

## Diabetes Department OPD2 RIE

Due to Covid 19 and the importance of social distancing we are no longer able to see patients without an appointment. If you are unwell please inform the reception staff so that we can redirect you to the most appropriate place.

If you are looking for diabetes information on Covid 19 and diabetes or resources to support your diabetes management please look on our website ([www.edinburghdiabetes.com](http://www.edinburghdiabetes.com))

If you want to speak to one of the diabetes specialist nurses (DSNs) please leave a message on the DSN helpline and they will ring you back. Remember to leave your name, DOB, phone number and short message (DSN helpline – Mon-Fri 09.00am – 4.00pm: 0131 242 1471)

### **BLOOD GLUCOSE METERS**

If you have a problem with a blood glucose meter please contact the relevant meter helpline as they will give you advice or a new meter if required.

Company	Examples of Meters	Helpline
Abbott	Freestyle meters	0800 1701177
Aga Matrix	Wavesense Jazz	0800 0931812
Ascensia	Contour meters	0345 6006030
Lifescan	One touch meters	0800 121200
Menarini	Glucomen meters	01189444100
Roche	Accu check meters	0800 701000
Spirit Healthcare	Caresens meters	0800 8815423

### **INSULIN PENS**

If you use insulin cartridges in a re-usable pen, your GP can write a prescription for a new pen.

### **INSULIN PUMPS**

If you are having problems with your pump please contact your pump company.

Company	Examples of pumps	Helpline
Medtronic	Veo, 640g 670g	01923 205167
Insulet	Omnipod	0800 6116132
Air Liquide Healthcare UK	Tandom T-SLIM	0800 0121560
Mylife	Ypsomed	03448567820

If you are having problems with supplies or upgrade questions please either contact the pump email address ([WGH.CSII@nhslothian.scot.nhs.uk](mailto:WGH.CSII@nhslothian.scot.nhs.uk)) or phone the pump admin team on 0131 537 1221.

### **FREESTYLE LIBRE SENSORS**

If you are having trouble with sensors falling out or not functioning you should contact the company directly to request a replacement. Helpline: 0800 1701177