

## Helping You

We hope this book has helped you and your support persons learn more about our Diabetes Program.

If you have any questions, feel free to contact us.

We are here to help.

For more information, have a look at our website: [www.stjoes.ca/diabetesprogram](http://www.stjoes.ca/diabetesprogram)



St. Joseph's  
Healthcare  Hamilton

# Welcome to the Diabetes Program



Providing Client Centred Care

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**Program Location:**  
**Fontbonne Building - 5th Floor**  
**(301 James Street South)**

St. Joseph's Hospital  
50 Charlton Avenue East,  
Hamilton, Ontario L8N 4A6

**Telephone:** 905-522-1155 ext. 32045  
**Website:** [www.stjoes.ca/diabetesprogram](http://www.stjoes.ca/diabetesprogram)

## Welcome

Welcome to the Diabetes Program. During your time with us, you will learn about what diabetes is and set goals to help you live well with diabetes.

This program is designed to help you meet your learning needs.

You will have one to one teaching with our Diabetes Educators who are Registered Nurses and Registered Dietitians. You may also see one of our Diabetes Doctors.

We will support your learning and help you to develop the tools that you need to make day to day decisions about your diabetes control. You will learn what you can do to be more in charge of your health and live well with diabetes. You then return to your community health care doctor or team.

You are the most important part of your diabetes education team. We will work closely with you, your support person and the primary care doctor or health care provider that referred you to the program.



## Client Safety

### Your Health Care – Be Involved

Your safety is our concern. In order to have the best health care, be an active member of your health care team.

Here are some ways to **Be Involved**:

- Ask questions and talk about your concerns.
- Know the medications you take and why you take them.
- Carry a current list of medications, vitamins and herbal products you take to share with all health care providers.
- Carry a list of your current medical conditions, allergies, past problems and surgeries.
- Make sure you know what to do when you leave the hospital, clinic, program or doctor's office.

When you are involved, you can make better decisions about your treatment plan.

For more information there is a booklet called 'Your Health Care – Be Involved' published by the Ontario Hospital Association. Ask a member of your health care team for a copy. You can download this book in many languages from [www.oha.com](http://www.oha.com)

## Patient Relations – Compliments and Complaints



At St. Joseph's Health Care Hamilton we expect everyone will treat each other with dignity and respect at all times. We invite you to contact our Patient Relations Department at 905-522-1155 ext. 33838 when you have comments, compliments or complaints about the care you had here.

When you call with a compliment, we will pass this message on.

When you call with a complaint, we will work with you and your health care team to try and resolve the problem using respect, compassion, confidentiality and fairness for all involved.

If no one is available when you call, please leave a message.

## One to One Appointments

You may have a:

- 1 hour assessment with a Registered Nurse and
- 1 hour assessment with a Registered Dietitian and/or
- an appointment with a Diabetes Doctor

You may have alternate 45-minute follow up appointments with your nurse and dietitian. Follow-up appointments are usually every 3 to 6 months.

During these meetings together we will:

- develop and assess goals to improve your health
- talk about your next steps toward living well with diabetes
- talk about your concerns and answer your questions
- ask you to have blood tests done



We will send written reports to your referring primary care doctor or health care provider about your participation and progress.

## Parking

Public parking is off 301 James Street South beside the Fontbonne Building at the bottom of the West 5th Mountain access.



Bring your ticket with you as you pay for parking at the machine inside the ramp before going back to your vehicle.

## Appointments

Check in at the Registration Desk for all appointments.

### Bring:

- health card
- a list of your current medications including over-the-counter medications, vitamins and herbal medications
- blood sugar monitor (glucose meter)
- log book or record of your blood sugars
- low sugar supplies
- a person to translate for you if you need one
- a family member or support person if you like



## Before appointment and class checklist:



- Eat at your regular meal times.
- Take your usual medications.

You may wish to bring a lunch or snack in case your appointment is delayed or your appointment is at a time when you would normally eat.



## Remember:

**In order to serve our clients better and keep wait times down**

- We need 48 hours notice to cancel or change any appointment with a Diabetes Doctor, Nurse or Educator.
- If you fail to give 48 hours notice to cancel a doctor's appointment, you may be charged.



## When you need help:

- If you do not speak or understand English well or use sign language, please bring someone who can help you.
- If you have no one who can help, you must let us know in advance so we can arrange translation. It is very important to keep your appointment if you have asked for help with translation.