

**Department of Pathology and Laboratory Medicine
Capital District Health Authority
Nova Scotia**

TITLE: POCT Nova StatStrip Meter Troubleshooting Guide	Doc #: 33569
Section: Management System\PLM\General\PLM Website\Point of Care Testing\Glucose Meter\	Version: 1.0 Current
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Final Approval: Dr Bassam Nassar	

Purpose This procedure provides instructions for troubleshooting the Nova StatStrip meter by CDHA staff.

Abbreviations

QC = Quality Control	Lab = Laboratory
Y = Yes	Biomed = Biomedical Engineering
N = No	RT = room temperature
POCT = Point of Care Testing	

Materials

Reagents	Stability and Storage	Preparation (Y/N)
<i>StatStrip</i> ® Glucose Test Strips 50 strips/vial SAP#175556 NOTE: DO NOT transfer strips from one bottle to another. Date test strips when opened. Keep vial closed on StatStrips – they are affected by heat, light, and humidity. Listen for SNAP that lid is closed.	Store at RT. Stability: 24 months from date of manufacture. Expire: 180 days or 6 months after opening.	N
<i>StatStrip</i> ® Glucose/Ketone Control Solution Level 1 (Low) SAP# 176175 Note: Date control solutions when opened.	Store at RT. Stability: 24 months from date of manufacture.	N
<i>StatStrip</i> ® Glucose/Ketone Control Solution Level 3 (High) SAP# 176174 Note: Date control solutions when opened.	Expire: 90 days or 3 months after opening.	N

Reagents preparation: None

**Materials
Cont'd****Supplies**

Small Alcohol pads 200/BX SAP# 100019

3.7V rechargeable Lithium polymer batteries (Nova Biomedical product # 46827) -Responsibility of each individual cost center to order replacement batteries. To order complete a Non-stock Purchasing Requisition from Materials Management with the above product description

Equipment

StatStrip® Glucose Meter Model# 50088, 47116, 46766; Manufacturer: Nova Biomedical

StatStrip® Docking Station Model#42225; Manufacturer: Nova Biomedical

Battery life: 6 – 8 hours in use (approximately 40 tests). Return meter to docking station when not in use to maintain life of battery.

Docking Station:

The left light is green if the station is connected to the network.

The middle light flashes green if data is transferring.

The right light is green when the battery is fully charged or amber when charging

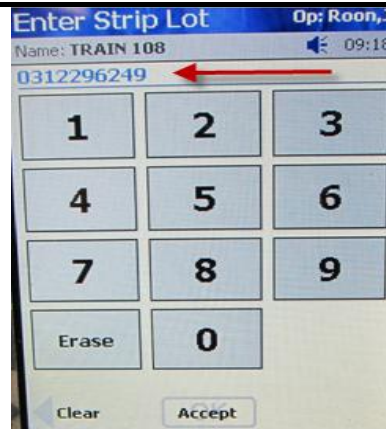
At the back of docking station there is a slot for charging spare batteries.

**Special Safety
Precautions**

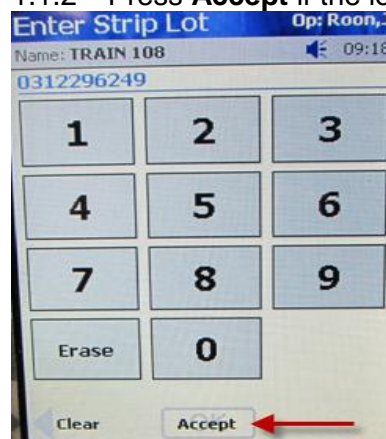
“Routine Practices” as directed by Health Canada, must be considered as the level of care provided for all patients. Use Health Canada Guidelines for “Routine Practices” to avoid exposure to blood, body fluids and contaminated surfaces. All patient samples, as well as the materials they contact, are to be considered biohazardous and therefore capable of transmitting infection or cross contamination.

