

# Diabetes - High Blood Sugar

After Hours Telephone Triage Protocols | Adult | 2020



## DEFINITION

- Patient with known diabetes mellitus
- Has a high blood sugar (hyperglycemia), defined as a blood glucose > 200 mg/dL (11.1 mmol/L)
- Has symptoms of high blood sugar
- Has questions regarding high blood sugar

**SYMPTOMS** of High Blood Sugar (Hyperglycemia) include:

- *Mild hyperglycemia*: Most often patient will have no symptoms.
- *Moderate hyperglycemia*: polyuria, polydipsia, fatigue, blurred vision.
- *Severe hyperglycemia*: confusion and coma.
- *Diabetic ketoacidosis (DKA)*: fruity odor on breath, vomiting, rapid breathing, weakness, confusion, and coma.

## INITIAL ASSESSMENT QUESTIONS

1. BLOOD GLUCOSE: "What is your blood glucose level?"
2. ONSET: "When did you check the blood glucose?"
3. USUAL RANGE: "What is your glucose level usually?" (e.g., usual fasting morning value, usual evening value)
4. KETONES: "Do you check for ketones (urine or blood test strips)?" If yes, ask: "What does the test show now?"
5. TYPE 1 or 2: "Do you know what type of diabetes you have?" (e.g., Type 1, Type 2, Gestational; doesn't know)
6. INSULIN: "Do you take insulin?" "What type of insulin(s) do you use? What is the mode of delivery? (syringe, pen; injection or pump)?"
7. DIABETES PILLS: "Do you take any pills for your diabetes?" If yes, ask: "Have you missed taking any pills recently?"
8. OTHER SYMPTOMS: "Do you have any symptoms?" (e.g., fever, frequent urination, difficulty breathing, dizziness, weakness, vomiting)
9. PREGNANCY: "Is there any chance you are pregnant?" "When was your last menstrual period?"

## TRIAGE ASSESSMENT QUESTIONS

### Call EMS 911 Now

Unconscious or difficult to awaken

*R/O: diabetic ketoacidosis (DKA), severe hyperglycemia, profound hypoglycemia*

*CA: 40, 14, 16, 1*

Acting confused (e.g., disoriented, slurred speech)

*R/O: DKA, severe hyperglycemia, hypoglycemia*

*CA: 40, 13, 14, 15, 1*

Very weak (e.g., can't stand)

*R/O: DKA, severe hyperglycemia, hypoglycemia*

*CA: 40, 13, 14, 15, 1*

Sounds like a life-threatening emergency to the triager

CA: 40, 1

### Go to ED Now

[1] Vomiting AND [2] signs of dehydration (e.g., very dry mouth, lightheaded, dark urine)

*Reason: may need IV hydration, possible DKA*

CA: 41, 92, 81, 1

[1] Blood glucose > 240 mg/dL (13.3 mmol/L) AND [2] rapid breathing

*R/O: DKA*

CA: 41, 92, 81, 1

### Go to ED Now (or PCP triage)

Blood glucose > 500 mg/dL (27.8 mmol/L)

CA: 42, 444, 80, 87, 1

[1] Blood glucose > 240 mg/dL (13.3 mmol/L) AND [2] urine ketones moderate-large (or more than 1+)

*R/O: DKA. Note: Most people with diabetes who use insulin do the urine ketone test.*

CA: 42, 444, 80, 87, 1

[1] Blood glucose > 240 mg/dL (13.3 mmol/L) AND [2] blood ketones > 1.4 mmol/L

*R/O: DKA. Note: Some patients check their blood for ketones using a hand-held device.*

CA: 42, 444, 80, 87, 1

[1] Blood glucose > 240 mg/dL (13.3 mmol/L) AND [2] vomiting AND [3] unable to check for ketones (in blood or urine)

*R/O: DKA. Note: Most people with diabetes who use insulin do the urine ketone test. Some patients check their blood for ketones using a hand-held device.*

CA: 42, 444, 80, 87, 1

[1] New onset diabetes suspected (e.g., frequent urination, weak, weight loss) AND [2] vomiting or rapid breathing

CA: 42, 80, 87, 1

Vomiting lasts > 4 hours

*R/O: DKA, dehydration*

CA: 42, 444, 80, 87, 1

Patient sounds very sick or weak to the triager

*Reason: severe acute illness or serious complication suspected*

CA: 42, 444, 80, 87, 1

### See HCP within 4 Hours (or PCP triage)

Fever > 100.4 F (38.0 C)

*Reason: diabetes suppresses the immune system, consider possibility of bacterial infection*

CA: 43, 444, 72, 73, 27, 1

### Call PCP Now

Blood glucose > 400 mg/dL (22.2 mmol/L)

*Reason: significant hyperglycemia*

CA: 49, 444, 24, 27, 1

[1] Blood glucose > 300 mg/dL (16.7 mmol/L) AND [2] two or more times in a row

*Reason: obtain PCP input regarding medication adjustment and diet*

CA: 49, 444, 446, 27, 1

Urine ketones moderate - large (or blood ketones > 1.4 mmol/L)

*Reason: obtain PCP input regarding medication adjustment and diet*

CA: 49, 444, 25, 1, 27

[1] Caller has URGENT medication or insulin pump question AND [2] triager unable to answer question

CA: 49, 444, 9, 1

### **See PCP within 24 Hours**

[1] Symptoms of high blood sugar (e.g., frequent urination, weak, weight loss) AND [2] not able to test blood glucose

