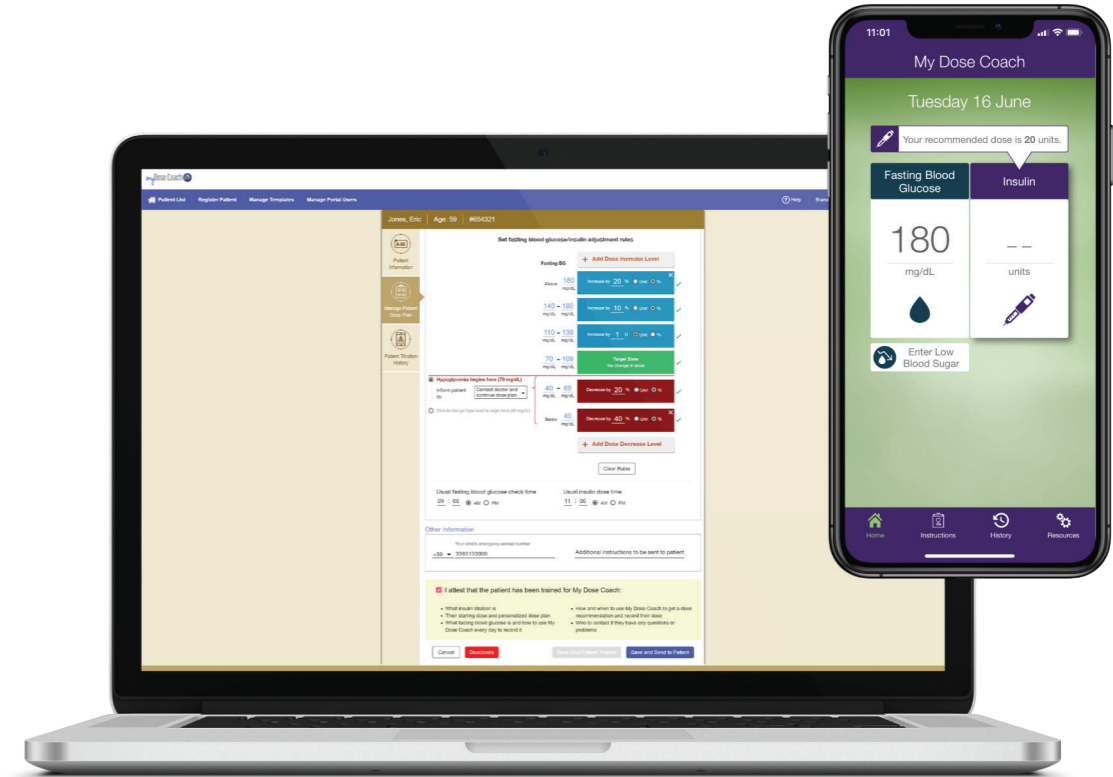
Welcome to myDose Coach.

myDose Coach. is a digital titration platform, combining the myDose Coach. web portal for healthcare teams and the myDose Coach. app for patients who are taking long-acting basal insulin.

How myDose Coach. works

The myDose Coach. web portal allows you to set up and customize a dose plan for your type 2 diabetes patients taking long-acting basal insulin. You can review your patients' treatment progress and modify their dose plan if needed.

The myDose Coach. app automatically sends regular basal insulin dose recommendations to patients according to their fasting blood glucose readings and dose adjustment instructions pre-set by you.

