

YOUR ACTION REQUIRED

Please click the red button at the bottom of this email to indicate that you have read and understood this notice

Important information on the Accu-Chek Insight insulin pump system:
Minimising the risk of leakage, when changing a pre-filled insulin cartridge.

Dear Customer,

Today, we would like to re-emphasise some key handling aspects to support you as a user of the Accu-Chek Insight insulin pump system, in minimizing the risk of leakage, when changing your pre-filled insulin cartridge. We are still seeing some cases of leaking cartridges occur, which in some cases have led to serious adverse events such as ketoacidosis.

As patient safety is our first priority, we would like to ensure that the risk for leakage is minimized by reemphasizing important handling aspects. It is of utmost importance to follow the instructions for use when inserting or changing the pre-filled insulin cartridge, especially to hold the pump in an upright position and to connect the cartridge and the adapter in an **90° angle** as illustrated below. Otherwise the membrane may be damaged by the adapter needle, which could result in a leakage of insulin.

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Place a new adapter on the bayonet socket of the cartridge compartment. Make sure you insert the nose of the adapter into the notches of the pump's housing at a right angle (90°). Otherwise the needle could bend.

CORRECT



Place the adapter on the bayonet socket of the cartridge compartment **only** as described in **step 10**.

INCORRECT



Do **not** place the adapter on the bayonet socket of the cartridge compartment if the adapter is not positioned as described in **step 10**.

In addition, please make sure to:

- Always change the adapter and tubing with every cartridge change
- Check that there is insulin in the tube after changing an insulin cartridge
- When changing the cartridge, please do this at least 3 hours before bedtime
- Monitor blood glucose values for up to 3 hours after changing an insulin cartridge
- Always check the pump for leakage if you have unusual fluctuating blood glucose levels

- Always have an alternative therapy, e.g. an insulin pen available

Actions:

Please click the link at the bottom of this email to confirm that you have read and under-stood this notice.

The regulatory authorities and your healthcare professional have been informed about this notice.

Thank you in advance for your understanding and co-operation. If you need any additional advice on the operation and wearing of the Accu-Chek Insight insulin pump system or have any further questions, please do not hesitate to contact our Accu-Chek Pump Careline on **0800 731 2291** at any time.

[I have read and understood this notice](#)

Kind regards,

Roche Diabetes Care