

OUR TECH SUPPORT LINES ARE EXPERIENCING LONGER THAN USUAL WAIT TIMES. [HERE'S MORE INFO](#) FOR UPDATING YOUR T:SLIM X2 PUMP. ✕

Providers

Patients

United States (English) ▾



[PRODUCTS](#) [EDUCATION AND RESOURCES](#) [CLINICAL EVIDENCE](#) [EVENTS](#)

Education and Resources

Find the materials you need to start your patients on our insulin pumps, infusion sets, predictive technologies and tconnect diabetes management system.

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Product Documentation

Our product resources for healthcare providers (HCP) can guide decision-making and help you answer patient questions.

- Report Highlights
- Product User Guides
- Instructions for Use

[VIEW DOCUMENTS >](#)



Product Training

Our diabetes patient education includes tutorials on how to update insulin pump software and/or activate new features.

- Pump Feature Tutorials
- Software Update Tutorials
- Product Integration Tutorials

[VIEW TRAINING RESOURCES >](#)



Prescribing

Text, email, or phone? Our referral process is customized to your preferences and includes a free insurance benefits check for your patients. We also train you on the tconnect® HCP web application, where you can manage patient pump data.

[LEARN MORE >](#)



Forms

Find all the forms you need to prescribe Tandem products:

- Patient Information Form (online or printed versions)
- Statement of Medical Necessity
- Healthcare Questionnaire

[CONTACT TANDEM >](#)

Webinar

Real-World Onboarding Experience with the t:slim X2 Insulin Pump with Control-IQ Technology

Join Dr. Jordan Pinsker from Tandem Diabetes Care to learn more about the latest real-world data and review case studies about the onboarding experience with the t:slim X2™ insulin pump with Control-IQ® technology. This presentation will be followed by a live speaker Q&A.

[WATCH THE WEBINAR >](#)



Frequently Asked Questions

Where can I go to learn how to use the pump menus and screens? ▾

How complex is the training for the Basal-IQ technology update? ▾

Does the Basal-IQ feature require a prescription for my patients who already have a t:slim X2 insulin pump? ▾

[SEE ALL FAQS >](#)

Request to be Contacted

If you are a clinician and want to learn more about our products, please fill out this form and a representative will contact you. If you are a Tandem pump user, please contact Tandem.

First Name	Last Name	Email
Practice Name	Phone	Postal Code

All form fields are required. By submitting this form, you grant Tandem Diabetes Care, Inc. permission to add your contact information to our database to send you information and communications related to our products. We respect and uphold the confidentiality of your personal information, and will not share your information with any third parties, except as noted in our privacy policy. A link to our privacy policy is available at the bottom of this page.

SUBMIT



Responsible Use of Basal-IQ Technology

Systems like the tslim X2 insulin pump with Basal-IQ technology are not substitutes for the active management of diabetes. There are common scenarios in which automated systems cannot prevent a hypoglycemic event. The Basal-IQ feature relies on current CGM sensor readings to function and will not be able to predict glucose levels and suspend insulin delivery if a patient's CGM is not functioning properly or his/her pump is unable to receive the CGM signal. It's recommended your patient always uses the components of the pump system (pump, cartridges, CGM, and infusion sets) according to the applicable instructions for use and checks them regularly to make sure they are functioning as expected. Patients should always pay attention to their symptoms, actively monitor and manage glucose levels, and treat according to your recommendations.

Important Safety Information

Caution: Federal (USA) law restricts the tslim X2 insulin pump and the tslim X2 insulin pump with Basal-IQ technology to sale by or on the order of a physician. The tslim X2 insulin pump with Basal-IQ technology (the System) consists of the tslim X2 insulin pump, which contains Basal-IQ technology, and a compatible integrated continuous glucose monitor (iCGM, sold separately). The tslim X2 insulin pump is intended for the subcutaneous delivery of insulin, at set and variable rates, for the management of diabetes mellitus in people requiring insulin. The tslim X2 insulin pump can be used solely for continuous insulin delivery and as part of the System. When used with a compatible CGM, the tslim X2 insulin pump with Basal-IQ technology can be used to suspend insulin delivery based on CGM sensor readings. The pump and the System are indicated for use in individuals 6 years of age and greater. The pump and the System are intended for single patient use. The pump and the System are indicated for use with NovoLog or Humalog U-100 insulin. The System is not indicated for use in pregnant women, people on dialysis, or critically ill patients. Users of the pump and the System must: be willing and able to use the insulin pump, CGM, and all other system components in accordance with their respective instructions for use; test blood glucose levels as recommended by their healthcare provider; demonstrate adequate carb-counting skills; maintain sufficient diabetes self-care skills; see healthcare provider(s) regularly; and have adequate vision and/or hearing to recognize all functions of the pump, including alerts. The tslim X2 pump, transmitter, and sensor must be removed before MRI, CT, or diathermy treatment. For additional important safety information, visit www.tandemdiabetes.com/safetyinfo.

The tconnect web application is intended for use by individuals with diabetes mellitus who use Tandem Diabetes Care insulin pumps, their caregivers, and their healthcare providers in home and clinical settings. The tconnect web application supports diabetes management through the display and analysis of information downloaded from Tandem Diabetes Care insulin pumps and specified blood glucose meters.

Sign up to receive the latest information from Tandem Diabetes Care.

First name*	Last name*
Enter your email address	SIGN UP

By submitting this form, you grant Tandem Diabetes Care, Inc. permission to add your contact information to our database to send you information and communications related to our products. We respect and uphold the confidentiality of your personal information, and will not share your information with any third-parties, except as noted in our [privacy policy](#).

Tools

- [t:connect HCP Portal](#)
- [t:simulator Demo App](#)

Information

- [Legal Disclosures](#)
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