

Top tips for successful Omnipod pump use

- Email address is childrenwithdiabetes@ggc.scot.nhs.uk and you **MUST** email in to tell us you have uploaded
- Initial contact will be by phone and will move to email when you have a Diasend account.
- You will be asked to create a Diasend account and pass on the username and password to allow us to sync the accounts.
- If you have a technical difficulty with your pump firstly contact Insulet (Omnipod) customer care ask for the technical department to report fault and then contact the diabetes service to let us know that you've had a fault so we can escalate through our reporting system
- Uploads should be done initially for the pump team to review on Monday and Thursday morning.
- To get the most from your pump a minimum of 4-6 blood glucose tests should be performed per day.
- **Assign/Edit BG tags.** This is an important feature in the pump and allows you to capture BG readings, food, exercise, ketones and other situations out-with normal bolus times. If you tag then it will not show up on Diasend when you upload! Information must be entered at the time it is happening. You cannot enter information hours later.
- Emergency packs should be put into school consisting of hypo remedy and spare POD and battery.
- Insulin pens are still your fall-back if your pump breaks down. Keep a note of your current Total daily dose to allow you to work out off-pump doses.
- Pumps have a 4 year warranty. Upgrades will take place between year 4 and 5.
- Pods are waterproof however the PDM is not

- If you can, take insulin out of the fridge 24 hours prior to changing the Pod. This should help to minimise air bubbles.
- Preparing for Pod change: ensure hands are clean and skin area is clean. There is no need to use alcohol wipes/gel to prepare the area.
- Injection sites can still become overused and lumpy. Rotating sites is still as important.
- To aid healing of the skin following cannula removal apply a smear of Tea Tree cream or Calendula cream (do not use Tea Tree oil as this is too strong). These can be purchased from most pharmacies.
- The pump must be removed if you are going to have an x-ray, CT scan or MRI scan.
- The pump's software can withstand airport security systems.. Make sure security staff are aware that you have a pump. Letters can be provided by the diabetes team.
- Insulet have a PDM holiday Loaner programme. Please contact the Customer support line 4 weeks prior to your holiday to arrange this.
- It is recommended that you insure your PDM on your household insurance as a single valuable item. The cost of the pump is £200. Diabetes UK recommend the following insurance company www.insurance4insulinpumps.co.uk This is underwritten by Lloyds and the premium is approx £6 per month.
- To personalise your Pod or PDM there are a range of pump skins and silicone covers that you can purchase online
- To help the environment you can contact Insulet Customer Care to learn more about how the Insulet Pod Disposal Programme works and to request your first disposal kit.