**Freestyle Pro Quick Reference for Laboratory Staff**

**Questions and Answers**

**NOTE: A copy of this information is posted in the Point of Care office.**

1. How do I manually enter a patient ID?

**Answer:** Not all units can manually enter a Patient ID. Units that have manual ID are the OR, Maternity and the ED. All other units MUST scan an armband.

Units that can enter Patient ID manually must enter a 9 digit number, such as 444444444 and then notify Point of Care at x4652 or via email, the identity of the patient. THERE IS NO SPECIFIC NUMBER FOR MANUAL ENTRY.

2. These strips are not working!!

**Answer**: *Check to ensure the correct kind of strip is being used. The strip that works in the meter clearly has the words “Freestyle Precision Pro” written on the package. No other strips work in the Freestyle meters.*

3. How do I know the results are transmitting? The glucose results is not in the chart.

**Answer:** *Look for the WiFi icon on the bottom of the screen. The meter is working properly when all 4 symbols are present on the bottom of the screen (LAB: the symbols are located in this document, along with their definition).*

**There are 2 comment codes that BGM operators may use :**

**0= Do not send**

**1= RN notified**

**Ask the operator if they chose the comment code “0”. If that is the case the results DID NOT SEND and are held in RALS software. 0 is a code to be used in extreme cases (example; wrong patient tested etc.) Transfer the call to Point of Care voicemail at ext .4652 and also document the name of patient and floor and leave that note. The results will have to be pushed through the software by POC.**

4. The meter will not accept my initials and/or badge!

**Answer:** *Call and leave a message for POC at extension 4652, or email Sherilyn or Susan with the concern. In the meantime, have someone else perform the test.* **DO NOT USE ANOTHER OPERATOR’S BADGE TO ACCESS THE BGM.**

5, This meter simply does not work and I need a replacement.

**Answer:** Replacement Meters

Replacement meters are in the top drawer of the filing cabinet in the Resource Office.

**Other facts about the Freestyle Pro Meters**

\*The Freestyle glucose meter transmits and receives data wirelessly.

\*If WiFi is working the meter does not need to be docked.

\*If WiFi is not working, the meter must be docked to receive and transmit data.

\*The meter uses lithium batteries.

\*Test strips and controls are stocked on each unit by a “storeroom employee.”

**Meter not transmitting**

When the meter is turned on the 4 symbols below appear on the meter screen if it is working properly.



WiFi is on.

Data is being transmitted or received

Data is waiting to be sent. The data boxes will disappear when transmission is complete.

Battery life

**IF ALL ELSE FAILS and the questions asked are not listed in this document have staff member call:**

**Abbott BGM Tech Support at 1-877-529-7185.**