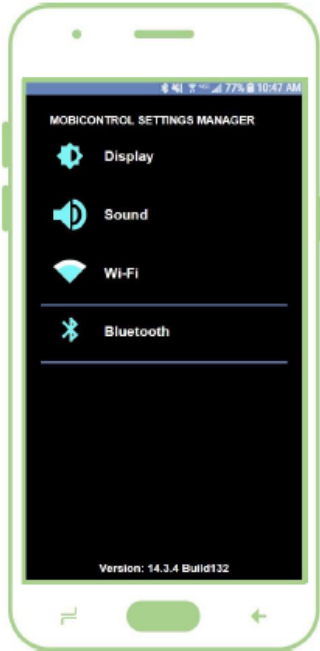




Dexcom G6 Troubleshooting

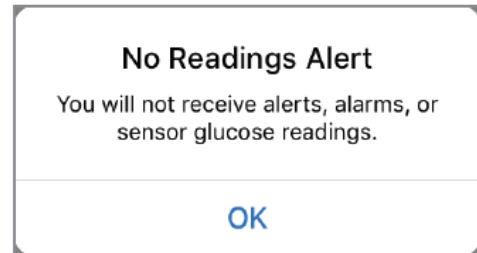
★ Can't hear alarms/alerts?



Verify that Bluetooth and volume are turned on

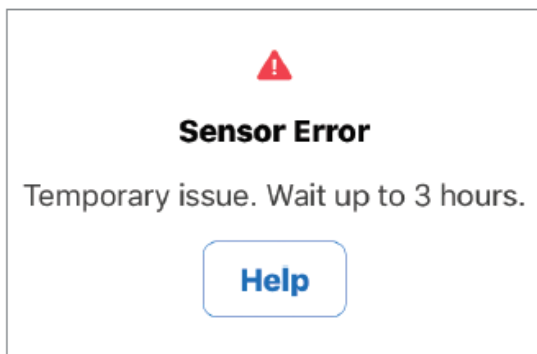
★ No readings alert for the last 20 minutes

- Check transmitter, is it snapped into the holder?
- Wait (up to 3 hours) while the system fixes itself



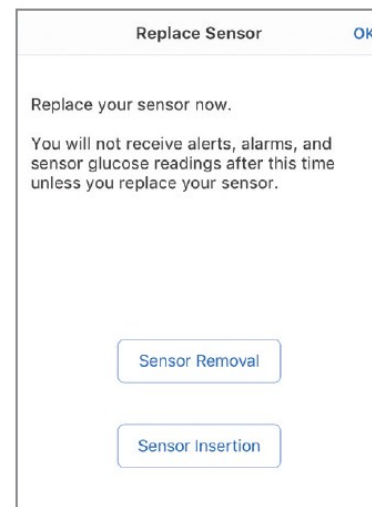
★ Sensor Error Alert (no G6 readings)

- Make sure sensor is secure
- Make sure transmitter is snapped flat into holder



★ Sensor Failed Alert

- Change sensor





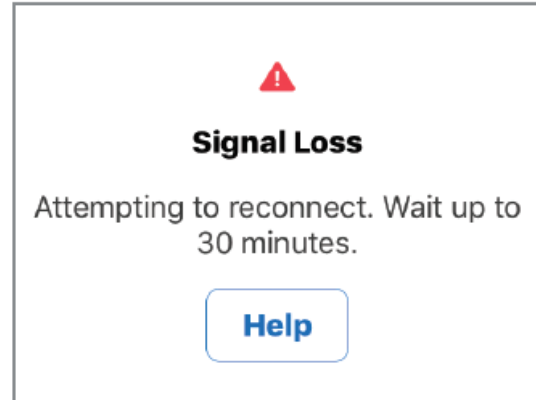
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HUDDLE SHEET



Signal Loss Alert (no G6 readings)

- Keep transmitter and phone within 20 feet of each other
- Wait 30 minutes
- App:
 - * If that does not work turn *Bluetooth* off and on. Wait 10 minutes.
 - * If that does not work, restart smart device and reopen Dexcom app
 - * Wait up to 30 minutes



“Low” or “High” Displayed

- G6 only displays numbers between 40-400 mg/dL

Below 40 mg/dL



Above 400 mg/dL



Additional Dexcom G6 tips

- **Sensor starting to peel off?**
 - Reinforce adhesive patch with tape or tegaderm (cut hole in center of tegaderm so sensor is not compressed)
- **Sweaty skin?**
 - Prep skin with alcohol and skin prep (or mastisol)
- **Patient leaving room or going off the floor?**
 - Leave phone where it is unless directed by provider to send with the patient

Questions? Page on-call Endo team (Amion) or inpatient CDE (303-234-2588)