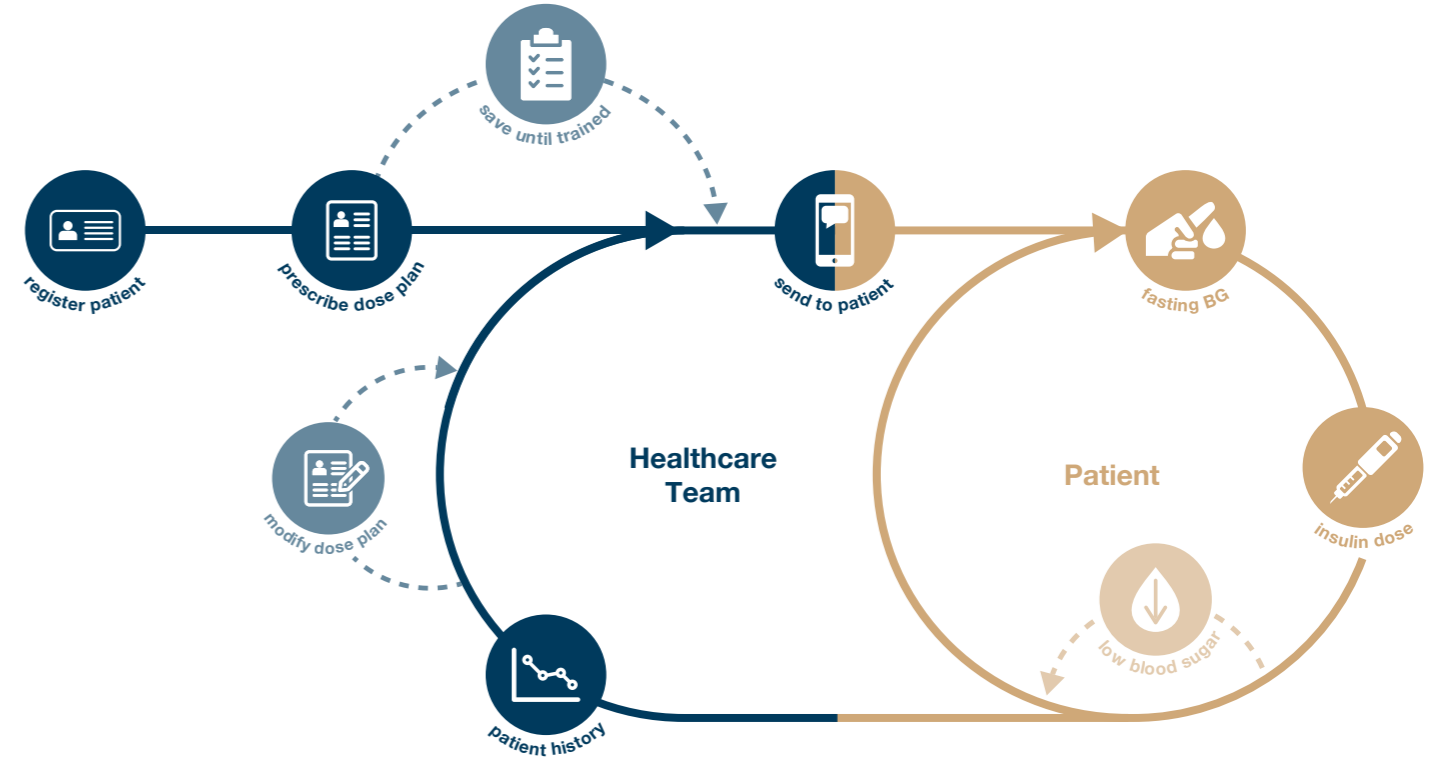


myDose Coach. workflow

You need to register the patient in the myDose Coach. web portal, set a dose plan and train them on how to use the myDose Coach. app. The dose plan is sent to the patient's phone via a text message.

The patient needs to download the myDose Coach. app, and activate their plan in the app. The patient then needs to record their daily fasting blood glucose readings regularly to start getting insulin dose recommendations based on their prescribed dose plan.

You can review your patient's blood glucose and insulin dose data in the myDose Coach. web portal. You can also choose to modify or deactivate a patient's dose plan if needed.