CA: 44, 6, 27, 1

New onset diabetes suspected (e.g., frequent urination, weakness, weight loss)

CA: 44, 6, 27, 1

### **Call PCP within 24 Hours**

[1] Caller has NON-URGENT medication or insulin pump question AND [2] triager unable to answer question

CA: 50, 445, 9, 1

### **Home Care**

[1] Blood glucose > 300 mg/dL (16.7 mmol/L) AND [2] uses insulin (e.g., insulin-dependent, all people with type 1 diabetes)

*Reason: hyperglycemia. Note: triager will provide call back instructions for blood glucose over 300 mg/dL (16.7 mmol/L) that happens 2 or more times in a row.*

CA: 48, 447, 5, 6, 4, 11, 2, 3, 34, 35, 10, 8, 1

[1] Blood glucose 240 - 300 mg/dL (13.3 - 16.7 mmol/L) AND [2] uses insulin (e.g., insulin-dependent, all people with type 1 diabetes)

*Reason: hyperglycemia*

CA: 48, 5, 6, 4, 11, 2, 3, 34, 35, 10, 8, 1

[1] Blood glucose > 300 mg/dL (16.7 mmol/L) AND [2] does not use insulin (e.g., not insulin-dependent; most people with type 2 diabetes)

*Reason: hyperglycemia. Note: triager will provide call back instructions for blood glucose over 300 mg/dL (16.7 mmol/L) that happens 2 or more times in a row.*

CA: 48, 447, 5, 6, 11, 2, 3, 34, 35, 10, 8, 1

[1] Blood glucose 240 - 300 mg/dL (13.3 - 16.7 mmol/L) AND [2] does not use insulin (e.g., not insulin-dependent; most people with type 2 diabetes)

*Reason: hyperglycemia*

CA: 48, 5, 6, 11, 2, 3, 34, 35, 10, 33, 8, 1

Blood glucose 70-240 mg/dL (3.9 -13.3 mmol/L)

CA: 48, 5, 22, 3, 34, 35, 2, 10, 23, 33, 7, 1

Sick day rules for people with diabetes who use insulin, questions about

CA: 48, 17, 28, 29, 30, 19, 20, 31, 32, 8, 1

Sick day rules for people with diabetes who do not use insulin, questions about

CA: 48, 18, 19, 21, 31, 32, 8, 1

## CARE ADVICE (CA) -

1. **Care Advice** given per Diabetes - High Blood Sugar (Adult) guideline.
2. **Measure and Record Your Blood Glucose:**
  - Measure your blood glucose before breakfast and before going to bed.
  - Record the results and show them to your doctor at your next office visit.
3. **Daily Blood Glucose Goals:**
  - You and your doctor should decide what your blood glucose goals should be. Typical goals for most non-pregnant adults who perform daily finger-stick blood glucose testing at home are as follows.
  - *Pre-prandial (before meal):* 80-130 mg/dL (4.4-7.2 mmol/L)
  - *Post-prandial (1-2 hours after a meal):* Less than 180 mg/dL (10 mmol/L)
  - *A1C Level:* Less than 7%
4. **Continue Insulin:**
  - Follow the *insulin dosing plan* recommended by your doctor.
  - IF your doctor has given you instructions to take extra rapid-acting (e.g., lispro, aspart) or short acting (regular) insulin when your blood sugar is high, give yourself the insulin dose your doctor has recommended.
5. **High Blood Sugar (Hyperglycemia):**
  - *Definition:* Fasting blood glucose over 140 mg/dL (7.8 mmol/L) or random blood glucose over 200 mg/dL (11.1 mmol/L).
  - *Symptoms of mild hyperglycemia:* Frequent urinating (peeing), increased thirst, fatigue, blurred vision.
  - *Symptoms of severe hyperglycemia:* Confusion and coma.
  - *Contributing factors:* Not taking medicines as prescribed, not following diabetic diet, and infection.
6. **Treatment - Liquids:**
  - Drink at least one glass (8 oz; 240 ml) of water per hour for the next 4 hours (Reason: adequate hydration will help lower blood sugar).
  - Generally, you should try to drink 6-8 glasses of water each day.

