

Appendix

Section 1:

Not Responding to a Correction Bolus? Try These...

If you experience a high blood glucose (BG) that does not come down with a correction bolus, please follow the tips in this troubleshooting guide. The tips in this guide will help you determine if an issue exists with your infusion site, infusion set, pump or your insulin. If you determine that your infusion site, infusion set, pump and insulin are OK, continue to follow the protocol for treating a high BG and contact your healthcare provider.

Things to Examine	Questions to Ask	Solutions
Infusion site problem?	<ul style="list-style-type: none"> • Is it red, irritated, or painful? 	If yes, rotate and change the infusion site, infusion set, reservoir and insulin
Infusion set or tubing issue?	<ul style="list-style-type: none"> • Are there bubbles, larger than champagne bubbles, in the tubing? • Is there blood in the tubing? 	If yes, disconnect and then purge air bubbles from the tubing using the prime feature. If yes, change the infusion set, reservoir and insulin
Reservoir and infusion set connection issue?	<ul style="list-style-type: none"> • Are there leaks or breaks? • Is connection loose or easily moved? 	If yes, change infusion set, reservoir and insulin if unable to correct the problem by tightening
Reservoir issue?	<ul style="list-style-type: none"> • Is the reservoir empty? • Are there excessive bubbles? 	If yes, change infusion set, reservoir and insulin
Pump Settings issue? <ul style="list-style-type: none"> • Bolus Delivery • Basal Rates • Time 	<ul style="list-style-type: none"> • Was last meal bolus missed? • Are basal rates set correctly? • Are basal rate times correct? • Is time (AM/PM) set correctly? 	If yes, give correction dose If not, set basal rates correctly If not, set basal rate times If not, set time correctly
Denatured or "bad" insulin?	<ul style="list-style-type: none"> • Has insulin vial expired? • Has insulin been exposed to high temperatures or direct sunlight? 	If yes, replace with a new vial of insulin
Insulin pump problem?	<ul style="list-style-type: none"> • Is pump inoperable? • Not sure if pump has a problem? 	Call the Medtronic Diabetes 24-Hour HelpLine at 800.646.4633