

## How should I use the diabetes EMERGENCY phone line?

Please call the emergency phone line if your child is experiencing any of the following and you are unsure of what to do next after reviewing the sick day handout:

- You need guidance with sick day
  - Moderate to large ketones
- Persistent low glucose despite treatment
  - Used glucagon
  - Completely out of insulin

For the after-hours diabetes phone line, you will call **801-662-1000**

**This will direct you to the hospital operator. You need to ask for:**

- "diabetes nurse on call" weekdays from 4pm-10pm and weekends/holidays from 8am-6pm
- "diabetes doctor on call" from 10pm-8am weekdays and weekends/holidays from 6pm-8am

Please be aware, the diabetes nurses are at home and DO NOT have access to your chart.

If you are **NOT** experiencing an emergency, please call during office hours, Monday-Friday 9am-4pm at 801-662-1640 option #4 for the nurse line

**If you are calling for SICK DAY, please have the following information ready:**

1. Most recent CGM reading or blood glucose?
2. Ketone level?
3. When was their last dose of insulin? How much insulin did you give them?
4. Are they vomiting? If yes, when was the last time they vomited?
5. Does your child have a fever? What is their current temperature?

**If you are calling for PERSISTENT LOW GLUCOSE, please have the following information ready:**

1. Most recent CGM reading or blood glucose?
2. When was their last dose of insulin? How much insulin did you give them?
3. Are they able to eat or drink?
4. Have you had to give glucagon or mini-dose glucagon?

**If you are experiencing CONSISTENT HIGH GLUCOSE, please call us during office hours with the following information ready:**

1. Most recent CGM reading or blood glucose?
2. Did you check ketones? What is your child's ketone level?
3. Is your insulin expired or has it been open for longer than 30 days?
4. If your child is on an insulin pump, did you change your child's pump site and give a correction dose with a syringe/pen?

Here are some handouts that you may find helpful:

- Sick Day (link to handout)
- Mini-Dose Glucagon (link to handout)
- Glucagon LTA (link to handout)