


# Stat Strip Glucometer Quick Trouble Shooting Tips

## If the glucometers is not working:

1. If Glu LOCKED message is posted run QC's.
2. Make sure the device is correctly docked.  
(3 lights on docking station are lit)
3. **Take off battery and put it back.**
4. Make sure the battery is fully charged,  
(3<sup>rd</sup> light on docking station is **green**).
5. If still not working, contact Biomed\*.



## Glucometer connectivity issues:

1. Make sure the device is correctly docked.
2. If the middle light on the docking station is not flashing and/or if you see  on the screen, contact Biomed\*.



## If MUHC ID card contains scratched / faded barcode:

1. Send an e-mail with complete information to:  
[idcards@muhc.mcgill.ca](mailto:idcards@muhc.mcgill.ca)
2. Pick up the new card at the Security Office. Laminate or protect your ID card to prevent wear and tear.

*For changes related to the fields "Title" or "Unit", request has to be made by the Nurse Manager. (The 4 letters in your UIN should correspond to the first 2 letters of your last name and the first 2 letters of your first name followed by 4 numbers.)*

For more information, please consult the **interprofessional protocol** (MUHC Intranet).

Adult Link:

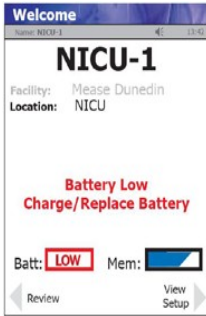





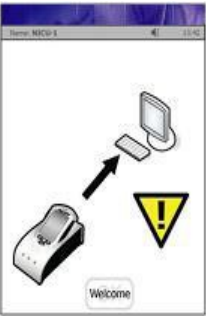
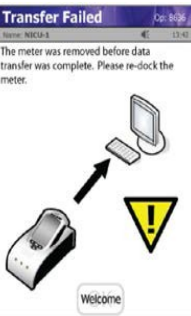
[http://www.emuhc.muhc.mcgill.ca/?q=clinical\\_care/adult\\_reference/therapeutic\\_practices\\_diagnostic\\_tests](http://www.emuhc.muhc.mcgill.ca/?q=clinical_care/adult_reference/therapeutic_practices_diagnostic_tests)

Pediatric Link:

[http://intranet.muhc.mcgill.ca/?q=clinical\\_care/pediatric\\_reference/therapeutic\\_practices\\_diagnostic\\_tests](http://intranet.muhc.mcgill.ca/?q=clinical_care/pediatric_reference/therapeutic_practices_diagnostic_tests)

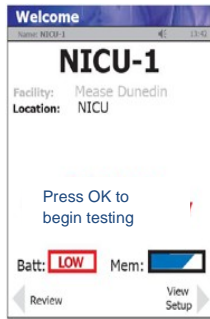
**\*Biomed contact numbers:RVH,MCH,MCI (34309) MNH,AMI (43633) / MGH (42633)**

## Glucose Monitoring System Message Errors

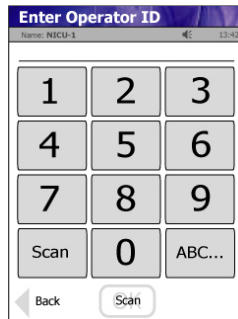
1 Low Battery	2 Test Strip Removed	3 Temperature	4 Bad Sample
			
Place meter into charging/docking station to recharge	Test has been cancelled.	Meter will only work in a temperature range (15°-40°C).	Insert new strip and repeat test.
5 Strip Rejected	6 Flow Error	7 Transfer Failed	8 Transfer Failed
			
Occurs after strip insertion or during analysis. Insert another strip and repeat the test.	Either insufficient sample or the sample was applied incorrectly. Repeat the test with a new strip.	Meter is unable to connect to transfer computer. Contact POCT 34056.	Meter was removed before data transfer was complete. Re-dock the meter.

