

Top tips for successful Omnipod 5 use

Reviewing results

Initial contact over the first few days of Omnipod use will be by telephone and will then move to e-mail once you have set up Glooko (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. If you don't e-mail, we won't know you need advice.
- **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.

Glooko

The Omnipod 5 will be uploaded to a web-based system called Glooko. Glooko should be set-up during your initial onboarding with Omnipod.

The Clinic ID (Pro-connect code) to allow sharing with the diabetes clinic is **ukroyhosc**.

The Omnipod 5 should upload to Glooko automatically. Dexcom data can also be sent to Diasend automatically.

Technical aspects and being prepared for the worst

Upgrades of the pump will take place between Year 4 and Year 5 of use.

The PDM battery is rechargeable. It is advised you carry out a 10-15 minute charge each evening.

The Pod is waterproof but the PDM is not.

If you experience a technical problem with the pump, first contact Insulet 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 PDM 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 Pod and insulin at school in case the Pod 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.

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. (Some supplies may be on automatic delivery every 3 months.)

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

Pod changes

If possible, remove insulin from the fridge 24 hours prior to changing the Pod. 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.

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

You may choose to use a plaster remover such as Appeel 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 Pod 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.

Insulet may offer a holiday loan pump scheme. This is a second PDM that you can take with you in case the PDM fails. Do not open the box containing the holiday pump unless you need to. This PDM needs to be returned after your holiday. Contact Customer Services at least 4 weeks before your holiday to arrange a holiday PDM.

Insurance

You can consider insuring the PDM on your household insurance. The cost of the PDM is £250.

Pod Disposal Scheme

To help the environment you can contact Insulet Customer Care to learn more about how the Pod Disposal Programme works and to request your first disposal kit.