

Troubleshooting and Treating High Glucose



High glucose, also known as hyperglycemia, happens when there is too much sugar (glucose) in your blood and not enough insulin. Common reasons for high glucose include stress, illness, certain medicines, not being active, and not taking enough insulin when you eat.

When using an insulin pump, there might be other reasons for your high glucose levels. Check the chart below to help you figure out what might be causing the problem and how to fix it.

Possible Causes	What to Check	What to Do
Infusion Site:		
Poor insulin absorption due to scar tissue or overusing injection sites	Infusion site, lumps, bumps, thickened areas under the skin	Remove infusion set from site and insert a new infusion set on another area of the body
Infusion Set:		
Insulin leaking at site	Wetness at site, strong smell of insulin	Remove infusion set from site and insert a new infusion set on another area of the body
Infection at site	Redness, pain, heat, swelling at site	
Cannula is kinked, bent, or clogged. Cannula is not under the skin.	Unable to confirm unless infusion set is removed	Remove infusion set from site and insert a new infusion set on another area of the body
Tubing:		
Air bubbles	Air bubbles or spaces in tubing	Disconnect from site, fill tubing with insulin to push air out, and reconnect tubing to site
Tubing not filled when infusion set was last changed	Load history	Disconnect from site, complete load sequence, and reconnect tubing to site
Tubing connector between cartridge and tubing is loose	Tubing connection	Disconnect from site, tighten tubing connector, fill tubing with insulin to push air out, and reconnect tubing at site
Insulin:		
Expired, contaminated, or was exposed to extreme temperature	Check expiration date; insulin should be clear	Throw away insulin and cartridge, fill new cartridge with insulin, and change entire infusion set
Insulin stayed in cartridge longer than recommended	Load history	
Insulin Pump:		
Settings entered incorrectly or need to be adjusted	Personal Profiles	Confirm settings with healthcare provider and enter new settings as needed
Alarm sounded	Alarm history	Certain alarms cause insulin delivery to stop. Take action as outlined in your product User Guide.
Dead battery	Power level	Charge pump
Other pump issue	Contact Customer Technical Support	Contact Customer Technical Support

Always follow your healthcare provider's instructions for treating high glucose and diabetes emergencies.

Diabetic ketoacidosis (DKA) is a serious condition that happens when your body doesn't have enough insulin to process blood glucose. Without enough insulin, your body starts breaking down fat for energy. This can lead to a buildup of ketones, which can be dangerous.

Because insulin pumps only deliver rapid-acting insulin, if something goes wrong and you aren't receiving insulin with your pump, your blood glucose levels can rise quickly. If you have type 1 diabetes and the issue isn't fixed right away, this can lead to DKA. DKA is not as common with type 2 diabetes. However, it can occur in times of stress, illness, or if you're not getting enough insulin.

Symptoms of Diabetic Ketoacidosis	
Early Symptoms	
Thirst or dry mouth	High blood glucose
Frequent urination	Ketones in urine
Severe Symptoms	
Nausea and vomiting	Labored breathing
Abdominal pain	Fruity breath odor
Weakness or fatigue	Ketones

DKA Treatment Guidelines

If you have type 1 diabetes and your glucose is greater than 250 mg/dL two times in a row (within 1-2 hours) and is not responding to a correction bolus, take immediate action!

- 1 If glucose is not coming down 1-2 hours after a correction bolus with pump and/or you have ketones, nausea, vomiting, or stomach pain:
 - Take an injection of rapid-acting insulin by syringe or pen
 - Change your infusion set, tubing, and cartridge
- 2 Drink plenty of water or sugar-free liquids
- 3 Monitor glucose in 1-2 hours to make sure glucose is coming down
- 4 If glucose stays greater than 250 mg/dL, or you still feel ill, go to the nearest emergency room or call 911

If you have type 2 diabetes, follow your healthcare provider's instructions for treating high glucose and diabetes emergencies.

RX ONLY. Indicated for patients with type 1 diabetes, 2 years and older and for patients with type 2 diabetes, 18 years and older.
Safety info: tandemdiabetes.com/safetyinfo

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