# Stat Strip Glucometer Quick Operating Guide

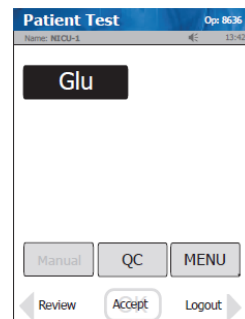
## Quality Control Testing



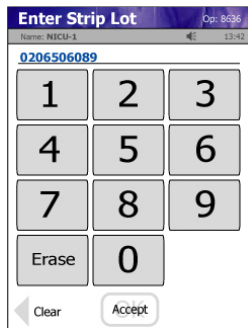
From Welcome screen press LOGIN.



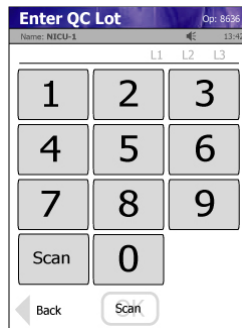
Enter or scan Operator ID and press **Accept**.



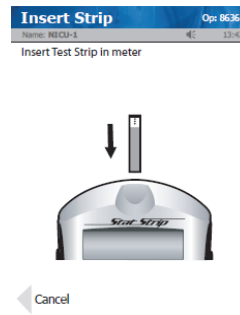
From Patient Test screen, press **QC**.



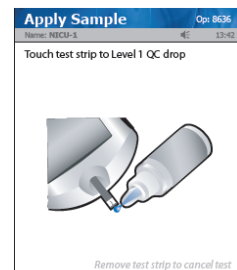
Scan Strip Lot number., and press **Accept**.



Scan QC Lot number and press **Accept**.

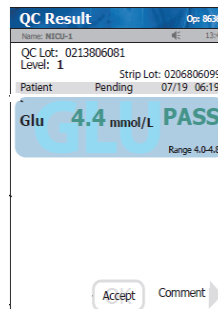


Insert test Strip into meter.



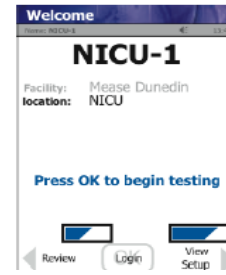
Touch drop from QC bottle to the end of the strip.. The capillary action will aspirate the QC sample. Result will appear in 6 seconds.

**Warning!**  
The test strip must fill completely upon touching the QC droplet. Do not add a second QC drop to the test strip. Discard the test strip and repeat the test with a new test strip.



To accept result, press **Accept**.

## Patient Testing



From Welcome screen press LOGIN.



Scan or enter manually Operator ID and press **Accept**.



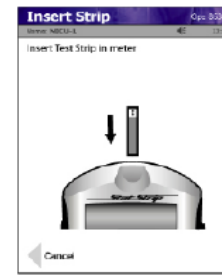
From Patient Test screen, press **Accept**.



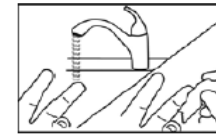
Check Strip lot number and press **Accept**.



Enter or scan Patient ID and press **Accept**.



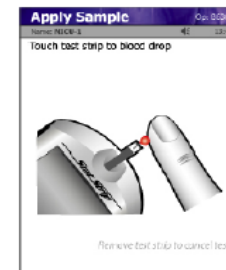
Insert Test Strip into Meter.



Wash patient's hand thoroughly and massage finger to stimulate blood flow.



Use Safety Lancet to puncture finger/ squeeze finger to form blood drop.



Touch test strip end to blood Drop. Results will appear in 6 seconds.

**Warning!**  
The test strip must fill completely upon touching the blood droplet. If the test strip does not fill completely, do not touch the blood droplet a second time. Discard the test strip and repeat the test with a new test strip.



To accept result, press **Accept**. To reject results, press **Reject**.



To review other results, press **Review** from Patient Test screen. Select the result and press **VIEW**.