



# The Point

April 2020

*Making diabetes care better, less frustrating and more fun since 2008*

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## RAMADAN STARTS APRIL 23, 2020

Ramadan starts April 23 this year. While some patients with diabetes will choose to be exempt from fasting, others may wish to observe the fasting period which can last as long as 12 hours between the dawn and dusk meal.

If your patient is on an agent that could cause hypoglycemia during prolonged fasting--e.g., sulfonylureas and insulin--see guidance below on how to counsel patients and adjust their medications:

- The original 144 page document developed by the International Diabetes Federation in collaboration with the Diabetes and Ramadan International Alliance (April 2016) and aligns religious and medical advice, can be accessed [here](#)
- We summarized the recommendations in our [May 2017 issue](#) of "The Point"

## RESOURCES FOR REMOTE DIABETES CARE

As we all learn to do telephone visits, we've had to adapt new ways of supporting patients in remote diabetes care. Here's a summary of low-literacy/multilingual resources that were developed with our ZSFG safety net patient population in mind:

How to use **Accu-check meters**:

- (SFHP medi-cal) Guide + Fastclix lancing device instructions in [English](#), [Spanish](#), [Chinese](#)
- (HSF) Aviva + Softclix lancing device instructions in [English](#), [Spanish](#),

### [Chinese](#)

- Provider [tipsheet](#) on coaching your patient to read you averages and BG data from the meters

For patients with the **Freestyle Libre continuous glucose monitor**:

- Provider [tipsheet](#) on coaching your patient to read you a wealth of data about their trends from their reader

**"Introduction to insulin" videos for T2DM**, featuring ZSFG patients' journeys from fear and denial to successful use of insulin

- [bit.ly/InsulinIntro-Eng](https://bit.ly/InsulinIntro-Eng) or link [here](#)
- [bit.ly/InsulinIntro-Spa](https://bit.ly/InsulinIntro-Spa) or link [here](#)

How to use **insulin pens**:

- Patient instructions in [English](#)

## EMERGENCY RESOURCES

[Resources](#) for **low cost or free/emergency supplies of insulin** for patients without insurance, or having other difficulty obtaining their insulin

**Nutrition resources:**

- [Free pantry and free eats](#) in English and Spanish
- SF-Marin Foodbank website, searchable by zip code in [English](#), [Spanish](#), [Chinese](#) and other languages
- Project Open Hand [application](#)
- Ideas for low carb snacks: [English](#) [Spanish](#)
- [Website](#) of quick links to SF food resources and ways to stay physically active while sheltering in place, developed by our very own ZSFG dieticians!

### **Emergency medi-cal**

We've been coming across patients having issues getting their medications refilled because of lapses in insurance coverage. For many, the problem has turned out to be missing paperwork that the patient needs to provide in order to renew their medi-cal continuously. Patients can potentially have a 90 day extension to provide the paperwork and meanwhile get temporary emergency medi-cal until the end of the month. Call medi-cal at 415-863-9892 for more information if you have a specific case. We've had good luck getting through and have found the staff to be very helpful.

**ZSFG Outpatient Pharmacy** is now providing free delivery of medications via UPS (excluding controlled substances and medications that need refrigeration like insulin, GLP-1s, eye drops)

- Patient can request or prescriber can free text request for delivery in the prescription comments
- Confirm patient's address
- Patient must be at home to sign for delivery

[Essential Trip Card](#) is a new program by the SFMTA for subsidized taxi rides for essential trips during the shelter-in-place order

- Must be over 65 yo or disabled to qualify
- For travel within San Francisco only
- e.g., load \$6 for \$30 worth of travel, or load \$12 for \$60 worth of travel on a debit card
- Call 311 to get started

**DiabetesResources in  
SharePoint**