7. **Call Back If:**
  - Urine ketones are moderate or large (or more than 1+); if you check blood ketones, when blood ketone test is over 1.4 mmol/L
  - Blood glucose over 300 mg/dL (16.7 mmol/L) two or more times in a row
  - You become worse.
8. **Call Back If:**
  - Blood glucose over 300 mg/dL (16.7 mmol/L), two or more times in a row.
  - Urine ketones become moderate or large (or more than 1+); if you check blood ketones, blood ketone test is over 1.4 mmol/L
  - Vomiting lasting over 4 hours or unable to drink any fluids
  - Rapid breathing occurs
  - You become worse or have more questions.
9. **Call Back If:**
  - You have more questions.
  - You become worse.
10. **Check for Ketones:**
  - If you use insulin, you should have ketone test strips at home.
  - You should check your ketones when you are sick or your blood glucose is over 240 mg/dL (13.3 mmol/L).
  - There are two ways a person can test for ketones.
  - **Urine Ketone Test:** Most people with diabetes use this test. Urine ketone test kits are available at your local pharmacy.
  - **Blood Ketone Test:** Some people have special meters that allow them to test for blood ketones.
11. **Continue Diabetes Pills:**
  - Continue taking your diabetes pills.
13. **First Aid Advice - Give Glucose by Mouth if Able to Swallow and Blood Glucose is Unknown or less than 70 mg/dL (3.9 mmol/L):**
  - One can give sugar (glucose) by mouth if the patient is conscious, able to follow commands, and able to swallow.
  - **Instructions:** Give sugar (15-20 grams glucose) by mouth IF able to swallow.
  - **Sources of Glucose:** Each of the following has the right amount of sugar: **glucose tablets** (3-4 tablets; 15-20 grams); glucose gel (15-20 grams); fruit juice or non-diet soda (1/2 cup; 120 ml); milk (1 cup; 240 ml); pre-packaged juice box (1 box); Skittles candy (15); table sugar or honey (3 teaspoons; 15 ml).
  - **Expected Course:** Symptoms should begin to improve within 5-10 minutes. It may take 15-20 minutes for symptoms to go away completely.
  - **Repeat** the glucose if not better within 15-20 minutes.
14. **First Aid Advice - Give Glucagon If Unable to Swallow and Blood Glucose is Unknown or less than 70 mg/dL (3.9 mmol/L):**
  - If the patient has glucagon for hypoglycemic emergencies, tell the caller to give the glucagon now.
  - **Instructions:** Tell the caller to follow the instructions in the glucagon kit. Inject it IM into the upper outer thigh. The adult dosage is 1 mg.
  - **Expected Course:** Symptoms should begin to improve within 5-10 minutes. It may take 15-20 minutes for symptoms to go away completely.
  - **Call EMS 911:** Call 911 right after giving glucagon or have another person call while you are giving glucagon.

15. **Note to Triager - Glucose or Glucagon for Hypoglycemia:**
  - Hypoglycemia is an emergency.
  - It is important to treat hypoglycemia right away.
  - Tell the caller to give **glucose or glucagon** even if the blood glucose is **unknown**. Glucose is the preferred first aid treatment for hypoglycemia if the patient is able to swallow. Glucagon is preferred if the patient is unable to swallow.
  - If it turns out that the blood glucose is high, the hospital can treat this easily.
16. **Note to Triager - Glucagon for Hypoglycemia:**
  - Hypoglycemia is an emergency.
  - It is important to treat hypoglycemia right away.
  - Tell the caller to give **glucagon** even if the blood glucose is **unknown**. Glucagon is the preferred first aid treatment for hypoglycemia if the patient is unconscious and unable to swallow.
  - If it turns out that the blood glucose is high, the hospital can treat this easily.
17. **Sick Day Rules - For Patients Who Take Insulin:**
  - *Do not stop taking your insulin.* During illness the blood sugar often rises.
  - *Check your blood glucose every 3-4 hours.* Write down the results.
  - *Check for ketones (urine or blood) every 3-4 hours.* Ketones can be a sign of dehydration or poorly controlled diabetes.
  - *Drink liquids.* It is important to prevent dehydration. Drink small amounts frequently.
  - *Avoid hypoglycemia.* If your appetite is bad, you are not eating solid food, and your blood glucose is less than 200 mg/dL (11.1 mmol/L), then you should be drinking sugar-containing liquids. Examples are soda, clear juices, sports drinks.
18. **Sick Day Rules - For People with Diabetes Who Do Not Use Insulin:**
  - Do not stop taking your diabetes pills. (Reason: during illness the blood sugar often rises.)
  - Check your blood glucose every 3-4 hours. Write down the results.
19. **Sick Day Rules - Diet:**
  - *Appetite OK, minimal nausea:* Continue your normal meal plan. Avoid spicy or greasy foods.
  - *Appetite fair, moderate nausea:* Eat a bland diet. Try small amounts of food 6-8 times a day. Take 1/2 to 1 cup (120 - 240 ml) of food or liquids every 1-2 hours.
  - *Appetite poor, severe nausea:* Take a liquid diet. Sip 1 tablespoon (15 ml) of liquid every 10 minutes. Examples include broth, juice, sport drinks, and soft drinks.
  - *Gradually start foods again when you start to feel better.*
20. **Sick Day Rules - Liquids:**
  - Drink more fluids, at least 8-10 glasses daily (8 oz or 240 ml each glass).
  - You will need even more fluids if you have fever, vomiting, or diarrhea.
21. **Sick Day Rules - Liquids:**
  - Drink more fluids, at least 8-10 glasses daily (8 oz or 240 ml each glass). You will need even more fluids if you have fever, vomiting, or diarrhea.
  - If glucose over 240 mg/dL (13.3 mmol/L), drink sugar-free liquids (e.g., water).
  - If glucose under 120 mg/dL (6.7 mmol/L), drink sugar-containing liquids (e.g., sports drinks, juice, soda).

22. **General Diabetes Advice:**
- *Medical check-ups:* See your doctor regularly.
  - *Testing:* Test your blood glucose - Follow your doctor's advice regarding how often.
  - *Record-keeping:* Keep a daily record of how you are feeling and the results of your tests.
  - *Medicines:* Take your diabetes medicines as prescribed.
  - *Eat healthy:* Work with your doctor or a dietician to develop healthy meal plan.
  - *Exercise:* Staying physically active is important.
  - *Eye exam:* Get an eye exam once a year (by an ophthalmologist).
  - *Feet:* Keep your feet clean and dry; check your feet daily for sores.
23. **Resources** - Reliable educational information is available from:
- American Diabetes Association. 1-800-DIABETES. Website: <http://www.diabetes.org>
  - Canadian Diabetes Association. 1-800-226-8464. Web site: <http://www.diabetes.ca>
  - U.S. National Diabetes Education Program. 1-800-438-5383. Website: <http://ndep.nih.gov/>
24. **Recheck:**
- If you have not done so already, recheck your blood sugar to make certain that it is really that high.
25. **Drink Extra Fluids:**
- Drink at least one glass (8 oz; 240 ml) of water per hour for the next 4 hours.
  - Adequate hydration will help lower the blood sugar.
27. **Call Back If:**
- Vomiting occurs
  - Rapid breathing occurs
  - You become worse.
28. **Insulin - Do Not Stop Taking It:**
- If you are supposed to be using insulin, do not stop taking it.
  - The reason is that sometimes during an illness you may need even more insulin than usual.

