



Insulin Pumps at Airport Security

Over 8000 people have signed a petition asking for airports to review the training given to Airport Security Officers regarding the screening of medical equipment. The petition was launched after my family was held by airport police for two hours and denied access to an aircraft because of our son's insulin pump.

Hospitals and insulin pump manufacturers advise that the electromagnetic interference used by x-ray screening for carry-on or checked luggage and full-body airport scanners may affect the motors of insulin pumps resulting in a potential impact on insulin delivery. Therefore, medical devices should be subject to alternative security screening (for example via a wand inspection to test for traces of explosives).

"Insulin pumps are used - in the main - by individuals with Type 1 diabetes. If due to any reason the pump malfunctions or is taken off - thus resulting in them not receiving insulin, they can fall sick reasonably quickly - leading to build up of ketones in the body - which in the majority of cases is seen as an emergency needing hospital admission - and in extreme cases, result in death." Dr Partha Kar, Consultant in Diabetes & Endocrinology

As a direct result of our campaign, the Head of Security at ACI World successfully presented our issue to the International Civil Aviation Organization (ICAO) which advises on global standards and recommended practices. Updated guidance material was then included in the 10th edition of ICAO's Security Manual (Doc8973) released in September 2017.

Regulations allow for passengers who do not wish to be screened by security scanners to request for alternative screening without disconnecting from the insulin pump or CGM. Under most circumstances, this will include a pat-down of the insulin pump followed by a wand inspection to test for traces of explosives. This may also be an enhanced hand-search in private to ensure equivalence with a security scanner.

It is important to inform the officer if your blood sugar level is dropping during screening or if you require medical assistance.

We advise that passengers show airport security personnel this document along with medical confirmation from their practitioner so that safe screening may be undertaken accordingly. Further updates and information can be seen on the following page:

www.change.org/p/airport-authorities-standard-policy-for-insulin-pumps-at-airport-security

RACHEL HUMPHREY
Head of Campaign

Medtronic

Travelers on insulin pump therapy should always remove their insulin pump, sensor, transmitter, and meter before entering a room that has x-ray, magnetic resonance imaging (MRI), diathermy, or CT scan equipment. This includes x-ray machines at airports that scan carry-on or checked luggage, in addition to full-body scanners. The magnetic fields and radiation in the immediate vicinity of this equipment could make their devices malfunction or damage the part of the pump that regulates insulin delivery, which could cause serious health risks including hyperglycemia or hypoglycemia.

Our insulin pumps, sensors, transmitters and meters can withstand exposure to airport metal detectors used at security checkpoints. For these checkpoints we advise that patients let airport security personnel know that they are wearing a physician-prescribed medical device and request an alternative screening process that does not use an x-ray or full-body scanner.

If a Medtronic insulin pump is exposed to a strong magnetic field, such as an MRI, discontinue use immediately and contact our 24 Hour Helpline for further assistance. In these instances our pumps have a sophisticated safety network built-in that is designed to detect anything unusual and alert the patient if there is an issue.



Roche Diabetes Care insulin pumps are designed to withstand common electromagnetic interferences including some airport security systems or common anti-theft monitoring devices such as in department stores which should not affect the functioning of the insulin pump. However, there are sources of interference such as X-ray, computer tomography, CAT scan and MRI which may cause an insulin pump to stop delivering insulin and displaying an error message. To minimize the risk from a potential electromagnetic interference and ensure a seamless operation of the insulin pump, our manuals for the Accu-Chek Combo and Accu-Chek Insight systems contain dedicated warnings and instructions. As patient safety is a key priority for Roche Diabetes Care, we are regularly evaluating our products according to current standards, test them against latest technologies and update our labelling according to the respective test results.

Best practice for screening of insulin pumps

By Nina Brooks, Head, Security, ACI World

As today's security screening professionals work tirelessly to keep the travelling public safe, there is, on occasion, some confusion and variation of practices globally around the screening of insulin pumps at airport security checkpoints. In this article, we look at the issue, and suggest how airports can help.

