Troubleshooting Potential Problems

These are common questions and troubleshooting tips. If these do not work or you need additional support, call 866-273-0548.

Am I using the Digital Medicine app?
If you are not using the Digital Medicine app, please visit the Apple App Store (iOS - iPhone) or Google Play Store (Android phone) to download the Digital Medicine app. We recommend using the Digital Medicine app for the best program experience.

Why is my device not connecting?
• Make sure your device is fully charged
• Make sure your phone’s Bluetooth is turned on
• Make sure the blood pressure monitor or glucometer is near your phone
• Keep all other devices away from your phone to avoid interference
• Try restarting your phone’s Bluetooth
• If the problem persists, try restarting your phone

What do I do if Ochsner Digital Medicine has not received my readings?
Follow these instructions and submit another test reading:
• Log in to your Digital Medicine app
• Review your Take Action section to see if you have a message to submit a blood pressure or blood glucose reading to finish onboarding to the Digital Medicine Program
• If a message appears, follow the prompts on the screen to submit a reading

How do I check my device’s battery life?
• Log in to your Digital Medicine app
• Select your paired device
• Once connected, your device’s battery life will be visible in the top right corner of your screen

How do I see my readings history?
• Log in to your device’s app
• Select “Trends”
• Select your latest readings
• Select “Show All Readings”

Why is a light flashing on my glucometer?
This typically means you need to charge your device.

How do I contact technical support?
• Log in to your Digital Medicine app
• Select “Settings”
• Select “Help”
• Under the Help section, there is an option to contact tech support directly from the app

How do I schedule a tech appointment through my Digital Medicine app?
• Log in to your Digital Medicine app
• Select “Settings”
• Select “Help”
• Select “Support and Resources”
• Select “Schedule Now”

How do I reset my blood pressure device?
This will wake up the device and restore its connection to the app.
• Log in to your Digital Medicine app
• Press the button on your blood pressure monitor three times
• If you see a red light, you need to charge your device
• If you see a solid green light, your device is connecting to your Digital Medicine app

DIGITAL MEDICINE APP QUICK REFERENCE GUIDE FOR IPHONE & ANDROID USERS

Need help with your device? Call our team at 866-273-0548 or visit ochsner.org/DMSupport