29. **Insulin - Supplemental Insulin for Hyperglycemia:**
- **Note To Triager:** Supplemental rapid-acting (e.g., lispro, aspart) or short-acting (regular) insulin is sometimes needed in addition to usual insulin doses for treating hyperglycemia. Most patients should already have been given 'sick day rules' education by their doctor and instructions on when to use supplemental insulin.
  - **Total Daily Dose (TDD):** The TDD is calculated by adding up ALL insulin administered during a Usual day.
  - **Typical Sick Day Insulin Supplementation - Urine Ketones Negative Or Trace:** If glucose is 80-240 mg/dL (4.4-13.3 mmol/L), give usual dose. If glucose is 250-400 mg/dL (13.9-22.2 mmol/L), supplemental insulin dosage is 10% of TDD. If glucose is over 400 mg/dL (22 mmol/l), supplemental insulin dosage is 20% of TDD.
  - **Typical Sick Day Insulin Supplementation - Urine Ketones Moderate:** If glucose is 80-240 mg/dL (4.4-13.3 mmol/L), give usual dose. If glucose is 250-400 mg/dL (13.9-22.2 mmol/L), supplemental insulin dosage is 20% of TDD. If glucose is over 400 mg/dL (22.2 mmol/l), supplemental insulin dosage is 20% of TDD.
  - **The triage nurse must discuss all insulin dosing with the doctor before giving insulin dosing recommendations to the patient.** In most cases it is best if the doctor talks directly with the patient.
30. **Insulin - Decreased Insulin for Hypoglycemia:**
- **Note To Triager:** Decreased insulin dosing is sometimes needed in patients with a blood glucose under 80 mg/dL (4.4 mmol/L), especially if there is decreased oral intake.
  - **Typical Sick Day Insulin Reduction:** For blood glucose under 80 mg/dL (4.4 mmol/L) and there is decreased oral intake: Do not give rapid-acting (e.g., lispro, aspart) or short-acting (regular) insulin. Reduce intermediate-acting insulin (e.g., NPH, Lente, 70/30) and long-acting insulin (e.g., glargine, degludec, detemir) by 20%.
  - **The triage nurse must discuss all insulin dosing with the doctor before giving insulin dosing recommendations to the patient.** In most cases it is best if the doctor talks directly with the patient.
31. **Check Blood Glucose:**
- When you are ill, you should measure your blood glucose every 3-4 hours.
  - Write down the results.
32. **Check for Ketones:**
- You should check your ketones when you are sick or your blood glucose is over 240 mg/dL (13.3 mmol/L).
  - There are two ways a person can test for ketones.
  - **Urine Ketone Test:** Most people with diabetes use this test. Urine ketone test kits are available at your local pharmacy.
  - **Blood Ketone Test:** Some people have special meters that allow them to test for blood ketones.
33. **Expected Course - You should Call Your Doctor Within 1-3 Days If:**
- Your blood sugar continues to be above 240 mg/dL (13.3 mmol/L).
  - Your blood sugar continues to be higher than the glucose goals your doctor set for you.
  - It has been longer than 6 months since you had an Hemoglobin A1C test.



34. **Daily Blood Glucose Goals - Gestational Diabetes in Pregnancy (Diabetes that Started in Pregnancy):**
- You and your doctor should decide on what your blood glucose goals should be. Typical goals for most pregnant women who perform daily finger-stick blood testing at home are as shown below.
  - *Pre-prandial (before meal):* less than 95 mg/dL (5.3 mmol/L)
  - *Post-prandial:* less than 140 mg/dL (7.8 mmol/L) one-hour after eating OR less than 120 mg/dL (6.7 mmol/L) two-hours after eating.
35. **Daily Blood Glucose Goals - Type 1 or 2 Diabetes in Pregnancy (Diabetes that Started before Pregnancy):**
- You and your doctor should decide on what your blood glucose goals should be. Typical goals for most pregnant women who perform daily finger-stick blood testing at home are as shown below.
  - *Fasting:* <90 mg/dL (5.0 mmol/L)
  - *One-Hour post-prandial (after a meal):* less than 130-140 mg/dL (7.2-7.8 mmol/L)
  - *Two-Hour post-prandial (after a meal):* less than 120 mg/dL (6.7 mmol/L)
40. **Call EMS 911 Now:**
- Immediate medical attention is needed. You need to hang up and call 911 (or an ambulance).
  - *Triager Discretion:* I'll call you back in a few minutes to be sure you were able to reach them.
41. **Go to ED Now:**
- You need to be seen in the Emergency Department.
  - Go to the ED at \_\_\_\_\_ Hospital.
  - Leave now. Drive carefully.
42. **Go To ED Now (or PCP triage):**
- **If No PCP (Primary Care Provider) Second-Level Triage:** You need to be seen within the next hour. Go to the ED/UCC at \_\_\_\_\_ Hospital. Leave as soon as you can.
  - **If PCP Second-Level Triage Required:** You may need to be seen. Your doctor (or NP/PA) will want to talk with you to decide what's best. I'll page the provider on-call now. If you haven't heard from the provider (or me) within 30 minutes, go directly to the ED/UCC at \_\_\_\_\_ Hospital.
43. **See HCP Within 4 Hours (or PCP triage):**
- **If Office Will Be Open:** You need to be seen within the next 3 or 4 hours. Call your doctor (or NP/PA) now or as soon as the office opens.
  - **If Office Will Be Closed and No PCP (Primary Care Provider) Second-Level Triage:** You need to be seen within the next 3 or 4 hours. A nearby Urgent Care Center (UCC) is often a good source of care. Another choice is to go to the ED. Go sooner if you become worse.
  - **If Office Will Be Closed and PCP Second-Level Triage Required:** You may need to be seen. Your doctor (or NP/PA) will want to talk with you to decide what's best. I'll page the on-call provider now. If you haven't heard from the provider (or me) within 30 minutes, call again. **NOTE:** If on-call provider can't be reached, send to UCC or ED.