Procedure**1. Scanner Issues**

Step	Action
1.1	Problem: Scanner Won't Work
	1.1.1 Check if the strip lot number is already entered on screen if the scanner is not working.



1.1.2 Press **Accept** if the lot number is a match.



Note:

If lot number is different clear lot number and manually program new lot number.

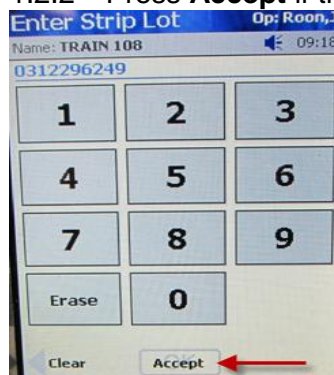
1.2

Problem: Can't Scan Strip Lot

1.2.1 Verify that the strip lot number is already entered for you if you can't scan strip lot number.



1.2.2 Press **Accept** if the lot number is a match.



Note:

If lot number is different, clear lot number and manually program new lot number.

1.3

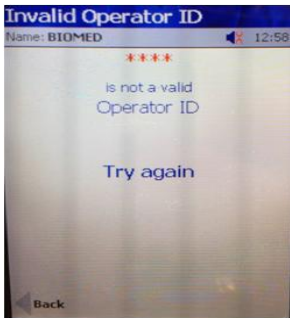
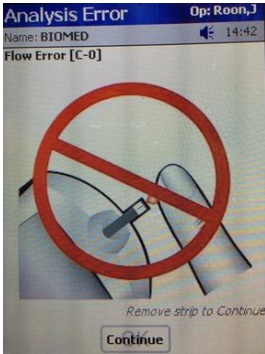
Problem: Scan Button Missing

Remove battery, wait 10 seconds and put battery back in. If problem persists, call Biomedical Engineering for replacement meter.

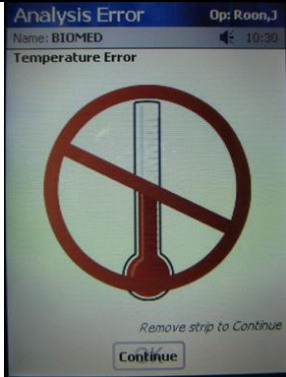
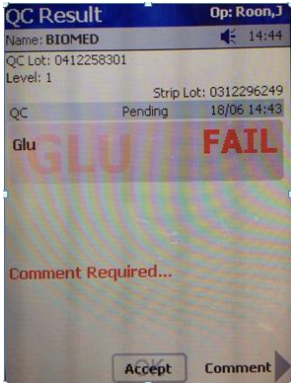





2. General Issues

Step	Action
2.1	<p>Problem: Can't Login</p> <p>Verify that all 5 digits of your Capital Health ID number are included or check with your manager to see if you are due for recertification.</p> 
2.2	<p>Problem: Flow Error</p> <p>Discard test strip and redo QC test. If problem persists, call Biomedical Engineering for replacement meter.</p> 
2.3	<p>Problem: Temperature Error</p> <p>Call Biomedical Engineering for replacement meter.</p>



			
2.4	<p>Problem: QC Failed</p> <p>Check the written date of when the QC and the glucose strips were opened. If past expiry – discard and repeat test with new QC and/or glucose strips. If within expiry – repeat test- if QC still fails call POCT Lab Contact 902-465-8545.</p>		
2.5	<p>Problem: Swollen Battery</p> <p><u>STOP!</u></p> <p>Do not continue to use the meter. Swollen lithium batteries are hazardous (i.e. could catch fire, ignite, explode, etc.)</p> <p>Immediately call Biomedical Engineering</p>		



2.6

Problem: Expired Strips.

Check "opened date" on bottle. Test strips are good for 6 months.



Check the expiration date of the Lot.






Discard strips if expired.

3. Docking Station Issues

Step	Action
3.1	Problem: Docking station Not Working 1.2.1 Verify that meter is snugly inserted into docking station.



