

Managing an Insulin Pump Malfunction

This is a guide for Baker IDI clients only. This guide does not replace the advice from your health care professional

Follow **Baker IDI Hyperglycaemia Protocol*** if BGL greater than 13.9mmol/L

Insulin pump not delivering insulin

Contact Pump Company and report malfunction

- **Medtronic:** 1800 777 808
- **Animas:** 1300 851 056
- **Roche:** (02) 98602100
- **Dana:** 1800 451 737
- **Deltec Cozmo:** (02) 94177955

No

Contact your GP or Diabetes Specialist for a prescription of long acting insulin (Lantus or Levemir) or go to your pharmacy

Return to insulin pen injections using doses prior to insulin pump commencement. Do you have a long acting insulin prescription or long acting insulin and remember your insulin doses?

Yes

Contact your health care professional and start both long and rapid acting insulin until pump replacement arrives.
Contact your health care professional when the replacement pump arrives to discuss interim rates

Find your Pump Total Daily Dose (PTDD) of insulin (you can find this in your pump menu under 'daily totals') This includes both basal and bolus insulin

Example: PTDD is 42 units

Divide your PTDD by half. Half your PTDD will be basal insulin (long acting) and half will be bolus insulin (rapid acting)

Example: $42 \div 2 = 21$ units

Divide the bolus insulin by 3. This answer is the amount of rapid acting insulin you should inject prior to each meal

Example: $21 \div 3 = 7$ units

Until you are able to obtain a prescription of long acting insulin: Divide 100 by your PTDD. This is your correction dose. Using the example below, 1 unit of insulin will drop BGLs by 2.3mmol/L. You can use your pump insulin (e.g. Novorapid, Humalog, Apidra) for a correction dose every 4 hours.

Example: $100 \div 42 \text{ units} = 2.3 \text{ mmol/L}$

Using the example above, 21 units of long acting insulin (Lantus or Levemir) is injected once daily and 7 units of rapid acting insulin (Novorapid, Humalog or Apidra) is injected prior to each main meal.

If you are unable to access your pump menu or contact your health care professional – go to a hospital emergency department for assistance

Contact your health care professional for further assistance and guidance