

Pump Troubleshooting Guide: Unexplained Blood Sugar 250 mg/dL or Higher

Check for Ketones

Ketones are **NEGATIVE**:

- **Give a correction dose with your insulin pump.**
- Recheck blood sugar in one to two hours.
- If blood sugar hasn't decreased, give a **correction dose with an insulin pen or syringe.**
- **After injection**, troubleshoot your insulin pump; change entire infusion set, reservoir/pod and replace insulin.
- Continue to check your blood sugar until it's at target.

Insulin pump stops working:

- **Know your backup plan.**
- You'll need two types of insulin: long acting (from a prescription) and rapid acting (same as what's in the pump).
- Keep insulin and insulin syringe or insulin pen with you at all times.
- Contact the pump company and your doctor.
- Keep insulin doses in your phone or wallet.

Ketones are **POSITIVE**:

- **Give a correction dose with an insulin pen or syringe.**
- **After injection**, troubleshoot your insulin pump; change entire infusion set, reservoir/pod and replace insulin.
- Drink eight oz. of sugar-free fluids every 30 minutes.
- Continue to check your blood sugar every one to two hours until blood sugar returns to target.
- Take sliding scale or correction insulin every two hours until blood sugar stops rising or per your provider's orders.
- Contact your doctor if blood sugar isn't responding to treatment; ketones are moderate or large; you have symptoms of nausea, vomiting or are unable to eat/drink for more than six hours.

Provider Phone Number: _____

Pump Help Line: _____