

We are committed to providing caring, accurate and rapid response to our worldwide customers.

Yes! Customer Service is about you, our valuable customers. Our priority is to ensure that you receive high customer satisfaction level through excellent customer services. Let us know how we can serve you better.

What information or programs would you like to see in future issues? Update us by calling your local Customer Service Line or write in to us. We would like to hear and cater the programs to better fit your needs.

### LifeScan Offers:

- Quality Products • Customer Support
  - A Reliable Warranty
  - Convenience and Availability
- LifeScan Touch • Customer Programs
  - Educational Web site

For more information, visit our website at [www.LifeScan.com](http://www.LifeScan.com)

**Do we have your correct name and address?**  
For updates or changes of particulars, please contact your local Customer Service Line or write in to us at [LSSIM@medsg.jnj.com](mailto:LSSIM@medsg.jnj.com)

# Frequently Asked Questions!

**Q** I have Type 2 diabetes. Is self-monitoring important and how often should I monitor my glucose level at home?

**A** Self-monitoring is important. You would not know what the effects that stress, food and exercise have on your blood glucose levels if you did not test your glucose levels. The blood glucose testing meters provide instant feedback concerning how you are doing with your diabetes self-management. Diabetes is a disease that is manageable only by the person with the disease. Only you have control over your future, and your control depends on what you do daily, hourly, and with each meal. Without a blood glucose meter, you would have to rely on your physician to give you a "report card." With testing, you can be the test and self-reporter.

There is no "standard" for frequency of blood glucose monitoring. Results of the 10-year Diabetes Control and Complications Trial (DCCT) proved that keeping your blood glucose level as close to normal as possible can reduce the risk of complications involving the eyes, kidneys and nervous system by up to 60%. How often and when you test is best decided by you and your healthcare professional. It may vary according to your age, the type of diabetes you have, any medication you are using, whether you are ill, and any physical or emotional changes in your life.

You should always consult with a physician about how often and when you should test your blood glucose levels and the target blood glucose ranges that work best for you. The American Diabetes Association recommends the following goals:

- Fasting: 80-120mg/dL (4.44-6.66mmol/L)
- After Meals: Less than 180mg/dL (10mmol/L)
- Pre-Lunch: 80-120mg/dL (4.44-6.66mmol/L)
- Pre-Supper: 80-120mg/dL (4.44-6.66mmol/L)
- Bedtime: 100-140mg/dL (5.55-7.77mmol/L)

Again, your testing frequency and target blood glucose values should be agreed upon by you and your physician or diabetes educator. They may be different from the ones stated above. If you do not have target blood glucose values set, discuss with your physician or diabetes educator.

**Q** Can I use a lancet more than once?

- A**
- To help avoid infection, use a new, sterile lancet every time you test.
  - Never use a lancet that has been used by someone else.
  - Always dispose of the used lancet in a container for sharp/biohazard objects.
  - If you share a PENLET® Plus Sampler, each person should always use a new lancet and a new or properly disinfected cap. For more information, see your owner's manual, or call your local LifeScan Customer Services for assistance.

## For more information or feedback,



**Call Us**

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