

GLUCOSE METER FREQUENTLY ASKED QUESTIONS

1. Does my meter need to be checked by the VA?
 - ◆ NO. If you have problems, call the 1-800 858-8072 shown on the back of your meter.

2. What should I do if my meter is not working?
 - ◆ Check the batteries. You may see a battery symbol on the screen. If the batteries are OK, call the 800 # shown on the back of your meter.

3. What if I think the results are not correct?
 - ◆ Check the batteries. Are they good?
 - ◆ Test strips:
 - Are they in date? The date is on the bottle.
 - Have they been stored with the lid off? This will ruin the strips.
 - Does the code chip in the meter match the number on the bottle? They must match.
 - ◆ Test with the control solutions:
 - Instructions are in the manual. You were also shown in class. If you are out of control solution contact the pharmacy.
 - If the battery, code chip, test strips and control solution tests all check out, your meter is OK.

4. My meter is working but I still think my results are not right.
 - ◆ Discuss the results with your doctor. Your doctor can order a meter check at the lab. This is done only with a doctor's order. Try all of the above first. The doctor will place the order like any other lab test.
 - ◆ Meter checks (with doctor order) are offered as listed:

Temple VA	Monday – Friday	8 a.m.-1 p.m.
Waco VA	Thursday only	8 a.m.-1 p.m.
Austin VA	Tues., Wed., Thur.	2 p.m.-3 p.m.

5. Will meter readings vary?
 - ◆ Yes, readings will differ due to 1) meter brand 2) finger to finger 3) one hour to the next.