



The Point

March 2020

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



The Diabetes Team is here to support you during this difficult time:

- > Pointers for diabetes telephone visits
- > How to get glucometer data by phone (Guide and Aviva)
- > Enhanced diabetes eConsults

Diabetes Resources in
SharePoint

POINTERS FOR TELEPHONE VISITS

We are all learning how to do telephone visits. The **priority** is first on patient safety, access to medications and refills, food/housing/financial security, coping with the anxiety about covid-19 and the new reality of sheltering-in-place.

Things we've learned in Diabetes Clinic:

- Ask about what has changed in your patient's **schedule**--e.g., sleep, activity, eating. If your patient is reporting **hypoglycemia**, consider adjusting their sulfonylurea or insulin as appropriate.
- Ask about **hyperglycemia**, often a consequence of changes to schedule, reduced activity while sheltering in place, stress eating.
- For folks who are already or newly food insecure: **SF-Marín Foodbank** is still in operation. Patients with diabetes and A1C > 8.5% may also qualify for **Project Open Hand**
- Now is the time when **home glucose monitoring** can help. If your patient is on an agent that could potentially cause hypoglycemia, or their blood glucoses are not in control, consider prescribing a glucometer to allow for more timely adjustment of medication and diet. For patients on SFHP medical, pharmacies can dispense, do meter set up and teaching to reduce in-person visits in your clinic. Encourage your patients to write down their BGs, but if they can't, see section below on coaching patients to give you the information by phone.
- One potential **silver lining** of sheltering in place--meals may be more

routinized and patients may be better able to adhere to their medications. Those on intensive insulin regimens may be more able to check their blood glucose and appropriately time their prandial insulin before meals and see the effects of different foods.

GETTING GLUCOMETER DATA BY PHONE

Ideally, if patients write down their blood glucoses on a log, you can ask them to read you their values over the phone to get a sense of their patterns.

Otherwise, we've attached [cheatsheets](#) on querying the two most common meters in our system: Accu-chek **Guide** (covered by SFHP medi-cal) and Accu-chek **Aviva** (covered by HSF). Both meters provide 7, 14 and 30 d averages, as well as a memory of past blood sugars by date/time.

Also attached is a [Freestyle Libre cheatsheet](#) to help with telephone visits.

ENHANCED DIABETES ECONSULTS

Please eConsult more liberally. The Diabetes Team will be doing **more telephone triaging with patients at the point of eConsult, especially for patients with urgent needs**, rather than waiting for appointments to be scheduled.

We can often troubleshoot problems with a quick phone check-in, be it problems with a meter or diabetes prescription, do some education and prepare for a formal in-person or telephone visit follow-up. We know this is a time when provider, RN, pharmacist and nutritionist schedules are being shifted and pulled to other priorities. The Diabetes Team is happy to help support you in any way we can.