		
	<p>1.2.1 Verify the power cord is fully plugged into the back. If problem persists call Biomedical Engineering.</p>  	
3.2	<p>Problem: Docking Station Lights Not All On Verify that Ethernet cable is plugged in. If problem persists, call IT Helpdesk 902-473-3399.</p>	




3.3

Problem: Docking Station Orange Light


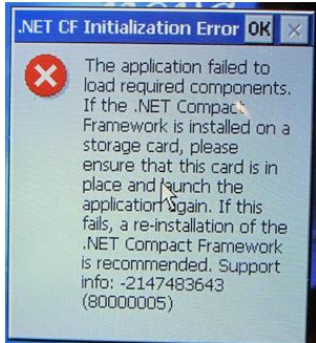

This is **normal**. If the last light on the right is orange it indicates that the battery is charging.



4. Application Issues




Step	Action
4.1	<p>Problem: Application Error Call Biomedical Engineering for replacement meter.</p> 



	4.2	<p>Problem: Longitude.Gui.exe Error Call Biomedical Engineering for replacement meter.</p> 	
	4.3	<p>Problem: .NET CF Initialization Error Call Biomedical Engineering for replacement meter.</p> 	
	4.4	<p>Problem: Fatal Error Call Biomedical Engineering for replacement meter.</p> 	



5. Screen Issues

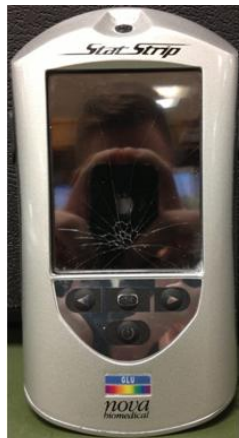
Step	Action
5.1	<p>Problem: Frozen on Blue Screen Remove battery, wait 10 seconds and put battery back in. If problem persists, call Biomedical Engineering for replacement meter.</p> 
5.2	<p>Problem: Coloured Lines Error Call Biomedical Engineering for replacement meter.</p> 
5.3	<p>Problem: Dried Residue Call Biomedical Engineering for replacement meter.</p> 



5.4

Problem: Broken Touch Screen

Call Biomedical Engineering for replacement meter.



6. Test Strip Issues

Step

Action

6.1

Problem: Won't Recognize Test Strip

Ensure proper test strip orientation (Don't put test strip in upside down).



6.2

Problem: Plugged Strip Port

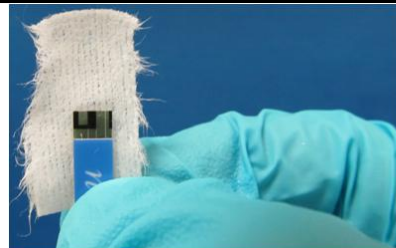
6.2.1 If there is residue (QC, blood) around the strip port. It is very likely the port is plugged and will need to be cleaned.



6.2.2 Tear off a small piece of an alcohol swab.



6.2.3 Wrap the small piece of alcohol swab around the end of a test strip.



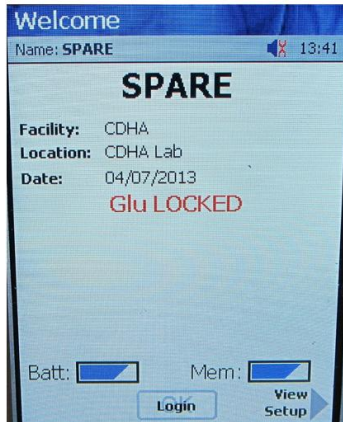
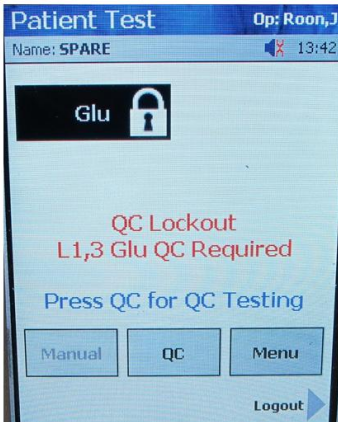
6.2.4 Gently insert the test strip into the strip port, moving it back and forth.