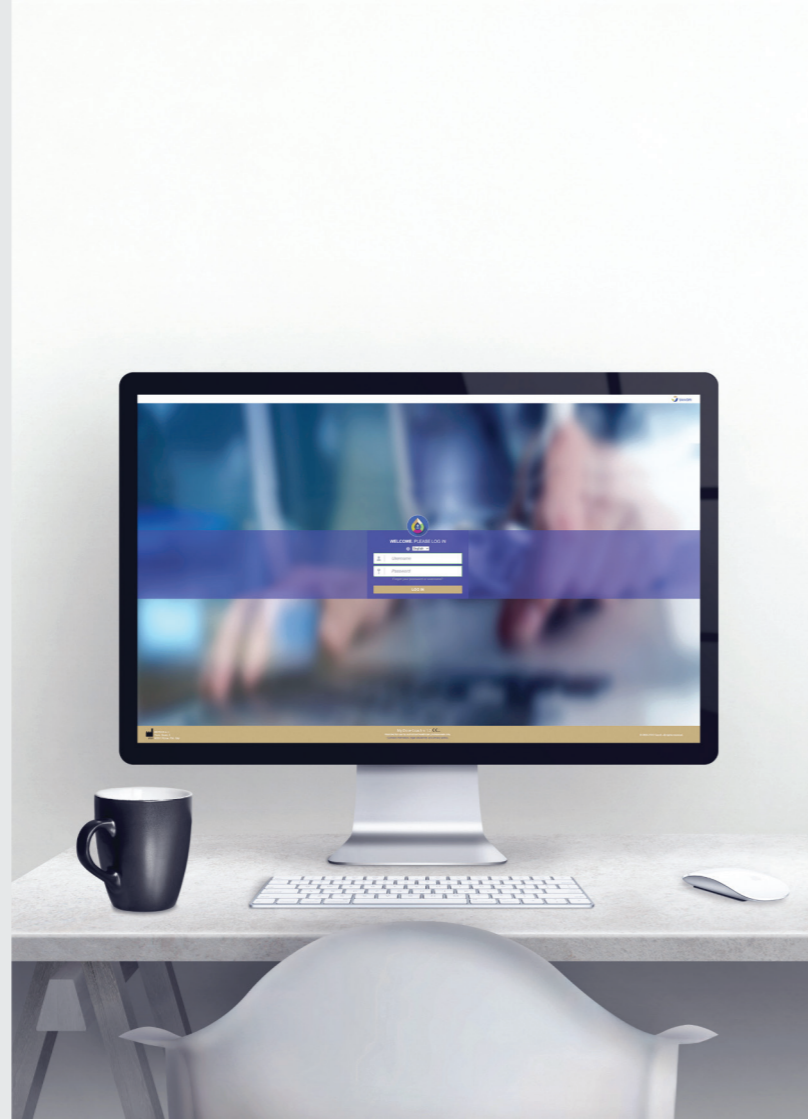
Setting up myDose Coach.

To get started you must first log into myDose Coach. web portal.

- 1 Contact your Sanofi representative to receive your log-in details.

You will receive an email that contains a link to the myDose Coach. web portal and your log-in details.

- 2 Click the link and log-in using the details in the email.



Registering a new patient

- 1 Click 'Register Patient' from the top menu.
- 2 Fill in the required fields.

Ensure the phone number is correct. This is how the dose plan activation link is sent to your patient's mobile phone.

A screenshot of the 'Register Patient' form in the myDose Coach web portal. The form is titled 'Register Patient' and is located under the 'Patient List' menu. It is divided into two sections: 'Personal Information' and 'Contact Information'. The 'Personal Information' section includes fields for 'First name', 'Last name', 'Gender' (with radio buttons for Male, Female, Other, and Unknown), and 'Weight (kg)'. The 'Contact Information' section includes a dropdown for the country code (currently set to +966), a 'Mobile number' field, an 'Email' field, and a 'Patient ID' field. There are 'Cancel' and 'Done' buttons at the bottom of the form. Red asterisks indicate required fields.

Prescribing and sending a dose plan

- 1 Find the patient in the patient list, and then click on “Manage Patient Dose Plan”.
- 2 Select ‘Create New Dose Plan from Template’.
- 3 Select the template that you intend to use as a starting point for this patient’s dose plan.
- 4 Set the dose parameters (insulin name, starting dose, maximum daily dose), the titration rules (the dose adjustment frequency, patient blood glucose testing adherence, plan duration) and the insulin dose adjustments rules.

There is an important drop-down box to set whether the patient needs to contact you when they report hypoglycaemia in the app, and whether the current dose plan should continue or not.

Register Patient | Manage Templates | Manage Portal Users | Help | Clinic

Patient Name | Age: 58 | #123456

Dose Parameters

Insulin name *

Starting dose (units) *

Maximum daily dose (units) *

Titration Rules

Dose adjustment frequency
Every 3 days

Provided the patient has recorded enough fasting blood glucose readings, how frequently should the patient's dose be adjusted?

