

## Frequently Asked Questions about the Diabetes

### Coordinated Access Process

#### Overview

The Coordinated Access Process will lead to **the following changes in the referring physician's current referral process:**

- A standard referral form will be used **for all diabetes education referrals**
- **Referrals will be faxed to Coordinated Access** for review and triage, instead of being faxed directly to the diabetes program offices.

The **main benefits** of the Coordinated Access Process for referring physicians include:

- A single point of contact for providers and patients to access diabetes education
- Streamlined flow between all care providers leading to better access to patient care and use of resources
- Simple and more timely access to information regarding the status of referrals
- Valid data that will maximize resources

#### Frequently Asked Questions

##### Why should I use the new form?

The new standard form was developed by diabetes educators in the region to have one consistent form that can be used at any diabetes program. The standard referral form will allow the Coordinated Access (CA) team to triage the referral to the appropriate diabetes education program based on the patient's needs, leading to quicker access to diabetes education and management for your patient. It will also allow the CI team to monitor wait-times and geographical referral patterns leading to effective programming.

##### What constitutes a complete Referral Form?

A complete referral form will ensure that your referral is triaged based on a complete summary of information. It also will reduce the likelihood of delays due to follow-up with your office. By completing section 5 of the referral form this will act as an order for the educator to manage the patients insulin and assist them to the best of their ability in reaching glycemic targets.

### **When will I be informed of the outcome of my referral?**

Coordinated Access will triage all complete referrals within 1 business day of **receiving a complete form**. The diabetes program will then contact the patient to book an appointment. Three attempts will be made to contact the patient to book an appointment. When an appointment is booked or in circumstances where the programs were unable to contact the patient, a fax communication will be sent to the referring physician.

### **What happens at Coordinated Access?**

The referral form is screened for completeness by administrative staff and the patient information is captured in the Wait Times tracking system. The referral is then handed off to a Triage Clinician, who is an experienced certified diabetes educator (CDE), for review and triage.

### **What is the review process?**

The review determines the level of care required for the patient and the diabetes program within the closest geographic region that provides this level of care.

### **What are diabetes programs?**

Diabetes programs consist of a health care team, usually including a diabetes nurse educator, dietitian and sometimes social work, with specific expertise in diabetes. Their role is to educate and support individuals and families with the necessary knowledge and skill to effectively self-manage their diabetes.

### **What are complex diabetes centres?**

Complex diabetes centres consist of diabetes nurse educators and dietitians with an advanced skill set for managing Type 1, GDM, insulin pumps etc.

### **Who should I refer for diabetes education?**

All individuals should have the opportunity to receive diabetes education, not only at the time of diagnosis but also at any time they require further education or support with their self-management skills.

### **Will I still have the ability to refer my patient to the program of my or the patient's choice?**

Yes, on the referral form, under the box entitled "For Internal Use Only" you have the ability to state your preference or your patient's preference.

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