

INFO Bulletin

WaterlooWellington
D I A B E T E S

To: Waterloo Wellington Region Diabetes Specialists

Published By: Waterloo Wellington Diabetes (WWD)

Date Issued: January 2025

Re: **Update on Process for Specialist Consult Notes Received at WWDCI**

Number of pages including this page: 2

Thank you for your continued support of the Waterloo Wellington Diabetes Central Intake (WWDCI). We are reaching out to address an important matter regarding the submission of consult notes without accompanying referrals.

While it is extremely helpful to receive consult notes along with your referrals, we have noticed a significant increase in consult notes being submitted independently, without referrals. Historically, our team has been faxing these consult notes to the appropriate Diabetes Education Program (DEP) on your behalf. *Unfortunately, due to resource constraints, we are no longer able to continue this process.*

We kindly recommend that you continue to send consult notes directly to the appropriate DEP. To assist with this transition, below are two ways to determine which DEP your patient is attending:

1. **Referral from WWDCI:** If you received a referral from Diabetes Central Intake, the abbreviation for the receiving DEP will be listed at the bottom right corner of the referral form. For your convenience, we have attached a legend with all regional DEPs, their abbreviations, and contact details.
2. **Triage Report Notification:** If you referred the patient for diabetes education or other services, you will receive a notification from WWDCI, which will include the name of the receiving DEP or specialist.

If you're unable to locate either of these items, please don't hesitate to contact WWDCI, and we will be happy to assist you further.

Moving forward, if consult notes are submitted to us without a referral, we will return them to your office via fax for internal processing.

Thank you for your understanding and for your continued collaboration in improving diabetes care across the Waterloo Wellington region.

If you have any questions, please contact WWDCI at 519-947-1000, option 2 or wwdci@langsg.org.

Sincerely,
Waterloo Wellington Diabetes Central Intake