44. **See PCP Within 24 Hours:**
- **If Office Will Be Open:** You need to be seen within the next 24 hours. Call your doctor (or NP/PA) when the office opens and make an appointment.
  - **If Office Will Be Closed and No PCP (Primary Care Provider) Second-Level Triage:** You need to be seen within the next 24 hours. A clinic or an urgent care center is often a good source of care if your doctor's office is closed or you can't get an appointment.
  - **If Office Will Be Closed and PCP Second-Level Triage Required:** You may need to be seen within the next 24 hours. Your doctor (or NP/PA) will want to talk with you to decide what's best. I'll page the on-call provider now. **NOTE:** Since this isn't serious, hold the page between 10 pm and 7 am. Page the on-call provider in the morning.
  - **If Patient Has No PCP:** Refer patient to a clinic or urgent care center. Also try to help caller find a PCP for future care.
45. **See PCP Within 3 Days:**
- You need to be seen within 2 or 3 days. Call your doctor (or NP/PA) during regular office hours and make an appointment. A clinic or urgent care center are good places to go for care if your doctor's office is closed or you can't get an appointment. **NOTE:** If office will be open tomorrow, tell caller to call then, not in 3 days.
  - **If Patient Has No PCP (Primary Care Provider):** A clinic or urgent care center are good places to go for care if you do not have a primary care provider. **NOTE:** Try to help caller find a PCP for future care (e.g., use a physician referral line). Having a PCP or "medical home" means better long-term care.
46. **See PCP Within 2 Weeks:**
- You need to be seen for this ongoing problem within the next 2 weeks. Call your doctor (or NP/PA) during regular office hours and make an appointment.
  - **If Patient Has No PCP (Primary Care Provider):** A primary care clinic or an urgent care center are good places to go for care if you do not have a primary care provider. **NOTE:** Try to help caller find a PCP (e.g., use a physician referral line). Having a PCP or "medical home" means better long-term care.
47. **Home Care - Information or Advice Only Call.**
48. **Home Care:**
- You should be able to treat this at home.
49. **Call PCP Now:**
- You need to discuss this with your doctor (or NP/PA).
  - I'll page the on-call provider now. If you haven't heard from the provider (or me) within 30 minutes, call again.
50. **Call PCP Within 24 Hours:**
- You need to discuss this with your doctor (or NP/PA) within the next 24 hours.
  - **If Office Will Be Open:** Call the office when it opens tomorrow morning.
  - **If Office Will Be Closed:** I'll page the on-call provider now. **Exception:** from 9 pm to 9 am. Since this isn't urgent, we'll hold the page until morning.
51. **Call PCP When Office Is Open:**
- You need to discuss this with your doctor (or NP/PA) within the next few days.
  - Call the office when it is open.

52. **Go To L&D Now:**
- You need to be seen.
  - Go to the Labor and Delivery Unit or the Emergency Department at \_\_\_\_\_ Hospital.
  - Leave now. Drive carefully.
72. **Fever Medicines:**
- For fever relief, take acetaminophen or ibuprofen.
  - Treat fevers above 101° F (38.3° C).
  - The goal of fever therapy is to bring the fever down to a comfortable level. Remember that fever medicine usually lowers fever 2-3° F (1-1.5° C).
- Acetaminophen (e.g., Tylenol):**
- Take 650 mg (*two 325 mg pills*) by mouth every 4-6 hours as needed. Each Regular Strength Tylenol pill has 325 mg of acetaminophen. The most you should take each day is 3,250 mg (10 Regular Strength pills a day).
  - Another choice is to take 1,000 mg (*two 500 mg pills*) every 8 hours as needed. Each Extra Strength Tylenol pill has 500 mg of acetaminophen. The most you should take each day is 3,000 mg (6 Extra Strength pills a day).
- Ibuprofen (e.g., Motrin, Advil):**
- Take 400 mg (*two 200 mg pills*) by mouth every 6 hours as needed.
  - The most you should take each day is 1,200 mg (six 200 mg pills a day), unless your doctor has told you to take more.
- Extra Notes:**
- Acetaminophen is thought to be safer than ibuprofen or naproxen for people over 65 years old. Acetaminophen is in many OTC and prescription medicines. It might be in more than one medicine that you are taking. You need to be careful and not take an overdose. An acetaminophen overdose can hurt the liver.
  - McNeil, the company that makes Tylenol, has different dosage instructions for Tylenol in Canada and the United States. In Canada, the maximum recommended dose per day is 4,000 mg or twelve (12) Regular-Strength (325 mg) pills. In the United States, McNeil recommends a maximum dose of ten (10) Regular-Strength (325 mg) pills.
  - Before taking any medicine, read all the instructions on the package.
73. **Caution - NSAIDs (e.g., ibuprofen, naproxen):**
- Do not take nonsteroidal anti-inflammatory drugs (NSAIDs) if you have stomach problems, kidney disease, heart failure, or other contraindications to using this type of medicine.
  - Do not take NSAID medicines for over 7 days without consulting your PCP.
  - Do not take NSAID medicines if you are pregnant.
  - Do not take NSAID medicines if you are also taking blood thinners.
  - You may take this medicine with or without food. Taking it with food or milk may lessen the chance the drug will upset your stomach.
  - **Gastrointestinal Risk:** There is an increased risk of stomach ulcers, GI bleeding, perforation.
  - **Cardiovascular Risk:** There may be an increased risk of heart attack and stroke.
80. **Driving:** Another adult should drive.
81. **Bring Medicines:**
- Please bring a list of your current medicines when you go to the Emergency Department (ER).
  - It is also a good idea to bring the pill bottles too. This will help the doctor to make certain you are taking the right medicines and the right dose.

