

Basic Troubleshooting of ACCU-CHEK Inform II for Nursing Floor

This guide is to help troubleshoot system malfunctions or questionable performance on nursing units for Quality Control and Patient Testing.

If troubleshooting on the nursing unit fails to resolve the concern, sequester the meter and test strips involved and deliver them to the FRMC Laboratory Point of Care Coordinator for advanced troubleshooting.

Quality Control Troubleshooting

1. Add a comment(s) to the out-of-range result indicating that the test will be repeated.
2. Repeat the test **one** time using the same test strip vial, control solution(s) and meter.
3. If the result is in range, you may proceed to patient testing.
4. If the repeat test using the same test strip vial is still out of range, repeat the test using a different test strip vial. If the result is within range, you may proceed with patient testing **using the new test strip vial**. Discard the vial that failed quality control testing.
5. If the repeat test using the different test strip vial remains out of range, repeat the test using a new vial of control solution. If the result is within range, you may proceed with patient testing. Discard the control vial that failed quality control testing.
6. If the repeat test using the new control vial remains out of range, remove the meter and all of the test strips and controls you used from service and deliver them to the Point of Care Coordinator /Laboratory for further investigation.

Patient Testing Troubleshooting

1. **Troubleshooting meter operational issues:** *If the meter fails to function at any point in the procedure or if you get an error message associated with the result, make a note of the malfunction or error message and attempt to repeat the test. If the error persists, sequester the meter and test strip vial involved and deliver them to Point of Care Coordinator/Laboratory Services.*
 - If the error message “**Strip Defect Error**” appears on the display, the test strip may be defective or the blood glucose result may be extremely low and below the meter’s measurement range. Refer to the test strip package insert, perform a quality control test using a new test strip, review proper testing procedure, and repeat the blood glucose test, or follow your facility’s testing policy.
 - If the meter displays “**Type Bad Dose,**” there may be insufficient amount of blood on the test strip. Repeat the test using a new test strip, ensuring proper sample application, or refer to the test strip package insert.
 - **Guidance for interpreting on-screen message and error codes:**

All error messages displayed by the system have a letter identifying the message type, a number and a description of the error to help the operator take action to resolve the problem. The different message types are in the table below.	
E	Identifies the notification as an Error. The information notifies the operator that an error has occurred.
W	Identifies the notification as a Warning. The information does not block the

	operator from continuing, but rather gives the operator information that may suggest an alternate workflow is required.
I	Identifies the notification as Informational only. Informational notifications present the operator with contextual information, and allow the operator to proceed after confirming the notification.
D	Identifies a Decision point. Decision notifications provide the operator with a choice based on contextual information.

2. Troubleshooting questionable results:

- *Consider whether the result is consistent with the patient's history and clinical presentation. Take the following action if you question the reliability of the result for any reason:*
 1. Add a comment(s) to the result indicating that the result is in question.
 2. Perform quality control testing using the same meter and test strips.
 3. If quality control test results are within range, repeat the patient test using the same test strips and meter.
 4. If the quality control tests are not within range, sequester the meter and test strip vial involved and deliver them to the Point of Care Coordinator for advanced troubleshooting.
 5. Repeat patient testing using another meter and test strip vial that have passed routine quality control testing.

Errors and Unusual Behavior without Error Messages

Meter display does not power on.	Wait 10 seconds and try turning on the unit again. Place meter in the base unit and confirm it is charging. Check that the battery pack is correctly installed and connected.
Meter displays an unexpected result.	Refer to package insert for the test strips
Meters not downloading/uploading	Contact Point of Care in which IS may be contacted