

Frequently Ask Questions

for the ACCU-CHECK Inform II

1. What are the appropriate ID numbers for Operator and Patient?	Operator ID = Employee ID Pt. ID = Account #, F9999999
2. What should I do if my operator ID is denied?	Notify your supervisor; Contact POC@7828. It may need to be entered or re-activated.
3. What if someone asks to use my Operator ID?	Under no circumstances should you allow someone to use your ID. Refer them to their supervisor.
4. When is QC due?	Every 24 hours
5. What should I do if QC tests continue to fail or fail outside of the acceptable ranges?	Follow procedure Inform II trouble shooting on the intranet. Notify supervisor and take the meter out of service. Contact Point of Care @ 7828
6. What if I don't have a patient ID number for my patient in the Nursery or ESD?	Use an appropriate emergency MRN (ex. 911 or 1234). Fill out the Non-Registered Forms for ER, OB and NURSERY
7. I work at community events, Nursing School, Home Health what numbers do I use?	Follow the department's procedure on record keeping. These results do not cross over to Meditech.
8. What are the patient's critical ranges?	≤ 60 and ≥ 400 mg/dL. Follow Nursing protocol for treatment.
9. What does CR HI or CR LO mean?	These are flags that represent the hospital's critical ranges?
10. Do I have to wipe the first drop of blood from a patient's finger before dosing the strip?	YES
11. What if I get a result out of normal range but not critical?	Follow your department's procedure for handling abnormal results.
12. What should I do if a repeated test is significantly different from the first test?	Was the sample collected properly? Does the result fit the clinical picture? Follow Nursing protocol.
13. Where are the policies and procedure manuals kept?	On-line (Firelands's Intranet) DEPT→LABORATORY→POINT OF CARE→INFORM II
14. What should I do if the meter is malfunctioning?	Contact Point of Care @ 7828 with the problem. If the problem is not reparable a new meter will be issued to the department.
15. Where do I get more stickers to label the QC Bottles?	Storeroom
16. Where do I get more test strips?	Storeroom
17. What comments are in the glucometers?	There are pre-set comments along with a free text option.
18. What if I want to review the patient's results?	Under "review results" in the Inform II. You must use the same meter for the patient to review a complete history.
19. What if I don't see the results in Meditech?	Contact Point of Care @ 7828. There may be a transmission problem or computer error.
20. Where should the glucometers be kept when not in use?	When not in use, the glucometers should be kept in the charger base.

20. How do I utilize this meter in an isolation room?	Follow the Infection Control policy. Disinfect meter after use. Bases cannot be moved into room.