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Beaumont

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Document Contact	Kimberly Cole: Spec, Operations
Area	Laboratory- Processing
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Specimen Processing Handling of Point of Care Testing Equipment Concerns-Dearborn

Document Type: Procedure

I. PURPOSE AND OBJECTIVE:

The purpose of this document is to provide instructions to Specimen Processing staff on how to handle calls and complaints about Point of Care (POC) Testing meters.

II. PROCEDURE:

A. Exchanging a Glucometer:

1. If the nursing staff is unable to perform patient testing with the Nova StatStrip Glucose Meter, or if there is an "Assay Error" with a numerical code displayed on the screen of the meter, it is possible to exchange the "broken" meter for a new one.
2. There are "Exchange Meters" in the Specimen Processing Area in docking stations. The nurse, or another staff member from the nursing unit, must bring the malfunctioning meter to the lab in order to get a replacement, and must fill out the attached "Glucometer Exchange" form.
3. Leave the malfunctioning meter with the completed form attached where the exchange meter was obtained.
4. If it is possible to troubleshoot the problem with the meter, then refer to the suggestions on the next page. In most cases the meter is usually not broken, but it is a problem with low batteries or the "docking" or "uploading" process. The chart has some suggestions for solutions to the problem.

B. How to Check Batteries on a Glucometer:

1. Turn the meter on.

2. When the screen goes to the 1. Patient Test and 2. Control Test menu, press the “menu” key on the keypad.
3. A four-point menu will appear. Press “2” on the keypad for “Review Setup” and another four-point menu will appear.
4. Press “2” on the keypad for “System Status”. A screen will appear with the picture of a battery and the battery voltage.
 - a. If the voltage is 2.5v or less, the batteries must be replaced, and the meter should be docked. This will probably take care of 95% of the problems the nursing staff encounters.

C. Most Common Problems with Glucometers:

1. Check the the battery expiration date and change the battery if expired. Always dock the meter when new batteries are put in.
2. Follow the below for different complaint issues:

Complaint	Resolution
All operators/nurses are coming up as invalid when they try to use the glucometer.	<ul style="list-style-type: none"> • Dock the meter. • Put fresh batteries into the glucometer and then dock it. They must dock after the new batteries have been put in, even if the meter was just docked beforehand. • Note: If it is just one or two operators, it is possible that their number has expired, and they are due for competency. Have them contact their department nurse educator to reassign their competencies so the Point of Care team can grant them access.
Keep getting fail when running controls	<ul style="list-style-type: none"> • Repeat test. If still fail, open fresh controls and try again. • Make sure you are using the correct level of quality control (QC) and that the QC is not expired. • Report the problem to the POC department and obtain lab meter.
The Nova meter fails to connect to the server.	<ul style="list-style-type: none"> • Replace batteries in glucometer and try again.

	<ul style="list-style-type: none"> • Make sure all docking wires are correctly plugged in. • Try to dock the meter with a hardwire dock (connected to the yellow wire) in their allocated department. • As a last resort, exchange meter with a lab meter.
QC or strips not scanning.	<ul style="list-style-type: none"> • Dock the meter. • Contact the POC department. The lot number may not be configured for use yet.

D. Point of Care Testing Staff:

1. If you or the nursing staff have any other questions or problems that cannot be resolved, call one of the below Point of Care Testing Staff.

- a. Rina Patel, 313-436-2367
- b. Sara Hermiz 313-593-7970
- c. Shah, Avani, 313-593-7592
- d. Youseff Ayat 313-982-5674
- e. Stephanie Mullins 313-982-5661



Attachments

[Glucometer Exchange Form](#)

Approval Signatures

Step Description	Approver	Date
CLIA Medical Directors	Jeremy Powers: Chief, Pathology	1/26/2024
Policy and Forms Steering Committee Approval (if needed)	Kimberly Cole: Spec, Operations	1/18/2024

Lab Operations Directors	Kimberly Geck: Dir, Lab Operations B	1/18/2024
Lab Processing Best Practice Committee	Kylene McIntosh: Mgr, Lab Support Svcs	1/17/2024
	Kimberly Cole: Spec, Operations	1/17/2024

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