

Patient information

What to do if your Insulin Pump fails

Diabetes and Endocrinology Department

Pump failure can happen at any time and it is very important to have a plan in place if this does occur.

If your insulin pump fails then you need to go back to injecting your insulin with your insulin pens.

We would advise you to:

- Always have an emergency supply of basal insulin pens (Lantus or Levemir is preferable) as well as a supply of your fast acting insulin pens and pen needles.
- Check your insulin pens are in date and haven't expired.
- If your pump is not working check your glucose level and if above 13 mmol/L check for ketones.
- Give a correction dose, using your insulin pens, if your blood glucose level is above 13 mmol/L.

You should report any pump failure straight away to the company and to your diabetes team.

Calculating the dose of Levemir or Lantus

Your basal dose of insulin should be the total basal dose over 24 hours (not total daily dose which also includes the bolus doses given during the past 24 hours) that has been running through your pump. This information is kept stored in your insulin pump.

For example if your total basal dose of Insulin is 30 units then your basal dose of Levemir or Lantus is 30 units.

We would advise that you:

- Give your basal insulin straight away (Levemir or Lantus).
- Give your fast acting insulin using your pen at meal times using your insulin to carbohydrate ratio.
- Monitor glucose levels regularly.

You will need to contact your pump supplier to report the pump failure. They will be able to send you a replacement pump under warranty normally within 24 hours.

It is advisable to record your basal rates as well as your insulin to carbohydrate ratio and correction dose so that they can be entered into your replacement pump when it arrives.

Restarting Your Insulin Pump

We would advise that you wait 24 hours from when you injected your basal insulin before starting back on your insulin pump.

If you need advice about re-programming the settings on the new pump, please contact your diabetes team.

Once your replacement pump has been set up, you can start back on it and monitor glucose levels closely.

Feedback

Your feedback is important to us and helps us influence care in the future.

Following your discharge from hospital or attendance at your outpatient appointment you will receive a text asking if you would recommend our service to others. Please take the time to text back, you will not be charged for the text and can opt out at any point. Your co-operation is greatly appreciated.

Further information

If you have any questions please contact:

The Diabetes Centre

Aintree Hospital

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