



Omnipod DASH Insulin Pump Therapy User Guide

[Home](#) » [omnipod](#) » Omnipod DASH Insulin Pump Therapy User Guide 

Contents

- [1 Omnipod DASH Insulin Pump Therapy](#)
- [2 Product Information](#)
- [3 Product Usage Instructions](#)
- [4 FAQ](#)
- [5 Initial Omnipod® 5 & Omnipod DASH® Orders](#)
- [6 Additional Order Queries](#)
- [7 Documents / Resources](#)
 - [7.1 References](#)



Omnipod DASH Insulin Pump Therapy



Product Information

Specifications:

- **Product Name:** HCP to Insulet Order Guide
- **Manufacturer:** Insulet
- **Order Processing Time:** 5 working days
- **Contact Email:** UKPO@insulet.com

Product Usage Instructions

Renewal Orders:

1. Complete the Order Form ensuring all required information is provided.
2. Include Patient Name, Date of Birth, Patient Address, and optionally Legal Guardian Name, Email Address, and Mobile Number.
3. Obtain Purchase Order or Funding Approval.
4. Email the completed form to UKPO@insulet.com.
5. Allow 5 working days for order processing.

Additional Order Queries:

Contact UKPO@insulet.com for the following cases:

- Increased Pod usage requirements.
- Paediatric to Adult transition patients.
- Transfer of patient care with proof of funding.

FAQ

Q: What should I do if I have increased Pod usage requirements?

A: Insulet requires written confirmation of increased Pod usage and authorization for additional supplies above the standard amount. Please contact UKPO@insulet.com for assistance.

Q: How can I transition a patient from Paediatric to Adult services?

A: Insulet requires written confirmation from both paediatric and adult services regarding the patient transition. This should include new funding details from the adult service and proof of funding. Contact UKPO@insulet.com for guidance on the process.

HCP to Insulet Order Guide

Initial Omnipod® 5 & Omnipod DASH® Orders

Renewal Orders

Complete Order Form

Ensure when completing order forms, all the below information is included: (* = Optional field)

- QTY Starter Kit – prefilled with qty 1, on Omnipod® 5 order forms (not editable)
- QTY Pods, 1 Box (of 10)
- New to Omnipod® or Existing Omnipod® user – select applicable option
- Date of Order
- Proposed Pod Start Date
- Confirmation patient is on, or will be on Dexcom G6 App prior to Omnipod® 5 start date – Omnipod® 5 order form only
- Confirmation patient is on, or will be using the Freestyle Libre 2 Plus sensor prior to Omnipod® 5 start date – Omnipod® 5 order form only
- Confirmation patient training will be conducted with or without Insulet support – please select only 1 option
- Select Training Type – please select only 1 option
- Purchase Order No
- Patient ID, if required*
- Including NHS numbers*
- Hospital Name/Postcode
- Order Contact
- Payer Contact
- Select future Pod supply order method – please select only 1 option
- Patient Name (in full)**
(* = Mandatory fields – Omnipod® 5 orders require these fields to be completed correctly)
- Date of Birth**
- If minor, Legal Guardian Name**
- Email address**
- Mobile No**
- Patient address**

This Information will be used to trigger the onboarding journey to be sent to the user. This is required to be completed prior to using the Omnipod ® 5 system

This Information will be used to trigger the onboarding journey to be sent to the user. This is required to be completed prior to using the Omnipod ® 5 system

Obtain Purchase Order/Funding Approval

- Insulet require a copy of both the Complete Order Form and the Purchase Order/Funding Approval for an order to be processed.

Direct to Hospital Stock/Bulk Orders for DASH ONLY – (Not Applicable for Omnipod® 5 Orders)

- Insulet only require the Purchase Order with the QTY PDM Kits & QTY Pods. The PO should clearly state this is a stock/bulk order only.
- Upon starting a patient on Pod therapy, an order form must be completed to set the patient account up.
- When completing the Omnipod® DASH order form for bulk orders, do not complete: QTY PDM Kits, QTY Pods & Training Type, please add 'PDM already received – Patient set up only'.

Send to UKPO@insulet.com

- Insulet provide a dedicated ordering support for HCP teams only, not to patients. To place initial and renewal orders please email UKPO@insulet.com. For any initial /renewal order or funding related queries please call 0800 028 5825 Mon-Fri 9am-5pm

Allow 5 working days

Please allow 5 working days for all orders received with complete information to be processed.

Additional Order Queries

email UKPO@insulet.com

UKPO@insulet.com should be contacted in the instances below:

Increased Pod usage requirements

Insulet requires written confirmation of increased Pod usage and authorisation for additional supplies above the standard amount

Paediatric to Adult transition patients

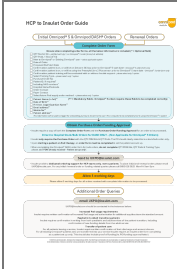
Insulet requires confirmation in writing from both paediatric and adult services of the patient transition, including confirmation of new funding details from the adult service

Transfer of patient care

For all patients leaving a service, Insulet require written confirmation of their discharge and account closure. For all existing Omnipod® patients who are transferred into your service Insulet require an Insulet order form completing as a patient set up only. This should also include proof of funding (ie. PO/funding approval letter)

©2024 Insulet Corporation. Omnipod, the Omnipod logo, DASH, the DASH logo and Simplify Life are trademarks or registered trademarks of Insulet Corporation in the United States of America and other various jurisdictions. All rights reserved. 1 King Street, 5th Floor, Hammersmith, London W6 9HR. INS-OHS-09-2023-00073 V2

Documents / Resources



[Omnipod DASH Insulin Pump Therapy](#) [pdf] User Guide
DASH Insulin Pump Therapy, DASH, Insulin Pump Therapy, Pump Therapy, Therapy

References

- [User Manual](#)

[Manuals+](#), [Privacy Policy](#)

This website is an independent publication and is neither affiliated with nor endorsed by any of the trademark owners. The "Bluetooth®" word mark and logos are registered trademarks owned by Bluetooth SIG, Inc. The "Wi-Fi®" word mark and logos are registered trademarks owned by the Wi-Fi Alliance. Any use of these marks on this website does not imply any affiliation with or endorsement.