87. **Bring Medicines:**
- Please bring a list of your current medicines when you go to see the doctor.
  - It is also a good idea to bring the pill bottles too. This will help the doctor to make certain you are taking the right medicines and the right dose.
89. **Call Back If:**
- You become worse.
92. **Note to Triager - Driving:**
- Another adult should drive.
  - If immediate transportation is not available via car or taxi, then the patient should be instructed to call EMS-911.
444. **Alternate Disposition - Call Your Diabetes Specialist Now:**
- If you have a diabetes specialist (doctor, NP, PA), then you should call the specialist now.
445. **Alternate Disposition - Call Your Diabetes Specialist:**
- If you have a diabetes specialist (doctor, NP, PA), then you should call the specialist in the next 24 hours.
446. **Patients with Insulin Pumps - Make Sure Your Pump Is Working:**
- Check your glucose sensor and meter to make sure they are working well.
  - Have you changed your pump site and infusion set?
  - Consider also calling your pump company for questions about your pump.
447. **Alternate Disposition - Call Your Diabetes Specialist:**
- If you have a diabetes specialist (doctor, NP, PA), then you should call the specialist within the next 2-3 days.
  - Call the office when it is open.

## FIRST AID



### FIRST AID Advice for Hypoglycemia -- Glucose

*... IF BLOOD GLUCOSE < 70 mg/dL (3.9 mmol/L) or UNKNOWN, for a person who is conscious, able to follow commands, and able to swallow:*

- Give sugar (15-20 grams glucose) by mouth.
- Each of the following has the right amount of sugar: **glucose tablets** (3-4 tablets; 15-20 grams); glucose gel (15-20 grams); fruit juice or non-diet soda (1/2 cup; 120 ml); milk (1 cup; 240 ml); pre-packaged juice box (1 box); Skittles candy (15); table sugar or honey (3 teaspoons; 15 ml).
- Symptoms should begin to improve within 5-10 minutes. It may take 15-20 minutes for symptoms to go away completely.
- **Repeat** if not better within 15-20 minutes.

### FIRST AID Advice for Hypoglycemia -- Glucagon

*... IF BLOOD GLUCOSE < 70 mg/dL (3.9 mmol/L) or UNKNOWN (pending EMS arrival). Glucagon is preferred if patient is unconscious or unable to swallow:*

- If family has glucagon for hypoglycemic emergencies AND the caller knows how to use it, instruct the caller to give the glucagon now.
- Inject it IM into the upper outer thigh.

- Adult dosage is 1 mg.
- Glucagon can be used in unconscious patients.
- Symptoms should begin to improve within 5-10 minutes. Full recovery may take 10-15 minutes.

## BACKGROUND INFORMATION

### Causes of Hyperglycemia (High Blood Sugar)

There are a number of other factors that can cause or increase the likelihood of hyperglycemia.

- Noncompliance with taking insulin or other diabetes medicines. Forgetting to take insulin is the most common cause.
- Malfunction of an individual's insulin pump
- Noncompliance with diabetes diet
- Infection
- Steroid medications (e.g., Prednisone, Medrol dose pack)
- ... or a combination of these factors.

### Diabetes Mellitus

Diabetes mellitus is an endocrine condition in which patients have elevated blood glucose levels (hyperglycemia). Insulin is a hormone produced by the pancreas.

The classic symptoms of untreated or undertreated diabetes are:

- Frequent urination (polyuria),
- Polydipsia (excessive thirst), and
- Involuntary weight loss.

There are four different classes of diabetes mellitus:

- Type 1 diabetes
- Type 2 diabetes
- Gestational diabetes
- Specific types of diabetes due to other causes

What is the role of insulin?

- Insulin helps the body process and store the glucose it gets from food.
- Eating food makes the blood glucose rise and insulin makes the blood glucose fall.