Brief introduction to the insulin pump

An insulin pump is a small battery-operated device that delivers precise doses of rapid-acting insulin 24 hours a day to closely match a body's needs. The insulin pump has a compartment that holds a reservoir that is filled with insulin which is then infused into the body through tubing and a cannula inserted under the skin. The insulin pump must be constantly attached as disconnection causes blood sugars to rise and hyperglycaemia or ketoacidosis can rapidly develop, which can quickly become a life-threatening emergency.

Insulin pumps and airport security

Hospitals and insulin pump manufacturers advise that the electromagnetic radiation used by x-ray screening for carry-on or checked luggage and full-body airport scanners may interfere with the motors of insulin pumps, resulting in a potential impact on insulin delivery. As a result, these sources suggest that passen-

gers with insulin pumps should be subject to alternative security screening (for example, via pat down or explosive trace detection methods).

However, diabetes organizations, experts and affected passengers report that airport security officers are often unaware that passengers should not be asked to remove their insulin pump for screening, nor should pumps be subjected to x-ray screening or full-body scanners. This applies both to insulin pumps worn on the body or spares carried in hand baggage.

Regulation

Some countries have provision in regulation for dealing with medical aids, which allow for alternative screening methods such as a hand search or trace detection. However, procedures are not always well understood or implemented.

The Airport Operators Association in the UK has advised passengers to notify security personnel at the screening point of any medical screening requirements and ensure that they carry medical confirmation from their practitioner so that screening may be undertaken accordingly.

Next steps

ACI World will bring this issue to the next Aviation Security Panel in 2017, requesting that it is highlighted to regulators and included in guidance material. In the meantime, we would ask that airports review their procedures with regard to the screening of medical equipment and ensure that screeners are well informed.

For more information on ACI's work in airport security, visit www.aci.aero/security.



GATWICK AIRPORT

From: Peter Foote
Sent: 31 May 2018
To: Rachel Humphrey
Subject: RE: Information Note - Medical Devices

Good morning Rachel

I trust you are well, it is pleasing to see that your campaign is providing positive results.

As ever at Gatwick, we are sensitive to this issue, as well as the many other aspects where members of the travelling public need discretion and empathy when being processed through airport security.

To assure you of our continued support I have provided below the instruction (relating to insulin pumps) briefed to all our security staff;

- An insulin pump is a battery-operated device that provides the body with regular insulin throughout the day. It is worn on the body and the insulin is provided via a tiny, flexible tube inserted under the skin. The passenger should NOT be asked to remove this for X-ray screening.
- Passengers with special medical requirements should not be unnecessarily deprived of items which they may need to ensure health or survival during their trip. Doctor's/Hospital letters and prescriptions should be used for verification
- If the passenger asks not to go through the Walk-Through Metal Detector and Security Scanner, they should present a medical letter on headed paper, with the name of the individual and signed by the Medical Practitioner supporting this.
- The Lane Performance Manager should be called to arrange a hand search of the person in a Private Search Area.
- Good customer service is essential and the process should be as discreet as possible.

The claiming of a medical condition must not be seen as a way of circumnavigating the search process by way of a lower standard of search. Whilst staff must be considerate and professional at all times, the quality of search must remain to such a standard as to detect any prohibited item.

Peter Foote
Security Compliance Manager

HEATHROW AIRPORT

From: Chris Garton

Sent: 05 June 2018 08:50

To: Rachel Humphrey

Subject: Information Note - Medical Devices

Rachel,

Many thanks for your email to John concerning the recognition of insulin pumps as medical devices at airport security.

I'm delighted to reply on John's behalf. We previously corresponded when I was based in Dubai.

I can confirm that the most recent reminder to all security colleagues at Heathrow was issued on 29 May 2018 ahead of our busy summer season.

