

When to Call Your Diabetes Team

Before you call

- Have your current dosing information with you. The person answering the phone may not have access to your medical record or be near a computer and may not know this information.
- Check for ketones if blood glucose is high or child is sick.
- Have the name, location and phone number of your regular pharmacy ready.

General questions

206-987-2640

Monday-Friday

7 a.m. to 4:30 p.m.

- Insulin dose adjustments (choose option 3)
- Prescription refills (choose option 3)
- School forms
- To talk to a Registered Nurse (choose option 4)

It may take more than 24 hours for someone to respond to your call.

Urgent questions

206-987-2000

24/7

Ask the operator to page the diabetes team for you

- Completely out of insulin
- Gave too much or too little insulin
- Gave the wrong insulin (example: Humalog vs. Lantus)
- Insulin pump problems that you or the pump company can't fix
- Low blood glucose (under 70) and not responding to treatment
- Moderate to large ketones that continue after treatment. Follow the steps in the "Ketone Management Guidelines" handout for how to treat moderate to large ketones.

Emergency

Call 911 or go to the emergency department

- Glucagon/Baqsimi has been given
- Presence of large ketones **with one of the following:**
 - Chest heaviness
 - Vomiting more than twice in 2 hours
 - Trouble breathing
 - Change in mental state

To Learn More

- Endocrinology
206-987-2640
- Ask your child's healthcare provider
- seattlechildrens.org

Free Interpreter Services

- In the hospital, ask your nurse.
- From outside the hospital, call the toll-free Family Interpreting Line, 1-866-583-1527. Tell the interpreter the name or extension you need.



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Seattle Children's offers free interpreter services for patients, family members and legal representatives who are deaf or hard of hearing or speak a language other than English. Seattle Children's will make this information available in alternate formats upon request. Call the Family Resource Center at 206-987-2201. This handout has been reviewed by clinical staff at Seattle Children's. However, your needs are unique. Before you act or rely upon this information, please talk with your healthcare provider.

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