

## Department of Diabetes

St Helens Hospital  
Marshall Cross Road  
St Helens  
WA9 3DA  
01744 646 200

Option 2 - Patient Advice Line  
In an Emergency, press Option 5

Roche Accu-Chek Pump Care Line:  
0800 731 2291

Medtronic Pump (Out of Hours):  
01923 212213

T-Slim: 0800 012 1560

Omnipod Pump: 0800 011 6132

Whiston Hospital  
Warrington Road,  
Prescot, Merseyside, L35 5DR  
Telephone: 0151 426 1600



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# Emergency Everyday Pack for Insulin Pump Users

Patient Information Leaflet

This leaflet can be made available  
in alternative languages / formats on request.

如有需要，本传单可提供其他语言/版式  
此單張的其他語言/格式版本可按要求提供

Na żądanie ta ulotka może zostać udostępniona  
w innych językach/formatach.

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## Everyday Emergency Pack

People using insulin pumps should always have a plan in case of problems with insulin delivery or insulin pump failure. It is a good idea to prepare a small emergency pack that you can keep with you.

You should have access to the following items at all times whether you are at home, at work or out.

- Blood glucose meter and finger pricking device (including blood glucose test strips, lancets, cotton wool etc)
- Ketone test strips (Blood)
- Spare cannula and infusion set
- Spare battery
- Insulin syringe or insulin pen with needle
- Insulin
- Treatment for hypoglycaemia
- Emergency contact numbers

It is also very important that you know what to do if your blood glucose levels are high and not responding to correction doses via the pump, or if your insulin pump stops working. If you are unsure about what you would do contact your Diabetes Nurse Specialist for advice.

Insulin pump companies also provide an advice line for technical support.

## What to do in case of pump failure

Work out your total daily basal rate, and add 10%. Take this dose of your long-acting insulin with your pen immediately. Use your usual carb and sensitivity ratios to give your quick-acting (bolus) insulin with your pen when needed.

Contact your pump manufacturer (see contact details back page) who will arrange to supply another pump for you if it is within warranty.

## Sick Day Rules

- When you are ill, check your blood glucose levels more often.
- If blood glucose levels are above 14, check for ketones.
- If you do not have ketones, take a correction dose with your pump and drink plenty of water or sugar-free fluids.
- If this does not reduce your blood glucose level, take a correction dose of quick acting insulin with your pen after 1-2 hours.
- If you do have ketones, take a correction dose with your insulin pen immediately (this may be need to be double your usual correction dose).
- and drink plenty of water or sugar-free fluids.
- Perform full set change/POD change and check pump settings.
- Test blood glucose and ketones every 1 – 2 hours, and continue to take correction doses until ketones are negative.
- Contact your diabetes team (see contact details page 2) if high blood glucose levels and ketones persist.

**Contact GP / A&E Department if vomiting, as dehydration may occur**

### My long-acting insulin (basal) insulin:

My total daily basal rate is \_\_\_\_\_

Plus 10% is \_\_\_\_\_

### My quick-acting (bolus) insulin:

My carb ratio is: \_\_\_\_\_

My sensitivity is:

1 unit of (quick acting insulin) drops my blood glucose by:

\_\_\_\_\_