



## **TRUE METRIX® Blood Glucose Monitoring System Troubleshooting Step**

### **Meter Result- Erratic results**

An Erratic blood results is a back-to-back blood test performed: Within 30 minutes of each other, fasting (at least 2 hours before or after eating, drinking, taking medication or exercising), same hand, two different fingers and the blood results are not within the acceptable variance.

Within 15 minutes of each other, non-fasting (eating, drinking, taking medication or exercising less than 2 hours), same hand, two different fingers and the blood results are not within the acceptable variance.

Erratic blood results can be caused by:

- Back-to-back fasting tests not performed within 30 minutes of each other.
- Back-to-back non-fasting tests not performed within 15 minutes of each other.
- When the same finger or the same blood drop or finger stick is used to perform back to back tests.
- When comparing results between TRUE METRIX Self-Monitoring Blood Glucose system and a laboratory system, TRUE METRIX Self-Monitoring Blood Glucose System blood tests should be performed within 30 minutes of a laboratory test.
- Results from TRUE METRIX meter should never be compared with other TH1 meters or competitors' meters.

Review your expected glucose range as recommended by their HCP.

- What is your Expected Glucose Range?
- What is your Morning fasting range?
- What is your fasting range 2 hours after meals?
- What is your before bed fasting range
- Review and log the last 5 or any result you have concern with from the meter's memory.

### **Proper Storage and Handling of Test Strip**

#### **Verify the following:**

- Test strips are not expired (if expired, immediately discard product).
- Test strips have not been opened past 4 months (discard test strips past the open vial dating)
- Test strips have not been stored improperly (e.g., not in car, hot places, cold places, the kitchen, the bathroom, etc.).
- Test strips have not been subjected to flooded areas, direct sunlight, or extended power outage
- Test strip vial cap is always replaced immediately after each test strip is remove

- Test strips have not been 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

### 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
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. 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
7. 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.
8. Remove test strip from blood drop immediately after the meter beeps and dashes appear across the display
9. After 4 seconds, the meter will display a result or trigger an error
10. If results are still higher or lower than expected discard the test strip and repeat the blood test with a new test strip and different finger.
11. If a result is obtained within their expected range and the customer is satisfied the issue is resolved.
12. If the meter still displays a result higher or lower than expected blood glucose results, call customer care at 1-800-803-6025