

Practice Alert

Waterloo Wellington
D I A B E T E S

To: Health Care Professionals in Waterloo Wellington Region

Published By: Waterloo Wellington Diabetes (WWD)

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Re: Urgent Referrals and Improved Access to Care

As part of the referral triaging process, Waterloo Wellington Diabetes Central Intake (WWDCI) reviews all referrals received and provides a recommended booking timeframe for Diabetes Education Programs (DEP) based on urgency. Canadian Standards for Access to Diabetes Education suggests patients that meet urgent criteria be assessed by a DEP within 2 days.

Standards for Access to Diabetes Education in Canada Urgent Criteria

- Uncontrolled diabetes (BG > 20 mmol/L, Ketonuria > 1.5 mmol/L, HbA1c >12.0%)
- Newly diagnosed type 1 diabetes
- Recent treatment for Diabetic Ketoacidosis (DKA) or Hyperglycemia Hyperosmolar State (HHS)
- Emergency Department discharge follow-up
- Pregnancy with pre-existing diabetes
- Crisis that drastically effects individual's ability to manage diabetes care

<https://www.diabetes.ca/DiabetesCanadaWebsite/media/Learn-About-Diabetes/diabetes-education-booklet.pdf>

To improve access to care and treatment for patients meeting urgent criteria, Waterloo Wellington Diabetes Central Intake is recommending that referrers consider completing the following areas on the WWDCI referral form:

- Endocrinology consult request
- Diabetes medication orders and orders to adjust diabetes medications
- Pertinent lab work

By completing these areas on the referral form:

- Urgent patients will be assessed by a Diabetes Specialist who can provide ongoing assessment and medication adjustments, especially for urgent patients who do not have a primary care provider
- Diabetes Educators will have the ability to adjust diabetes medications to help aid in timely glycemic control
- Hopefully prevent the need for further urgent care and/or emergency department visits

Sincerely,

The Waterloo Wellington Diabetes Central Intake Team