

Sun Life Financial Banting and Best Diabetes Clinic



Sun Life Financial
**Banting and Best
Diabetes Clinic**

For patients, family members and caregivers

Read this pamphlet to learn about:

- What the clinic can do for you
- Who takes part in your care
- How to prepare for appointments
- Who to call

Please visit the UHN Patient Education website for more health information: www.uhnpatienteducation.ca

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Welcome to our clinic.

We are here to help you manage your Diabetes.

We are a team of doctors, nurses, and dietitians who can help you manage your diabetes by:

- Giving you information about your medications and treatment options
- Adjusting your medication
- Answering your questions and concerns
- Providing education through individual or group sessions
- Help you set healthy lifestyle goals that include nutrition, exercise and smoking cessation

What should I do to get ready for my appointment?

Please have your blood tests done at least **1 week** before your appointment with your endocrinologist (diabetes doctor) so that you and your doctor can look at the results together at your appointment.

It is also very important to provide your team with the right information about your blood sugar monitoring, your food intake, medication, and changes in your health.

Here is what you need to bring to every clinic appointment:

- Your health card (OHIP)
- All your medications, including prescription and over-the-counter medications, herbal supplements, and vitamins
- A list of your questions or concerns
- Food records, if your dietitian asked you to keep them
- Your blood glucose meter (what you test your sugars with) and your insulin pens
- Your blood glucose log book
- Printouts from your meter or pump

Family members are welcome to come to the appointment, especially if they take part in your care.

How can I communicate with my health care team?

If you agree, your nurse and dietitian can communicate with you or your family by phone or e-mail.

Remember: e-mail is not guaranteed to be private.

The best way to contact your doctor is by calling their office directly.

The clinic is open Monday to Friday, 8:00 am to 4:00 pm.

We will try to help you as soon as we can.

For urgent matters, call your doctor's office directly or go to the nearest emergency department. If case of an emergency call 911.

Will I be seen by a medical student, resident or intern during my clinic visit?

UHN is a teaching hospital and you may be seen by a supervised medical trainee, nutrition or nursing student. If you do not wish to have interns involved in your medical care, please speak to your health care provider.

Do you offer group education classes?

Yes. Here is some information about the classes we offer.

Name of class	What it's about
Taking Charge	For patients with pre-diabetes or Type 2 Diabetes who are not taking insulin with their meals. <ul style="list-style-type: none">• Focuses on healthy lifestyle and understanding blood sugar levels
Heart Healthy Eating	For patients with high cholesterol or high triglycerides. <ul style="list-style-type: none">• Focuses on healthy lifestyle
Carbohydrate Counting (non-pump)	Introduces new advanced carbohydrate counting tools for patients taking insulin. Includes hands-on activities to practice what you have learned.

Name of class	What it's about
Pump Program	4 classes for patients who are thinking about using the insulin pump, upgrading their current insulin pump, or wanting a review.
Pump Session 1: Introduction to Insulin Pump Therapy	<ul style="list-style-type: none"> • Review for those wanting to learn about insulin pump therapy
Pump Session 2: Advanced Carbohydrate Counting	<ul style="list-style-type: none"> • Introduces new advanced carbohydrate counting tools. Includes hands-on activities to practice what you have learned
Pump Session 3: Trouble Shooting the Challenges	<ul style="list-style-type: none"> • Hyperglycemia, diabetes ketoacidosis, hypoglycemia, basal assessments, and pump failure
Pump Session 4: Beyond the Basics	<ul style="list-style-type: none"> • For those using pump therapy for at least 1 month and want to know about more pump features and how to self-adjust

Please let your health care team know if you are interested in any of the classes above.

How is my information kept private?

The clinic follows University Health Network's (UHN) standards for privacy and confidentiality. We use your information to:

- Help make decisions about your care
- Keep a record of the care you receive
- Make our services better

If you agree, we also use information for research and education programs.

UHN Staff and Doctors who you work with in this clinic are allowed to see your information. We share information with your Family **ONLY** if you ask us to.

You can see, copy or correct information in your hospital record by asking one of the clinic staff to show you to Health Records.

For more about who sees your information and about your privacy rights, call: UHN Privacy Office at:

☎Phone: 416 340 4800 extension 6937

✉E-mail: privacy@uhn.ca

How can I take part in research in the Sun Life Financial Banting and Best Clinic? Do I have to take part in research?

UHN is a teaching hospital, so research is very important. The Diabetes Clinic does research that looks for ways to help people live with their diabetes better.

You may be asked to take part in these research studies. Your decision is completely your choice. This means that you do not have to be part of the study and that your care will not change in any way because of this choice.

If you choose to take part in a research study, you can change your mind and stop at any time.

Who is part of my diabetes health care team?

My Endocrinologist:

To change or book your appointment please call the administrative assistant:

My Nurse and Dietitian:

To change or book your appointment call:

Toronto General Hospital:

Marissa Sta Maria 416 340 3536

Email: Endocrine@uhn.ca

Toronto Western Hospital:

Michelle De Freitas 416 603 5897