Our security colleagues are trained to recognise insulin pumps as medical devices and understand the acceptable alternative screening methods available to ensure security whilst not impacting the health and wellbeing of our customers. We will continue to maintain and raise awareness on this important topic.

Very Best Wishes

Chris

Chris Garton

Chief Operating Officer

Heathrow
Making every journey better

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w: heathrow.com t: twitter.com/heathrowairport

a: heathrow.com/apps



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Disabilities and Medical Conditions

To ensure your security, all travelers are required to undergo screening at the checkpoint. You or your traveling companion may consult the TSA officer about the best way to relieve any concerns during the screening process. You may provide the officer with the [TSA notification card](#) or other medical documentation to describe your condition. If you have other questions or concerns about traveling with a disability please contact [passenger support](#).

If you are approved to use [TSA Pre✓®](#) lane at a participating airport, you do not need to remove shoes, laptops, 3-1-1 liquids, belts, or light jackets during the screening process. You are required to undergo screening at the checkpoint by technology or a pat-down. Also, TSA officers may swab your hands, mobility aids, equipment and other external medical devices to test for explosives using explosives trace detection technology.

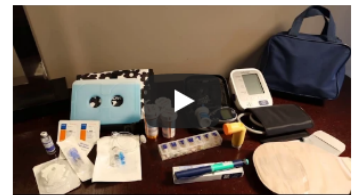
You are not required to remove your shoes if you have disabilities and medical conditions. However, your shoes must undergo additional screening including visual/physical inspection as well as explosives trace detection testing of the footwear. You can request to be seated during this portion of the screening.

Please choose a situation to see more information.

Insulin Pump & Glucose Monitor

Inform the TSA Officer

Inform the TSA officer if you have an insulin pump, glucose monitor or other medical device attached to your body and where it is located before the screening process begins. You may provide the officer with the [TSA notification card](#) or other medical documentation to describe your condition.



Screening in Standard Lanes

Passengers with portable infusion pumps, such as insulin pumps or glucose monitors in standard lanes can be screened by advanced imaging technology, metal detector, or a pat-down. If the standard lane does not have advanced imaging technology or if you are eligible for expedited screening, you may be screened by a walk-through metal detector. Inform the TSA Officer if you request screening by a pat-down in lieu of screening by technology.

You will not be required to remove portable infusion pumps attached to your body.

Disconnected devices may be screened by X-ray. Inform the TSA Officer if you do not want your device screened by X-ray. Alternative screening will be conducted.

If your insulin pump or glucose monitor is attached to your body, the device is subject to additional screening, including visual inspection, and you may be required to conduct a self pat-down of the actual device, followed by a test of your hands for any trace of explosives. You may also undergo a pat-down of areas that will not include the device. Pat-downs are conducted by a TSA officer of the same gender.

Screening involving a sensitive area may be conducted in private with a companion of your choice. You may request screening in private at any time.

Screening in TSA Pre✓® Lanes

Passengers with portable infusion pumps, such as insulin pumps or glucose monitors in TSA Pre✓® lanes can be screened by advanced imaging technology (if available), metal detector or a pat-down. Inform the TSA Officer if you request screening by a pat-down in lieu of screening by technology.

You will not be required to remove your portable infusion pump, such as an insulin pump or glucose monitors but these are subject to additional screening.

If the portable infusion pump alarms during screening, you will be required to conduct a self pat-down of the device, followed by testing on your hands for explosives and screening by a hand-held metal detector for non-metallic devices.

If you are unable to conduct a pat-down of your device, TSA officers will test your hands for explosives and use a hand-held metal detector for non-metallic devices. TSA officers will resolve positive tests using other screening methods including a full pat-down and inspection of your property. Pat-downs are conducted by a TSA officer of the same gender.

Screening involving a sensitive area may be conducted in private with a companion of your choice. You may request screening in private at any time.