

# Supporting Your Patients Beyond Their Insulin Pump Prescription

The responsibility of initiating and managing insulin pump therapy does not rest solely on the prescriber. Ensuring a successful transition to pump therapy requires a network of resources, including manufacturer support and Certified Diabetes Care and Education Specialists (CDCESs). These resources provide the essential education, training, and follow-up that patients need to confidently manage their new technology.

If additional support is needed, **manufacturers offer Certified Pump Trainers (CPTs)** who specialize in onboarding and device education:

## **INSULET Omnipod® Dash and Omnipod® 5**

- **Details:** Omnipod customer support is available 24/7 to your patients.
- **Online:** <https://www.omnipod.com/setup/united-states>
- **By Phone:** 1-800-591-3455, option 4



## **TANDEM t:slim X2 and Tandem Mobi**

- **Details:** Get Support and training from a Pump Specialist  
Monday-Friday, 6 am – 5 pm PST
- **Online:** <https://www.tandemdiabetes.com/support/insulin-pump-training>
- **By Phone:** 1-877-801-6901



### MEDTRONIC MiniMed™ 780G

- **Details:** Schedule training sessions with Medtronic Certified Product Trainers 24/7 assistance.
- **Online:** <https://www.medtronicdiabetes.com/minimed-770g-system-training>
- **By Phone:** 1-800-646-4633, option 1



### BETA BIONICS iLet Bionic Pancreas

- **Details:** iLet Clinical trainer's are available to help onboarding 24/7.
- **Online:** <https://www.betabionics.com/support>
- **By Phone:** 1-855-745-3800, option 1



### Team-Based Care: Certified Diabetes Care and Education Specialist

Integrating a Certified Diabetes Care and Education Specialist (CDCES) into your care team can provide ongoing patient education, personalized guidance, and troubleshooting support. CDCESs play a key role in helping patients optimize insulin pump therapy, improve self-management skills, and achieve better diabetes outcomes.

By leveraging these resources, prescribers can ensure that patients receive the support they need—without carrying the full weight of pump management alone.

**Helpful Tip:** To Find a CDCES in your area, visit <https://www.cbdce.org/locate>.

### Expanding Support for Your Patients: Key Next Steps

Ensuring a smooth transition to insulin pump therapy requires careful planning beyond just prescribing the device. Here are key next steps to support your patients in successfully adapting to their new insulin pump.

#### 1. Plan for Follow-Up and Data Review

Within 2-4 weeks of pump initiation, schedule a follow-up visit to assess the patient's progress and optimize pump settings. During this visit, review:

- Pump and CGM data to adjust basal rates and insulin sensitivity settings (not applicable with iLet)
- Patient concerns and challenges with pump use
- Insulin dosing adjustments for improved glycemic control (not applicable with iLet)

**Helpful Tip:** If needed, coordinate with a CDCES for a virtual or in-person review session before the patient's follow-up appointment.

## 2. Identify Ongoing Patient Support Needs

Some patients may need additional resources to fully adapt to insulin pump therapy.

Consider referring to:

- A CDCES for ongoing education, nutrition, carb counting, bolus dosing and troubleshooting
- A mental health provider if diabetes-related distress impacts adherence

**Helpful Tip:** *Having a dedicated point of contact (nurse, CDCES, or DME) for follow-ups improves patient confidence in pump therapy.*

## 3. Encourage Continued Education and Patient Self-Advocacy

- Provide patients with manufacturer training materials and online support resources.
- Encourage participation in diabetes technology support groups
- Educate on signs of pump failure or infusion set issues to prevent complications

**Helpful Tip:** *Direct patients to diabetes coaching programs through their pump manufacturer or local diabetes care organizations for additional peer support.*

**Better Service, Better Care for Your Patients. Become a Prescriber Partner Today.**

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