Patient adherence
Over these 3 days, how many fasting blood glucose readings must the patient record in order to receive a dose adjustment?
* Required

At least 1 fasting blood glucose reading - Patient must record at least 1 FBG over 3 days

At least 2 fasting blood glucose reading - Patient must record at least 2 FBGs over 3 days

All 3 fasting blood glucose reading - Patient must record all FBGs over 3 days (100% adherence)

- 5 Attest the patient is trained to use *myDose Coach*.
- 6 Click ‘Save and Send’ to send the dose plan to your patient’s *myDose Coach* app.
Only send a dose plan when your patient has been trained to use *myDose Coach*.
If the patient has not been trained yet, you can click ‘Save Until Patient Trained’ to save the dose plan.

Patient List | Register Patient | Manage Templates | Manage Portal Users | Help | Hospital Clinic | Doctor

Suliman, Ahmed | Age: 38 | #

Patient Information

Usual fasting blood glucose check time *

Usual insulin dose time *

Other Information

+966 Your clinic's emergency contact number *

Additional instructions to be sent to patient

I attest that the patient has been trained for My Dose Coach:
* Required before sending this dose plan to the patient
Can be kept unchecked if you intend to save this dose plan and train the patient later

- What insulin titration is
- Their starting dose and personalized dose plan
- What fasting blood glucose is and how to use My Dose Coach every day to record it
- How and when to use My Dose Coach to get a dose recommendation and record their dose
- Who to contact if they have any questions or problems

Cancel | Save Until Patient Trained | Save and Send to Patient

Creating a dose plan template

1 Select 'Manage Templates' from the top menu.

From here you can modify existing templates, or create new ones from blank or pre-loaded templates (pre-loaded templates are market-specific and based on local, clinically validated insulin titration algorithms).

2 Name your new template, and set whether you want this template to be shared within your clinic or kept private.

The screenshot shows the 'Template' configuration page. It is divided into two main sections: 'Template Information' and 'Titration Rules'.
Template Information: Includes a 'Template name' field (marked as required) and a 'Description' field. Below these are two radio button options: 'Make this template available for all users in your clinic (Shared Clinic Template)' and 'Create this template for me only (My Template)'.
Titration Rules: Includes a 'Dose adjustment frequency' dropdown menu set to 'Every 3 days'. Below this is a question: 'Provided the patient has recorded enough fasting blood glucose readings, how frequently should the patient's dose be adjusted?'. Underneath is another question: 'Patient adherence: Over these 3 days, how many fasting blood glucose readings must the patient record in order to receive a dose adjustment?'. Three radio button options are provided: 'At least 1 fasting blood glucose reading - Patient must record at least 1 FBG over 3 days', 'At least 2 fasting blood glucose reading - Patient must record at least 2 FBGs over 3 days', and 'All 3 fasting blood glucose reading - Patient must record all FBGs over 3 days (100% adherence)'.

3 Set the titration rules - these include the dose adjustment frequency and how often patients should measure the fasting blood glucose within one dose cycle.

4 Set the dose adjustment rules according to fasting blood glucose levels. Please refer to the Instructions for Use for more detail.

5 After filling in the clinic's phone number, and any extra instructions, the template is complete. This can be modified when setting up a patient's specific plan.

The screenshot shows the 'Set fasting blood glucose/insulin adjustment rules' configuration page. It features a sidebar with navigation options: 'Patient Information', 'Manage Patient Dose Plan', and 'Patient Titration History'. The main content area is titled 'Set fasting blood glucose/insulin adjustment rules' and includes:
Fasting BG: A section with three rows of rules. The first row is 'Above' a certain value, with an 'Add Dose Increase Level' button and an 'Increase by' field (with 'U' and 'Unit' radio buttons). The second row is a 'Target Zone' with 'No change in dose'. The third row is 'Below' a certain value, with an 'Add Dose Decrease Level' button and a 'Decrease by' field (set to 20%).
Hypoglycemia begins here: A section with an 'Inform patient to:' dropdown menu and a 'Select an option...' button.
Other Information: Includes 'Usual fasting blood glucose check time' and 'Usual insulin dose time' fields, both with AM/PM options. At the bottom, there is a '+966' dropdown menu for 'Your clinic's emergency contact number' and a field for 'Additional instructions to be sent to patient'. A 'Clear Rules' button is also present.