6.2.5 Repeat as many times as necessary until alcohol swab comes out clean.

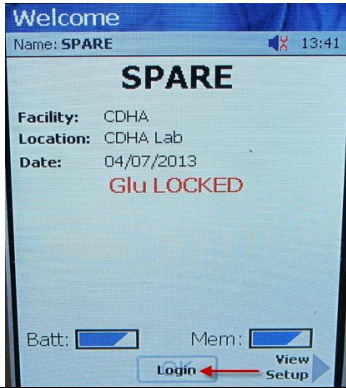
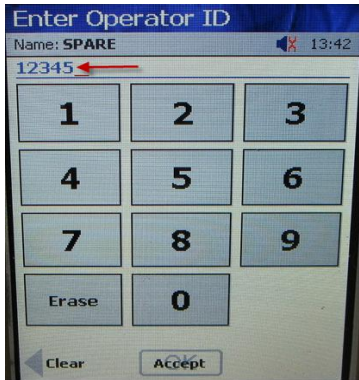



6.2.6 If problem persists, call Biomedical Engineering.

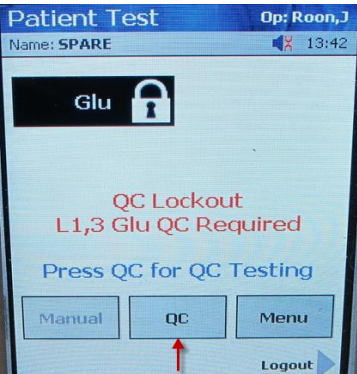


7. Performing QC

Step	Action
7.1	<p>Be aware of the screen you are starting with.</p> <div><div><p>Welcome Screen</p></div><div><p>Testing Screen</p></div></div>







	7.2	Press Login on Welcome screen. 
	7.3	Enter your 5 digit Capital Health employee ID number. 
	7.4	Press Accept . 



	7.5	<p>Select QC.</p> 	
	7.6	<p>Check the strip lot number already entered on screen.</p> 	
	7.7	<p>Press Accept if the lot number is a match.</p>  <p>Note: If lot number is different clear lot number and manually program new lot number.</p>	



	7.8	<p>Use QC Control Level 1.</p> 	
	7.9	<p>Scan the barcode on the side of QC Control Level 1.</p> <p>Press </p> 	
	7.10	<p>Insert a test strip into the meter.</p> 	
	7.11	<p>With the meter laying on a flat surface, apply a small drop of QC Control Level 1 to the tip of the test strip.</p>	



DO NOT STAND THE METER UPRIGHT



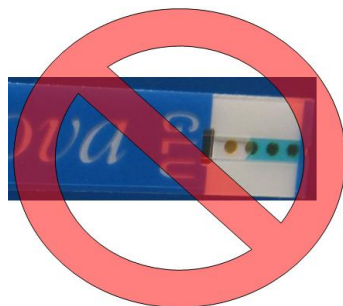
A small drop is all you need.





7.12

Make sure the test strip completely fills.



7.13

Press **Accept**.



7.14

Repeat steps 7.5 to 7.13 for QC Control Level 3.





**Procedural
Notes**

Contact	Phone Number
Laboratory (POCT Contact)	902-465-8545
IT Help Desk	902-473-3399
Engineering Services	902-473-2006
Nova Biomedical	800-545-6682
Biomedical Engineering HI	902-473-3113
Biomedical Engineering VG	902-473-5427
Biomedical Engineering DGH, Hants, Cobequid	902-465-8428

**Related
Procedures
and
Documents**

Document Name	Document #	Location
POCT Glucose Testing Using Nova Statstrip Meter Procedure	26395	CDHA Website

Reference

Nova Biomedical Statstrip Glucose Hospital Meter: Instructions for Use Manual