

Frequently asked Questions for Insulin Pump Users

When to Contact Your Pump Company?

- You should contact your pump company as soon as possible if your pump breaks or there is a complete pump malfunction. **Do not wait** as it can result in delays in receiving a replacement pump from the company

Some other examples of when to contact your pump company include:

- When you notice a crack in your exterior housing of the insulin pump
- Continuous pump alarms and/ or sirens
- Any issue with pump supplies including adhesion issues, reservoir issues etc.
- Any issue with sensors including adhesion to skin, malfunction, calibration etc.
- Financial inquiries pertaining to the purchase and payment of pump, pump supplies, sensor, warranty etc.
- If you want to arrange a spare loaner pump for travel

How do I contact my pump company?

- On the back of your pump there is a toll free 1-800 number which provides 24/7 service

When to Contact Your Diabetes Educator?

Your diabetes educator is here to support you whether you are new or experienced with insulin pump therapy. Diabetes educators are available 8am to 4pm Monday to Friday hours via phone, email or text message.

- If you are seeking advice or encountering problems with your pump therapy, contact your diabetes educator as early as possible. Don't wait. For example, if you have been struggling with a pump issue all day, please don't wait until 3:30pm to contact us
- Provincial Diabetes Program office numbers for support with insulin pump therapy:
 - East Prince Diabetes Program 1-902-432-2600
 - Queens West Diabetes Program 1-902-569-7562
 - Queens East Diabetes Program 1-902-368-4959

When to Go to the Nearest Emergency Department?

Your diabetes educator has provided you with a set of instructions for “sick day” management. Please refer to that instruction sheet to help you manage your diabetes when you are sick. Diabetic ketoacidosis (DKA) symptoms are similar to flu and stomach virus symptoms, check your blood sugar and monitor for ketones often during illness.

Remember, the #1 reason an insulin pump user develops ketones is because of a poor infusion site. Site failure can happen at any time. Even a new site can be bad. Switch your infusion site, infusion set & reservoir and retest your blood sugars and ketones in 1 ½ to 2 hours.

“When in doubt, swap it out”

You should go to the nearest emergency department if:

- You are following the sick day management guidelines and your ketone level is not improving.
- Your blood ketone level is >1.5mmo/L and you are not tolerating drinks or fluids
- If your blood ketone level is >3 mmol/L
- If you are unable to keep food down, or vomiting more than twice in 8 hours