

## Frequently Asked Questions



### ***How do I purchase a dPODS case and units?***

You can obtain a complete case and individual units from your local pharmacy or as an alternative why not call our customer service department on 08700 114420.

### ***Does the case and dPODS units need to be sterile?***

No, as long as your needles are sterile and the foil has not been tampered with dPODS is not required to be sterile.

### ***My needles do not seem to be secured by the clamp door?***

Ensure that when you close the clamp door to secure the needles in each individual dPODS you hear a click of the closing door, this ensures the doors are fully closed holding the needles in place.

### ***I can not release my needles from the dPODS unit.***

When you open the clamp door make sure it is fully open, thus completely opening the clamp mechanism releasing the stored needles. Do not in any circumstance force the needles out of the clamp door.

### ***How do I dispose of my used needles?***

Sharps bins for incineration may be obtained from either your local council alternatively you can gain further information from your doctor's surgery.