### Type 1 Diabetes

- *Other names:* insulin dependent diabetes mellitus (IDDM), juvenile onset diabetes.
- *Physiology:* There is no production of insulin by the body.
- *Ketosis-prone:* Patients with this type of diabetes are ketosis-prone. This means that if they do not receive daily insulin shots, their bodies break down fats and produce ketones. The ketones spill into the urine and can be measured. Patients with type I diabetes are at risk for developing Diabetic KetoAcidosis (DKA), a life-threatening condition.
- *Onset:* It most commonly first appears in childhood or adolescence. Approximately 10% of diabetics are type 1.
- *Treatment:* Subcutaneous insulin is required and needs to be given a least once daily. Patients

striving for tighter control of their blood glucose will take insulin more often than once a day. Recommended therapy for type 1 diabetes includes: 1) use of multiple-dose insulin injections (3–4 injections per day) and 2) matching of mealtime (prandial) insulin to carbohydrate intake, before meal blood glucose reading, and anticipated exercise.

## Type 2 Diabetes

- *Other names:* Non-Insulin Dependent Diabetes Mellitus (NIDDM), Adult-Onset Diabetes
- *Physiology:* There is decreased insulin production and decreased sensitivity to insulin.
- *Not ketosis-prone:* These patients are not prone to ketosis. DKA rarely occurs.
- *Onset:* It more commonly develops in elderly and overweight adults.
- *Treatment:* The initial and most important treatments are exercise and weight loss. When these measures fail, oral medicines (e.g., metformin) can be prescribed. These medicines help the body make more insulin or use the insulin more effectively. Occasionally patients require insulin therapy.
- *Diagnosis:* Probably the best way to diagnose diabetes is an A1C test. A value of 6.5% or above indicates diabetes. There are two other tests that have long been used for diagnosing diabetes: a fasting plasma glucose (FPG) of 126 mg/dL (7.0 mmol/L) or above and a 2-hour oral glucose tolerance test (OGTT) with a glucose of 200 mg/dL (11.1 mmol/L) or above.

## Gestational Diabetes

Gestational diabetes is diabetes that is found for the first time when a woman is pregnant.

- *Other names:* Pregnancy-induced diabetes
- *Physiology:* In gestational diabetes, the body is not making sufficient insulin to keep pace with the weight gain and other hormonal changes of pregnancy.
- *Not ketosis-prone:* These patients are not prone to ketosis. DKA rarely occurs.
- *Onset:* It occurs during pregnancy.
- *Treatment:* A meal plan and regular physical activity are important. If these measures fail, diabetes medicine (usually insulin) may be prescribed.

## Diabetic Ketoacidosis (DKA)

- *Definition:* Blood glucose > 240 mg/dL (13.3 mmol/L) with acidosis and ketosis (urine ketones moderate to large; or blood ketones > 1.4 mmol/L)
- *Symptoms of DKA:* In addition to symptoms of hyperglycemia, fruity odor on breath, vomiting, rapid/deep breathing, confusion, and coma.
- *Causes:* Poor compliance or inadequate use of insulin in type 1 diabetes, infections.

## Ketone Testing

People with diabetes who take insulin should test for ketones when their blood sugar is more than 240 mg/dL (13.3 mmol/L). They should also check for ketones when they are sick or have symptoms of ketoacidosis (vomiting, fruity breath, or rapid breathing). Detecting ketosis early is important in order to help prevent life-threatening diabetes ketoacidosis.

There are now two ways patients can test for ketones at home.

- **Urine Ketone Tests:** Many patients test for urine ketones (urine acetoacetate) by doing a urine ketone test. Urine ketone strips are available at local pharmacies. The results indicate the amount of urine ketones as small, moderate, or large. Moderate to large amount ketones indicate ketosis.
- **Blood Ketone Tests:** Some blood glucose test meters now allow the patient to also test for blood ketones (blood  $\beta$ -hydroxybutyrate). The patient can often test for blood ketones and blood glucose at the same time. The blood ketone test does require a different strip made just for ketone tests. Blood

ketone tests may detect ketones a bit sooner than urine ketone test. The blood ketone tests give the patient a number reading. A number below 0.6 mmol/L is considered normal. Numbers between 0.6 to 1.4 mmol/L means ketosis is developing and the patient should call their doctor for further instructions. Numbers more than 1.4 mmol/L means ketosis is concerning and patients should call their doctor or seek medical care now.

## Types of Insulin

There are different types of insulin. They vary in how quickly they start to work, when they peak, and how long they last.

- *Rapid-acting* (Humalog/lispro, NovoLog/aspart, Apidra/gulisine): onset 5-15 minutes; peaks 30-90 minutes; lasts 4-6 hours.
- *Short-acting* (Regular, Humulin R, Novolin R): onset 30-60 minutes; peaks 2-3 hours; lasts 5-8 hours.
- *Intermediate-acting* (NPH, Lente, Humulin N, Humulin L, Novolin N, Novolin L): onset 2-4 hours; peaks 4-12 hours; lasts 10-18 hours.
- *Long-acting* (Lantus/glargine, Levemir/detemir): onset 2-4 hours; no true peak; lasts 18-24 hours.
- *Newer long-acting insulins* (Tresiba/degludec, Basaglar/glargine, Toujeo/glargine): last more than 24 hours.
- *Pre-mixed* (Humulin 70/30, Humulin 50/50, Humalog mix, NovoLog mix): 2 peaks; lasts 10-16 hours; depends on mixture.
- *Inhaled* (Afrezza): onset 12-15 minutes; peaks 35-55 minutes; lasts 3 hours.

## Insulin Routines

Insulin is required for all people with type 1 diabetes. It is sometimes needed for people with type 2 diabetes.

