

HOW WOULD YOU LIKE TO BE TRAINED?

At Air Liquide Healthcare, we understand that diabetes is different for everyone. We also recognise that everyone has their own learning styles, and you may have a personal preference for how you would like to receive your insulin pump training with us.

That's why we offer a training option to suit everyone.

Once your pump training session is arranged, your trainer will send you a welcome email with all the information you will need to know beforehand. Included in the email are links to some online training modules and instructional videos to prepare you for training with us. We'll also remind you what you need to bring on the day (or have beside you if training virtually). It's a great idea to download the free t:simulator app (virtual pump) ahead of your training too. Along with your new pump, you will receive a training pack which has lots of useful information to get you started on your pump and beyond.

What to expect on your training day

You can expect your training session to last around 2-3 hours depending on your insulin pump experience. Don't worry - we always make time for a break. There can be a lot to remember, so please just ask us if anything is not clear - we are here to help!

At the end of your training, we will arrange a follow up call for a few days' time, to see how you are getting on and answer any additional questions you may have. We will also send you some helpful resources such as information about traveling with your pump and other important points to remember. We will email a training checklist at this point, and we do ask that you complete and return this to us as soon as possible, so we can set up an account for you to access our 24/7 Customer Service and Technical Support team.

After our follow up call, we will send you some helpful reminders to ensure you have everything you need to get the most from your new pump. We know it can be an anxious time starting an insulin pump for the first time, or even switching to a new one, but there's no need to worry - we will always take things at your pace and our team is fully trained to answer any questions you may have.



T:SIMULATOR

Explore the t:slim X2 insulin pump from your smartphone or tablet with our free demo app.



**Making
Diabetes
Easier**

MAKING DIABETES EASIER



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OUR TRAINING OPTIONS

Virtual Training



This is done in the comfort of your own home, using your laptop, tablet or computer to join a video call with one of our trainers.

This option may suit you if you are comfortable with video calls, have a reliable internet connection with a large screen to join the call (phone screens can be a little small to see everything clearly and you may need to use it during training). This can also be a good option for you if you are an experienced pump user or are happy with pump basics already. If you are on your pump already and are starting Control-IQ technology, then meeting with us virtually is a great option for this too.

If you are new to pump therapy, your HCP will let you know if this is an option for you.

If you have any additional requirements during your training such as an interpreter or have a visual or hearing impairment, this may not be the right option for you.



Face to Face Training

This training is usually done in your local diabetes clinic at the hospital or in the community.

One of our trainers will attend on the day and they will guide you through your pump training in person. Your diabetes specialist nurse may also be present.

This is often done as a group, so you may be with a few other people that have similar pump experience to you.

This option may suit you if you are new to pump therapy.



Group or Individual Training

Both our virtual or face to face training options are available within a group or as an individual.

We can offer a one-to-one session with you to get you started on your pump which can be helpful if you have any additional requirements or may just need a little extra time with us.

We can also offer group training which puts you together with other people who might be starting their pump journey too. This can be helpful for group discussion and answering questions you may not have thought of yourself.

It is also a supportive and collaborative session.



Air Liquide
HEALTHCARE

CUSTOMER SERVICE

Our customer service team are available 24/7 for technical pump support, practical advice and consumable orders.



UK - 0800 121 560



IRE - 1800 12 4912