

## TRUE METRIX® Blood Glucose Monitoring System Troubleshooting Steps

Customer reports blood results higher than their expected blood glucose range.

### High blood glucose result can be caused by:

- Having a high blood glucose.
- Testing before 2 hours after having a meal, drinking, exercising, or taking medication may result in high or higher than expected blood glucose results.
- Changes to diet/medication routine (ex. fluoroquinolone antibiotics/ Sodium-glucose Inhibitors, Hormone Medication, or Cholesterol medication) can contribute to changes in blood glucose level. Please speak to your Healthcare Professional regarding the medications they are taking.
- A potential test strip issue.
- If you have hyperglycemic symptoms, contact your Doctor or Healthcare Professional to inform them that your blood glucose is higher than their expected range.
  - Symptoms of hyperglycemia may include, but are not limited to, shaky or dizzy, blurred vision, extreme thirst, weak, frequent urination and/or unexplained weight loss.
  - follow your doctor's recommended testing regimen.
  - Know your expected Glucose Range as recommended by your HCP.
  - Is this Expected Glucose Range:
    - Morning fasting range:
    - 2 hours after meals fasting range
    - Before bed fasting range

### Verify the test strips have not been:

- Expired (immediately discard any expired product)
- Opened longer than 4 months (discard test strips past the open vial dating)
- Stored improperly (e.g., not in car, hot places, cold places, the kitchen, the bathroom, etc.)
- Stored outside of the temperature range between 40°F-86°F
- Subjected to flooded areas, direct sunlight, or extended power outage
- Left open and test strip vial cap is always replaced immediately after each test strip is removed
- Transferred from their original vial into another vial, zip-sealed bag or in the meter carrying case pouch
- If you feel you stored or handled test strips incorrectly, test with a new unopened test strip vial handled and stored correctly, following the testing technique below

### Testing Technique

1. Gather all testing supplies: meter, test strips, lancing device, lancet, and control solution.
2. Wash hands with soap and warm water, dry thoroughly, and remove a test strip from the vial.

### Obtaining Blood Sample

3. Perform a control test if control solution is available, otherwise perform a blood test.
4. Setup the lancing device and select the appropriate depth.
5. Insert a test strip in the meter's test port with the contact blocks facing up and wait for the blood drop icon to appear on the screen.
6. Use alcohol pad/swabs to clean the area puncturing the finger to obtain a blood sample to prevent infection.
7. Dry thoroughly before lancing.
8. Lance the finger and wait for a sufficient blood drop to form on the finger. **Warning:** if unable to get enough blood, hold hands below the waist level and rub hands briskly together to promote blood flow prior to the fingerstick
9. With the test strip still in the meter, touch sample tip of test strip to the top of the blood drop and allow blood to be drawn up into the test strip. **Warning:** make sure the tip of the test strip does not touch the skin, make sure not to sweep the blood drop off the finger.
10. Remove test strip from blood drop immediately after the meter beeps and dashes appear across the display.
11. After 4 seconds, the meter will display a result or trigger an error.
12. If an error occurs, discard the test strip, and repeat the blood test with a new test strip and a different finger.
13. If an error occurs again on the second test of the same test strip vial, use a new vial of test strips (if available) to perform another blood test.
14. If a result is obtained, the issue is resolved.
15. If the meter still displays a result higher than expected blood glucose result, call customer care at 1-800-803-6025