



Prevention & Medical Care
To Help You Live Better, Longer.

Continuous Glucose Monitor

Terms

Sensor - the device that is applied to the body; a small metal filament under the skin senses the glucose levels in the interstitial fluid (fluid between the fat cells). This is NOT a needle.

- Libre sensors last for 14 days.
- Dexcom sensors last for 10 days.

Receiver – the device that receives the glucose readings from the sensor. This is either a separate device or through an app on your cell phone.

Transmitter – Dexcom G6 is the only model with a separate transmitter. This is attached to the sensor and sends (or transmits) the information to the receiver.

Helpful Information

IMPORTANT!! Always test blood sugar with a glucometer (finger prick) with any low readings, low blood sugar symptoms, or if the reading from the sensor is higher or lower than expected. Sensors may occasionally fail or be inaccurate.

- If a sensor fails, the number on the receiver/app could drop to 40 mg/dl, no matter your actual glucose (sugar) level.

Sensor information lags behind glucometer information by 10-15 minutes, sometimes more.

- Sensor readings do not usually match glucometer readings exactly, and readings will be further apart if a blood sugar is checked when glucose level is rising or falling quickly.
- Picture the glucometer reading as the “engine” of a train, and sensor reading as the “caboose”.

All available models have customizable high and low alarms.

- The low alarm is pre-set to 70 mg/dl. This may be adjusted per your preference.
- There is an urgent low setting on all devices which is set to 55 mg/dl. This cannot be changed or turned off.
- High alarm is pre-set to 240 mg/dl or 250 mg/dl, depending on the model. This can be adjusted per your preference.

If a sensor falls off early or stops working, do not throw it away! Contact Dexcom or Freestyle customer service. They will ask some questions and will usually send a replacement free-of-charge. Do not contact Valley Medical Group or the pharmacy in these instances; sending a new prescription will not work to get an early refill unless you are willing to pay out of pocket for a new sensor.

Sensors are waterproof and can be worn in the shower, bath, and while swimming.

Over-patches are available over-the-counter or online if you have trouble with sensors not staying on for the full 10 or 14 days.

The sensor insertion device contains a needle and should be disposed of in a Sharps container.

Frequently Asked Questions

Why isn't my sensor working?

- Make sure the receiver (either cell phone or separate receiver) is within range of the sensor.
- Make sure there is no pressure on the sensor. This may cause the sensor to stop sending information to the receiver, and can even show-up as a false low, called a compression low.
- If the sensor has been dislodged, even by just a small amount, it will need to be replaced. Sensors cannot be reinserted if they come off.
- Sensors sometimes just fail, we cannot always identify a reason. In these cases, please replace the sensor.

What should I do if my sensor seems inaccurate?

- ALWAYS test your blood sugar with a glucometer with any low readings on the CGM reader, low blood sugar symptoms, or if the reading on the CGM reader is higher or lower than expected.
- Remember that the sensor readings lag behind glucometer (blood sugar) readings by 10-15 minutes. The gap between the readings will be greater if your blood sugar levels are rising or falling quickly.
- Make sure there is no pressure on the sensor.
- Try drinking a glass of water. Dehydration can cause a false high reading.
- Calibrate the CGM using a blood sugar reading.
- The sensor will need to be replaced if it remains inaccurate.

My sensor fell off/stopped working early. What do I do?

- Contact Dexcom or Freestyle customer service to report the issue. They will usually send a replacement sensor free-of-charge. The pharmacy will only give you new sensors if it is time for a refill.