

# INFOBulletin

WaterlooWellington  
D I A B E T E S

To: Diabetes Education Programs in Waterloo Wellington LHIN

Published By: Waterloo Wellington Diabetes Central Intake

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**Re: Recent Updates and Important Central Intake Information**

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## Central Intake Process Updates

- A Triaged Report is now sent to the referral source, indicating the program that the referral was triaged to. This includes your contact information for follow up by referral source.
- Old forms are still being accepted and triaged. A communication will be made to the referral source advising them of the new process/form.
- Note that some referrals may be incorrectly sent to you directly by the referral source. To determine this, the Internal Use Only box will be empty. Please inform us if this is an ongoing issue.
- Wait times will be indicated (represented in days) in the Internal Use Only box along with the triaged location. Further investigation by your program may be necessary if the referral information is incomplete.
- A schedule has been determined for sending the Unbooked Appointment Updates to each DEP. These reports will be faxed bimonthly. Completing and returning these forms helps us maintain accurate information regarding the status of referrals.
  - Next report will be sent the last week of April, 2013.

## Central Intake Information

*Please feel free to contact us if you have any questions or concerns about the Central Intake process, changes or updates.*

**Kelly McCammon (Patient Navigator for Central Intake) at 519-653-1470 ext.283 or [kellym@langso.org](mailto:kellym@langso.org)**

**Nicole Kells (Administrative Assistant for Central Intake) at 519-653-1470 ext.372 or [nicolek@langso.org](mailto:nicolek@langso.org)**