

INFO Bulletin

WaterlooWellington
D I A B E T E S

To: Diabetes Education Programs

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Re: Updates from Waterloo Wellington Diabetes Regional Network

The Waterloo Wellington Diabetes Regional Network meets monthly to support consistent care and best practices for people with diabetes in the region. The network is comprised of endocrinologists, diabetes educators, pharmacist, CDA, primary care and other community stakeholders.

This info-bulletin is to provide an update to all Diabetes Education Programs of several recent recommendations from this network.

Updates:

1. A Practice Alert has been developed with recommendations for the use of Metformin in pre-diabetes. This Practice Alert is intended for diabetes educators to attach to their progress notes back to primary care following an education session for prediabetes. Please find this attached for your information.
2. When Diabetes Central Intake was implemented, the standard was developed that DEPs attempt to contact patients 3 times before returning the referral, indicating that the patient was 'Unable to Contact'. This has since changed, with some programs deciding to only call twice. In efforts of maintaining region-wide consistency, consensus of the Network recommends that DEPs call patients 3 times before deeming 'Unable to Contact'.
3. To maintain region-wide consistency, the Network recommends the standard of care for DEPS receiving 'Urgent' referrals, should be a face to face encounter for the initial visit. Prioritizing and rebooking patients that are deemed not as urgent may need to be done, to allow urgent patients to be seen within the standard wait time of 2 days. Phone visits should be used in rare occurrences (i.e. Friday afternoon) when patients are assessed over the phone and provided survival skills until they can be seen on Monday.

If you have any questions or comments, please contact Kelly McCammon RN CDE, Patient Navigator for Diabetes Central Intake, at 519-947-1000 ext. 283 or kelym@langs.org or Debbie Hollahan, RN CDE, Director, Regional Coordination Centre and Chair of the WWD Regional Network at 519-947-1000 ext. 302 or debbieh@langs.org

Thank you for your continued support to improve diabetes care for people of Waterloo Wellington region.

Sincerely,

Waterloo Wellington Diabetes