Sending a dose plan to your patient

Once you have trained your patient to use *myDose Coach*, you can send them their dose plan.

When a dose plan is sent, the patient will receive a text message with a link that activates the dose plan on their mobile phone.

Please note, the link will expire within 24 hours.

Sending updated dose plans to your patient

Whenever you update or change a dose plan, clicking 'Save and Send' (see page 6), will send the updated dose plan to your patient.

The patient will receive a text message with a link to the update. The patient taps the link, logs in, and the dose plan is updated automatically.

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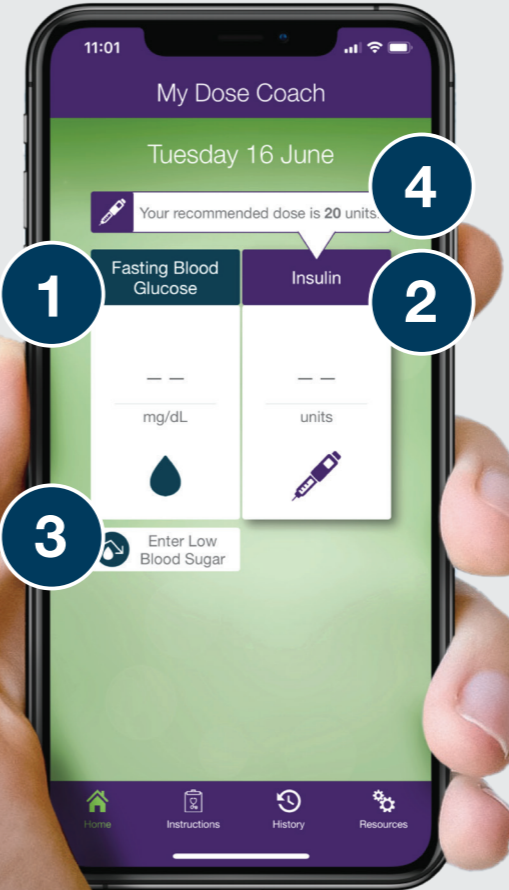
lized dose plan
nd how to use My
d it

- How and when to use My Dose Coach to get a dose recommendation and record their dose
- Who to contact if they have any questions or problems

Save Until Patient Trained

Save and Send to Patient

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Patient's View: Home screen overview

- 1 Fasting blood glucose button
- 2 Insulin dose button
- 3 Low blood sugar button
- 4 Dose suggestion

It is important for a patient to visit the Home screen as often as directed by you to record their fasting blood glucose level and the insulin dose taken. The recent fasting blood glucose values determine the next insulin dose based on the prescribed dose plan.

See patient training guide for more details.

Reviewing a patient's data

As your patients use *myDose Coach*, their blood glucose and insulin data are synchronized to the *myDose Coach* web portal. To review your patient's titration progress:

- 1 Find your patient in the patient list and click on their name.
- 2 Click on 'Patient Titration History'.

This shows a chronological history of the dates and times that your patient recorded their fasting blood glucose readings and took their insulin doses, allowing you to look at the overall picture of your patient's treatment.

You can use this data to evaluate your patient's treatment progress, and whether you need to modify or extend the dose plan, or call the patient in for a consultation.

The screenshot shows the 'Manage Portal Users' interface. At the top, it displays 'Patient Name', 'Age: 51', and '#654321'. Below this is a sidebar with three menu items: 'Patient Information', 'Manage Patient Dose Plan', and 'Patient Titration History'. The main content area is titled 'Patient Titration History' and contains a table with columns for 'Date/Time' and 'Patient Measure'. The table shows a chronological list of entries from Sunday, May 20 down to Thursday, May 17. Each entry includes a date, a time, and a blood glucose reading (e.g., '9:15 PM', '9:19 AM', '9:03 PM', '9:15 AM', '9:17 PM', '9:15 AM'). Some entries also include 'FBG 12', 'FBG 15', and 'FBG 16'. At the bottom of the table, there is a section for 'Starting Insulin' with the text 'Dose plan is activated Insulin (insulin glargine)'.

