

# Using Diabetes Technology at the Airport

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## Why have we produced this position statement?

Airports, for the safety of the aircraft and passengers, use X-ray screening to screen luggage and whole-body scanners to screen passengers. Many insulin pumps and continuous glucose monitoring systems can be damaged by this equipment so should not go through it. We know people with diabetes are sometimes challenged when they ask not to go through the scanner and are experiencing inconsistent and poor treatment at airport security.

## How did we develop this position?

We have consulted with diabetes charities, manufacturers of diabetes technology and reviewed the latest UK and International Civil Aviation Authority guidance. We have gained further insight by consulting with people with diabetes.

## What we say about this position

People with diabetes should not be faced with additional challenges at airport security. Security staff should be consistent in their approach and follow the latest UK<sup>(1)</sup> and International Civil Aviation Organisation (ICAO) security guidance<sup>(2)</sup>.

Airport security staff should provide users of these devices with safe security screening options which will not cause damage to their devices such as an enhanced hand search which should take place in private.

We recommend that as there are variations on how scanning equipment may affect an insulin pump and CGM individuals should contact the manufacturers of their particular technology prior to flying to check which kind of scanning machines will affect their devices. They should also contact the airports they will travel through to find out which scanners they use and what their procedures are. People will also

need a letter from a doctor, confirming their use of diabetes technology which should be handed to the security officer at the airport.

If you have diabetes and you're carrying any medical equipment, you can download a Medical Device Awareness Card from the Civil Aviation

Authority website.

[https://www.caa.co.uk/uploadedFiles/CAA/Content/Standard\\_Content/Passengers/Before\\_you\\_fly/Health/CAA\\_AOA\\_MedicalDeviceAwarenessCard.pdf](https://www.caa.co.uk/uploadedFiles/CAA/Content/Standard_Content/Passengers/Before_you_fly/Health/CAA_AOA_MedicalDeviceAwarenessCard.pdf)

This card has information for airport security about diabetes and the equipment you're carrying to stop any confusion.

## Evidence and analysis

Campaigning work, done largely by an individual, whose son has Type 1 diabetes, has been instrumental in bringing about change and The International Civil Aviation Organisation (ICAO) security manual guidance<sup>(2)</sup> to airports now recommends people should not be required to remove their medical devices, such as insulin pumps

The Civil Aviation Authority (CAA) website<sup>(3)</sup> states passengers with insulin pumps can opt for a hand search or other screening options and highlight the need for a doctor's letter to be given the security officer.

## Further information

### **Support for people with diabetes**

The CAA have introduced optional lanyards (or similar discrete identifiers) for people who would like to be more easily identified to airport staff to get extra help at stressful points such as security which can be obtained by contacting the airport you are travelling from<sup>(4)</sup>.

## References

1. <https://www.caa.co.uk/default.aspx?catid=923&pagetype=70&gid=924&faqid=132>
2. [https://www.icao.int/SAM>Documents \(Doc 8973-restricted\).](https://www.icao.int/SAM/Documents/Doc%208973-restricted/)
3. <https://www.caa.co.uk>
4. <https://publicapps.caa.co.uk/docs/33/CAP1629%20HD%20-%20FINAL%2007JUN2018.pdf>