



Common problems when injecting and how to avoid them

Whether you're new to injecting or have been injecting insulin or another diabetes medication for a while, problems can arise. Here are some of the most common challenges and recommended solutions.

Problem	Possible Cause	Recommendation
Painful injection	<ul style="list-style-type: none">• Multiple use of a pen needle• Injection into muscle• Superficial injection, skin nerve hit	<ul style="list-style-type: none">• Change pen needle after each injection• Create a skin fold or use a shorter needle• Use a longer pen needle
Insulin leaks out of injection site	<ul style="list-style-type: none">• Pen needle too short• Pen needle removed too quickly following injection (incomplete insulin release)• Injected too quickly, insulin incompletely distributed	<ul style="list-style-type: none">• Use a longer pen needle• Inject slowly and do not remove pen needle immediately (count to 10)• Inject slowly and do not remove pen needle immediately (count to 10)
Insufficient insulin response	<ul style="list-style-type: none">• Inappropriate injection site (lipohypertrophy, scar tissue, skin hardening)• Pen needle removed too quickly following injection (incomplete insulin release)• Insufficient blending of insulin in vial (only applies to mixed insulins)• Pen needle clogged	<ul style="list-style-type: none">• Avoid inappropriate injection sites• Inject slowly and do not remove pen needle immediately (count to 10)• Gently tip/mix pen repeatedly before each injection• Use new pen needle
Dosing knob can't be pressed down	<ul style="list-style-type: none">• Rubber membrane not completely punctured• Pen needle too loose• Pen needle clogged	<ul style="list-style-type: none">• Use new pen needle, change pen needle following each injection.• Check needle attachment is secure• Use a new pen needle

If these recommendations do not resolve the problem, contact our customer care representative at 1-800-461-7448 or your healthcare professional for further assistance.