Date/Time	Patient Measure
Sunday, May 20	
9:15 PM	
Sunday, May 20	
9:19 AM	FBG 12
New dose recommendation	
Saturday, May 19	
9:15 PM	
Saturday, May 19	
9:19 AM	FBG 12
Friday, May 18	
9:03 PM	
Friday, May 18	
9:15 AM	FBG 15
Thursday, May 17	
9:17 PM	
Thursday, May 17	
9:15 AM	FBG 16
Starting Insulin	

Dose plan is activated
Insulin
(insulin glargine)

FAQs

What do I do if a patient's text message has been deleted before activation?

If the patient's text message has been deleted before activation in the web portal, select the patient, then click on the dose plan and select 'Send' to transmit another activation link to the patient.

What if my patient does not receive the activation text with their dose plan?

Ensure the patient has cellular network service. If the patient has a good network connection, verify that the patient's phone number is listed correctly in the clinic portal. If the number is incorrect, edit and save the patient's information, then resend the dose plan by opening it in the web portal and select 'Send'.

What do I do if the patient gets an error message when tapping on the activation text message?

Please check that your patient has an internet connection, or that the link has not expired. If the link has expired, you can open the patient's dose plan and select 'Send' to resend a new link. Please note, activation links expire within 24 hours.

Patients experiencing any difficulties installing *myDose Coach* can also contact customer service at **XXX-XXX-XXX**.

What if my patient is changing time zones?

If a patient is traveling and crossing time zones, discuss how to adjust the patient's daily routine. Note that the app will allow normal use across three time zones. To ensure the patient's safety, the app will detect when they cross more than three time zones and prevent them from using it for 24 hours.

My Dose Coach is approved by health authorities in Saudi Arabia & Kuwait
My Dose Coach is not intended to replace the care or advice of a healthcare team

Kingdom of Saudi Arabia



or to report technical complaints relating to the product, please contact Sanofi Quality department.
Email: quality.greatergulf@sanofi.com

For Sanofi Pharmacovigilance, please contact: Mobile: +966 54 4284 797
Email: Ksa_pharmacovigilance@sanofi.com

For Medical information, please contact: Tel: +966 12 669 3318
Email: KSA.Medicalinformation@sanofi.com

In case of any drug related adverse events, please contact:
SFDA - The National Pharmacovigilance Center (NPC)
Fax: +966 11 205 7662
Call Center: 19999

E-mail: npc.drug@sfd.gov.sa, Website: <https://ade.sfd.gov.sa/>

Healthcare providers should report to the SFDA any incident or adverse event associated with medical devices occurs within their facilities.

The report may be submitted through one of the following:
National Centre for Medical Device Reporting (NCMDR)
Saudi Vigilance System
Email: ncmdr.md@sfd.gov.sa, Email: ae.md@sfd.gov.sa



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State of Kuwait



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If you need help using My Dose Coach or to report technical complaints relating to the product,
please contact Sanofi Quality department. Email: quality.greatergulf@sanofi.com

For further medical information, please contact: For UAE 800 MEDICAL Toll Free Number,
For all Gulf Countries +971 565776791 or email: medical-information.gulf@sanofi.com

To report an adverse event please call: +971 561747001 or email: Gulf.Pharmacovigilance@sanofi.com





For Technical Support Contact Our Call Center



Saudi Arabia - Toll Free Number 800 124 0226

Kuwait - Phone Number +96 522 068960

Sunday to Thursday 9:00 am to 5:00 pm



For More info login to HCP website

My Dose Coach Page

<https://www.sanofiksadc.com/MyDoseCoach>

Answers to many common questions
can be found on the main website or
use the link shown.

Please carefully read the instructions included in this guide to help you get the most out of *myDose Coach*.

My Dose Coach is not intended to replace the care or advice of a healthcare team

My Dose Coach is approved in Saudi Arabia under authorization number: GHTF-2020-2084

My Dose Coach is approved by health authorities in Kuwait, licence number: 601020 4- October 2020

MAT-KW-2100027/V1/January2021