- *Insulin Injections*: Once daily long-acting insulin works by providing the basal (baseline) level of insulin the body needs all day long. It does not cover the extra insulin needed when a person eats meals. It may be used alone in patients with type 2 diabetes. Patients with type 1 diabetes often need a combination of insulin types (shorter and longer-acting) and may need 3 to 4 injections per day.
- *Continuous subcutaneous insulin infusion*

People can take insulin in different ways:

- Injection or shot (needle and syringe)
- Insulin pen
- Insulin pump

An inhaled form of insulin (Arezza) has recently been developed.

## Types of Oral Medicines

There are many different types of oral medicines (pills) for treating diabetes.

- *Alpha-glucosidase inhibitors*: Examples include acarbose (Precose, Glucobay) and miglitol (Glyset).
- *Biguanides*: Examples include metformin (Glucophage, Glumetza, Fortamet, generics). Metformin is the preferred first drug to use in people with type 2 diabetes.
- *DPP-4 Inhibitors*: Examples include Sitagliptin (Januvia), saxagliptin (Onglyza), linagliptin (Tradjenta), and alogliptin (Nesina).
- *Meglitinides*: Examples include repaglinide (Prandin; Gluconorm available in Canada) and nateglinide (Starlix).

- *SGLT2 Inhibitors*: Examples are canagliflozin (Invokana), dapagliflozin (Farxiga), empagliflozin (Jardiance).
- *Sulfonylureas*: Examples include glyburide (Micronase, DiaBeta, generics), glipizide (Glucotrol, Glucotrol XL, generics), gliclazide (Diamicon, generics), and glimepiride (Amaryl).
- *Thiazolidinediones*: Examples include rosiglitazone (Avandia) and pioglitazone (Actos).

### Types of Non-insulin Injected Medicines

This is a relatively new type of medicine used to treat diabetes.

- *GLP1 Agonists*: Examples include liraglutide (Victoza), dulaglutide (Trulicity), semaglutide (Ozempic), exenatide (Bydureon, Byetta).

### Goals for Diabetes Management

Goals should be individualized based upon: age/life expectancy, duration of diabetes, comorbid conditions, hypoglycemic unawareness, history of severe hypoglycemic reactions, pregnancy, and other individual considerations. *Internet Resource*: ADA Standards of Medical Care in Diabetes 2016; available at: [http://care.diabetesjournals.org/content/39/Supplement\\_1](http://care.diabetesjournals.org/content/39/Supplement_1)

Depending on the patient, the **blood glucose** should be measured 1-3 times per day. The ADA recommends the following blood glucose goals:

- *Pre-prandial (before meal)*: 80-130 mg/dL (4.4-7.2 mmol/L)
- *Post-prandial (1-2 hours after a meal)*: Less than 180 mg/dL (10 mmol/L)

The **glycosylated hemoglobin (HbA1c or A1C)** provides a good estimate of how well a patient has managed their diabetes during the past 2-3 months. The HbA1C is the primary goal for diabetes management. Depending on the patient, it should be measured 2-4 times a year. With good diabetes management, the HbA1c goes down. With poor management it goes up. In general, the higher the HbA1c, the greater the risk of the long-term diabetic complications.

What is the target level for HbA1c?

- The American Association of Clinical Endocrinologists (AACE) and the American College of Endocrinology (ACE) recommend a level of less than 6.5%.
- The American Diabetes Association (ADA) recommends a goal of less than 7.0% for non-pregnant adults.
- The Canadian Diabetes Association also recommends a goal of less than 7.0%.
- The United Kingdom NICE guidelines recommend a level of less than 6.5%.

Less stringent HbA1c goals (less than 8%) may be appropriate for:

- Patients at risk of severe hypoglycemia, or
- Who have limited life expectancy, or
- Who already have serious complications from diabetes

### Long-Term Complications of Diabetes Mellitus

- Eye disease (e.g., retinopathy): Diabetes is the leading cause of blindness.
- Heart disease (e.g., coronary heart disease, myocardial infarction)
- Kidney disease (e.g., renal failure, proteinuria)
- Nerve disease (e.g., peripheral and autonomic neuropathy)
- Stroke



## Converting Glucose Levels: MG/DL and MMOL/L

- In the United State glucose is typically measured using the units **mg/dL**. Nearly every country in the world (including Canada) measures glucose levels using the units **mmol/L**.
- To convert mmol/L of glucose to mg/dL, multiply by 18.
- To convert mg/dL of glucose to mmol/L, divide by 18 or multiply by 0.055.

## Screening for Diabetes

- **Hemoglobin A1c:** < 5.7 (Normal); 5.7 - 6.4 (Impaired Fasting Glucose); > 6.4 (Type 2 Diabetes)
- **Fasting Glucose mg/dL:** < 100 (Normal); 100 - 125 (Impaired Fasting Glucose); > 125 (Type 2 Diabetes)
- **Fasting Glucose mmol/L:** < 5.6 (Normal); 5.6 - 6.9 (Impaired Fasting Glucose); > 6.9 (Type 2 Diabetes)

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## SEARCH WORDS

BLOOD GLUCOSE  
BLOOD KETONES  
BLOOD SUGAR  
COMA  
DIABETES  
DIABETES MELLITUS  
DIABETIC  
DKA  
DM  
EXUBERA  
GLUCOSE  
HIGH BLOOD SUGAR  
HYPERGLYCEMIA  
IDDM  
INSULIN  
KETONE  
KETONES  
LIGHTHEADED  
LIGHTHEADEDNESS  
NIDDM  
SICK DAY  
SICK RULE

SICK RULES  
SUGAR  
SUGARS  
URINE KETONE  
URINE KETONES  
WEAK  
WEAKNESS

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