

INFOBulletin

WaterlooWellington
D I A B E T E S



Upper Grand
Family Health Team

To: Primary Care Providers

Published By: Groves Hospital DEC, Upper Grand FHT and Waterloo Wellington Diabetes Central Intake

Date Issued: November 20, 2013

Re: New Central Referral Process for Diabetes Education Available!

Changes to the Referral Process

Groves Memorial Hospital DEC, Upper Grand FHT DEP and Waterloo Wellington Diabetes Central Intake (CI) have collaborated on a process to improve access to diabetes care in Centre Wellington. The CI process for diabetes education referrals in the Waterloo Wellington LHIN has been very successful to date. With the goal of improving access to diabetes care-early intervention and prevention, we now have one common referral form which can be completed for diabetes education, Endocrinologist, Nephrologist, HTN Clinic and Ophthalmologist for retinal screening/consult as an option for you to select.

Benefits of Using Central Intake

- Single point of contact for all providers/patients to access diabetes education whether your patient is local or out of province
- One HCP referral form for diabetes education, Endocrinology and Ophthalmology consults
- Toll free fax number to send referrals to 1-855-DIABETS (342-2387) or 519-650-3114
- Connect orphaned patients to a Diabetes Education Program and/or Endocrinologist for ongoing care
- Same day referral processing (Monday-Friday)
- Communication from CI as to where your patient will be receiving care and when they will be seen
- Valid data collection that will strengthen advocacy measures for increasing resources

How to refer a Patient

- **Use the attached central intake referral form or you can access the form on your EMR**
- **Please complete all sections on the referral form to ensure it is triaged appropriately and seen within the Waterloo-Wellington Standard for Wait Times**
- **Physicians and Nurse Practitioners will be required to provide your billing number when referring to an Endocrinologist or Ophthalmologist**
- **Fax all referrals to 1-855-DIABETS (342-2387) or 519-650-3114**

If you have any questions or comments, please contact:

Kelly McCammon RN, CDE, Patient Navigator for Central Intake, at 519-653-1470 ext. 283

Sincerely,

Waterloo Wellington Diabetes Central Intake