

Supporting your customer who is on an Insulin Pump



Scenario

Annette has been living with type 1 diabetes for 25 years, diagnosed when she was 8 years old and has used an insulin pump to manage her diabetes for the past 2 years.

Annette has a diabetes team that includes a diabetes educator, dietitian and endocrinologist who she sees every 3 months.

She comes to your pharmacy to purchase her pump supplies, which are:

- » Cannulas
- » Reservoirs



How can you help her?

Annette can't remember what cannula sets and reservoirs she uses. She is unable to point out the boxes to you as they all look very similar

Solution: Look Annette up in NDSS Connect

- » You will be able to see what Annette's previous orders and purchases have been
- » Ask her if she has had any recent changes to her pump or insulin pump consumables (IPCs) and if not, she can be issued with the same products as previously supplied
- » If she has had recent changes, Annette will have to either bring in a box of the product she is now using or contact her health care team for correct product numbers/codes

Can pharmacy staff set up insulin pumps?

Annette asks if you can help her set up her replacement pump

Solution: In this instance Annette should be directed back to her diabetes team for further help.

People are taught how to use their insulin pumps by their chosen health care professional who have specific training in pump therapy.

Only those who have been trained in pump therapy should attempt to set up pumps as **incorrect pump set up is potentially harmful.**

Beeping pumps

Annette asks you why her pump keeps beeping?

Solution: Advise Annette to check the display screen on her pump. If the issue is not resolved, advise Annette to contact the pump supplier for assistance.

Generally, the pump will indicate why it is beeping on the display screen. For example, if the battery is low, if it is time to change reservoir or if there is a blockage and the insulin is unable to be delivered.

All pump suppliers have toll free numbers and 24 hour/ 7 days a week technical assistance.

In the meantime, if no insulin is being delivered advise Annette to refer to her pump back up plan or contact her diabetes team for advice.

My pump and glucose meter are no longer connecting

Annette asks why her pump no longer connects to her glucose meter

Solution: The pump and glucose meter use bluetooth to connect. Recommend that Annette checks this first. It might be as simple as a time change (for example, day light saving) or if Annette has been travelling, the pump and meter may no longer be synced. Otherwise it might be an issue with the bluetooth. If this is the case, advise Annette to ring the pump supplier's toll free number for further assistance.

Note: The pump and meter not connecting will not harm the pump user, they will just need to enter their blood glucose level (BGL) manually into the pump.

Continuous Glucose Monitoring is not covered in this training.

How much will my cannulas and reservoirs cost?

Annette asks if it will cost more for her pump consumables from the pharmacy compared to her local state or territory diabetes organisation?

Solution: Annette can be reassured that there is no change in the cost of pump consumables. They will continue to be provided through the NDSS at a subsidised rate.



Wrong pump supplies

Annette comes in to pick up her pump supplies but your pharmacy has ordered the wrong ones.

Solution: Check with Annette what she asked for and what was ordered.

Find out if she has enough supplies to last her until the correct product is ordered and received by the pharmacy.

If she doesn't, ask if Annette is able to manage her diabetes using her pump back up plan or suggest she contact her diabetes team for further advice.

Extra supplies when travelling

Annette wants to purchase extra pump consumable supplies as she is going on holiday.

Solution: The NDSS allowance for pump consumables is 90 cannulas/sets and 90 reservoirs/cartridges for 180 days or 6 months.

Annette should calculate the amount of time she will be on holidays and how many IPCs she will need, allow for 20% extra in case of emergencies.

Pump consumables can be carried on board an aeroplane or can be placed in luggage. As there is potential that luggage can be lost or delayed in transit, suggest Annette carries some IPCs with her as hand luggage.

Additional advice for travelling:

Remind Annette to take her pump back up plan and kit with her in her hand luggage in case she needs to revert to injections.

If travelling by plane she will need a letter from her doctor stating she has diabetes which is managed by an insulin pump using insulin, and she must carry additional products such as an insulin pen and pen needles.

For more information on travel refer to the NDSS travel factsheet on ndss.com.au.

Other supplies Annette may need

Annette needs some other supplies for her diabetes management.

Solution: Check with Annette what other supplies she needs to manage her diabetes. Your pharmacy may need to keep in stock her blood glucose strips even if they are a less common type such as Contour or Contour Next strips (only used with Medtronic pump).

Checking ketones is an important part of self-management when using an insulin pump. Some ketone test strips are available through the NDSS, and some are not. If your pharmacy does not carry all of the products Annette needs, you may consider ordering them in for her or you could suggest she contact her state or territory diabetes organisations for further advice.

We are here to support your pharmacy

NDSS has many support services for your pharmacy:

- » Access Point Portal – training environment and product listing of all diabetes related and NDSS products
- » NDSS Helpline – you or your customer can call the Helpline on 1300 136 588 for support
- » The NDSS website has the latest information on diabetes and NDSS products.

Your customers can call the NDSS Helpline on **1300 136 588** for diabetes advice and to register for NDSS education and support programs.

Disclaimer: The information in this resource is intended as a guide only. It should not replace individual medical advice. If your customer has any concerns about their health or further questions, they should be raised with their diabetes team.