

INFOBulletin

To: Diabetes Education Programs in Waterloo Wellington LHIN

Published By: Waterloo Wellington Diabetes Central Intake

Date Issued: July 12, 2013

Re: Clarification of Diabetes Education Program (DEP) and Central Intake (CI) Roles

To make the CI process more efficient and to eliminate duplication of work by DEPs, we felt it important to review the CI process.

Responsibilities of Central Intake	Responsibilities of Diabetes Education Program
<ul style="list-style-type: none">• Patient Navigator triages referral to appropriate DEP with recommended wait time.• Triage information is recorded on lower right hand side of referral in appropriate box.• Endocrinology and/or Ophthalmology consults faxed to appropriate healthcare provider if indicated and recorded on referral.• Referral is then faxed to appropriate DEP.• Triage Report faxed to referral source with name of DEP and DEP's contact information.• Booked Appointment Report is faxed to referral source when received from DEP.<ul style="list-style-type: none">○ <i>Booked Appointment Report will include date of booked appointment, Notification of declined appointment, unable to contact patient or other comments as indicated by DEP on referral.</i>	<ul style="list-style-type: none">• DEP Admin Staff to book patient appointment based on CI's recommended wait time when referral is received.• DEP Admin Staff to record first contact with patient and booked appointment information on lower right hand side of referral in appropriate box.<ul style="list-style-type: none">○ <i>If unable to contact patient after three attempts, it should be considered "unable to contact", and recorded on referral.</i>○ <i>All other patient related factors that have affected wait time, causing it to be longer than standard wait time should also be included on referral.</i>• Admin staff to fax first page of referral to CI with booked appointment information or comments.• DEP to send all correspondence to referral source after appointment has been booked.<ul style="list-style-type: none">○ <i>This will include No Shows, Cancellations, progress reports and recommendations.</i>

With the goal of improving access to diabetes care-early intervention and prevention, we have now added Ophthalmologist for retinal screening/consult as an option for Physicians or Nurse Practitioners to select on the new Waterloo Wellington Diabetes referral form.

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

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