

TROUBLESHOOTING

➤ **TIP:** Be sure to check your blood glucose 2 hours after inserting a new infusion site

Issue	Possible Cause (s)	Action
High Blood Glucose	Insufficient supply of insulin Other causes of high blood glucose can be: <ul style="list-style-type: none"> • Illness/ fever • Eating/ missed bolus • Menstruation • Infusion set kept in longer than recommended 	Correction bolus, re-test in 1-2 hours. If blood glucose is not coming down, give correction dose with insulin pen or syringe. Insert a new infusion set in new site.
	<ul style="list-style-type: none"> • Bent/ kinked or crimped cannula 	Insert a new infusion set
Low Blood Glucose	Too much insulin <ul style="list-style-type: none"> • Incorrect carbohydrate counting • Inappropriate pump settings Other causes of low blood glucose can be: <ul style="list-style-type: none"> • Increased physical activity • Alcohol 	Discuss with your healthcare professional if you have a pattern of low blood glucose readings.
	Site Irritation	<ul style="list-style-type: none"> • Infusion set may be catching on clothing • Site or hands not clean • New infusion set is too close to previous insertion site • Infusion set kept in longer than recommended
<ul style="list-style-type: none"> • Rash and/or itching 		Benadryl spray Flovent spray Skin barrier spray (ex: Cavilon) Skin tac Skin prep Liquid band-aid
Pain with insertion	Manual insertion too slow	When inserting manually, try to do so in quick motion
	Insertion device is not working properly	Use new insertion device
	Hitting a nerve or muscle	Wash hands and insert new infusion set using a clean new site 2 inches away from your previous site.
	Infusion set is too shallow	Ensure depth of insertion Consider a longer cannula length
Infusion site Adherence		Skin tac Liquid adhesives
Blood in tubing	Capillary puncture upon insertion	Change infusion set immediately
Occlusion	Insertion site within a skin fold in abdomen	Reposition your body
Blocked insulin flow	Infusion is set to "quick" speed	Change to "standard" infusion speed <i>(Medtronic pump only)</i>
	Bent/ kinked or crimped cannula	Change infusion set /site