

This is the SmartPhrase template from Stanford Children's to address delays in AID initiation when families do not respond to pump company calls or do not contact our team to schedule pump training after receiving their device.

Our CDCES use this to:

- **Provide resource for families after they communicate pump selection with our team (in AVS or MyChart message)**
- **Send as a MyChart message as a reminder if we notice that families is still not on pump long time after order placed 3) document that this info has been provided to families.**

Dear @FNAME@ and family,

We put in the prescription for the {Insulin pump (with company name):34705}. You should expect a phone call from the pump company in the next week to proceed with the order process. This includes getting your permission to contact your insurance company.

If you do not hear from your pump company in 2 weeks, please contact them at the number below:

Tandem Customer Service number: (877) 801-6901

Omnipod Customer Service phone: (800) 591-3455

Medtronic Customer Service phone: (800) 646-4633

Beta Bionic iLet Customer Service phone: (855) 745-3800

You will receive a notice once your order is approved and ready to ship. At that time, please contact us to schedule your pump training appointment.

Sincerely,

XXXX

The Smart list {Insulin pump (with company name):34705} will appear like this:

- ☐ Tandem tslim:x2
- ☐ Tandem Mobi
- ☐ Insulet Omnipod 5
- ☐ Medtronic 780G
- ☐ Beta Bionic iLet
- ☐ Sequel Twiist
- ☐ ***