

## Top tips for successful Tandem t:slim X2 pump use

### Reviewing results

Initial contact over the first few days of Tandem use will be by telephone and will then move to e-mail once you have set up Diasend (see below).

If you want the diabetes team to look over the results and offer advice, you must:

- E-mail the diabetes team at [childrenwithdiabetes@ggc.scot.nhs.uk](mailto:childrenwithdiabetes@ggc.scot.nhs.uk). If you don't e-mail, we won't know you have uploaded.
- E-mails and uploads will typically only be looked at on a Monday and Thursday mornings, so if you wish advice please e-mail on Sunday evening or Wednesday evening. **For urgent advice, always telephone us!**
- In the text of your e-mail, please include the name of your child (yes, some people forget to do this!), any relevant information and offer your own thoughts on what changes may be required.

### Diasend

The Tandem pump can be uploaded to a web-based system called Diasend. We will e-mail you with a link asking you to register. See separate instructions on how to Register, Install and Upload.

The Clinic ID to allow sharing with the diabetes clinic is **76-89382**.

Once you have created your Diasend account, it would be advisable to share your username and password with the diabetes team.

You can upload your pump to Diasend and most blood glucose meters are compatible as well. Depending on your meter you may need to contact the manufacturer to get a suitable cable to connect it to the PC.

If you use the Freestyle Libre you should continue to upload it to LibreView. Our Practice ID for this is **8ac1cthao1lqap9s**.

If you use Dexcom you should continue to upload it to Dexcom Clarity. If you have not already linked to Clarity, provide an e-mail address and we will send an invitation to share data. Dexcom data can also be sent to Diasend.

## Technical aspects and being prepared for the worst

The Tandem t:slim X2 pump has a 4 year warranty. Upgrades of the pump will take place between Year 4 and Year 5 of use.

The battery is rechargeable. It is advised you carry out a 10-15 minute charge each morning e.g. while getting washed/dressed. With normal use a full charge will last for 5-7 days and takes about 1 hour to fully recharge.

The pump has been tested to be waterproof to a depth of 3 feet for 30 minutes. Some users online have reported it is not waterproof but merely splashproof. Use with caution around water!

If you experience a technical problem with the pump, first contact Air Liquide's Customer Service. Then contact the diabetes team to let us know you've had a fault so that we can report and escalate this through our reporting system. If a replacement pump is required, it may take 2 days to get to you.

Insulin pens are still your fall-back if your pump breaks down. Keep a note of your Total Daily Dose and pump settings to allow you to work out off-pump doses and to make it easier to programme a replacement pump.

Keep a replacement cannula and cartridge at school in case the cannula needs to be changed there. School staff will not change it but will contact family if there is a problem. You may wish to keep insulin (make sure it has not passed its expiry date), a pen and needles in school as well.

If the little plastic cover over the micro-USB port breaks off, contact Customer Services to order a replacement. This is covered by the warranty and you don't need to let the diabetes service know you have ordered a new one.

## Ordering supplies

You will receive an e-mail from PECOS with instructions on how to order supplies. You will get 3-months of supplies at a time.

If you change your address or mobile phone number, please notify Air Liquide by phoning their Customer Services (as well as letting the diabetes team know).

## Cannula changes

If possible, remove insulin from the fridge 24 hours prior to changing the cartridge and tubing. This helps reduce the formation of air bubbles.

When getting ready for cannula changes, ensure your hands are clean and the skin area is clean. It is not necessary to use alcohol wipes or gel to prepare the area.

Injection sites can still become overused and lumpy. Rotating sites remains very important.

You may choose to use a plaster remover such as Apeel to help take off the old cannula.

Some people use Tea Tree cream or Calendula cream to aid healing after cannula removal. Tea Tree oil is too strong so should not be used. These can be purchased from most pharmacies.

## X-rays and things like that

If you require an X-ray, CT scan or MRI, the pump must be removed. (If you use Dexcom and it has to be removed for medical procedures, contact Dexcom and they will replace the sensor.)

The pump's software can tolerate the metal detector at airport security but NOT the X-ray scanner. Do not put your pump through the X-ray machine or wear it in the whole body scanner. Make sure airport security staff know you have an insulin pump. Letters can be provided by the diabetes team to confirm this.

Air Liquide offer a holiday loan pump scheme for anyone travelling outside of mainland Europe. This is a second pump that you can take with you in case the pump fails. Do not open the box containing the holiday pump unless you need to. This pump needs to be returned after your holiday. Contact Customer Services at least 4 weeks before your holiday to arrange a holiday pump.

If travelling within Europe and the pump breaks down, contact Customer Services and a replacement will be sent to you.

## Insurance

We advise you insure the insulin pump on your household insurance as a single valuable item. The cost of the pump is £3150. Check the cost of the premium with your current insurance provider. Diabetes UK suggest the following insurance company:

[www.insurance4insulinpumps.co.uk](http://www.insurance4insulinpumps.co.uk). This is underwritten by Lloyds and the premium is approximately £6 per month.