

My Appointments

| Appointment with: | Date and Time: |
|-------------------|----------------|
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| | |

| Class: | Date and Time: |
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Classes I am booked for:

Check in at the Registration Desk for all appointments and classes.

**We need 24 hours notice for appointment changes.
Call 905-573-4819.**

St. Joseph's
Healthcare  Hamilton

PD 5102 (2016-02)

Welcome to the Diabetes Care and Education Centre

Providing Patient and Family Centred Care



Program Location: King Campus – Lower Level
2757 King Street East, Hamilton, Ontario
Telephone: 905-573-4819

Website: www.stjoes.ca/diabetesprogram

St. Joseph's
Healthcare  Hamilton

www.stjoes.ca

Welcome

Welcome to St. Joseph's Healthcare Hamilton's Diabetes Care and Education Centre. During your time with us, you will learn what diabetes is and set goals to help you live well with diabetes. This program is set up to help you meet your learning needs.

You will have one to one teaching with our Certified Diabetes Educators who are Registered Nurses and Registered Dietitians. You will be able to see a Diabetes Specialist Doctor and Social Worker when needed.

You will also attend group learning sessions where you will meet others, like yourself, who are living with diabetes.

Come prepared for every appointment.

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 family member or support person if you wish
- a person to translate for you if you need one

You and Your Belongings – Working Together to Keep Them Safe

As partners in your care, you can help us by:

- Leaving personal items that are valuable to you at home.
- Making sure you take everything with you when you go into an exam room, into a room for a test, into a washroom, or classroom etc.

St. Joseph's Healthcare Hamilton cannot guarantee the safety of your belongings.

St. Joseph's Healthcare Hamilton does not provide replacement or reimbursement for any lost, damaged or stolen items. This includes clothing, jewellery, mobile and electronic devices, games etc.

Thank you for helping us care about your things.

Helping You

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

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

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 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
- Bring your blood glucose meter and log book to all appointments
- 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

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 are the most important part of your diabetes education team. We will work closely with you, your support person and the health care provider that referred you to the program. This may be your Primary Care Doctor, Nurse Practitioner or Family Health Team.

When you are doing well, you may be discharged from the Diabetes Centre and return to your Health Care Provider for ongoing diabetes care. You can return to the Diabetes Care and Education Centre if needed.

Living Well with Diabetes Class

For most of you, this class will be your first introduction to the Diabetes Care and Education Centre. This class provides an overview of what diabetes is and helpful hints on how to live a healthy life with diabetes. You are welcome to bring a support person to class.

During this class you will:

- meet and talk to other people with diabetes
- get reading material about diabetes to take home
- book more classes to attend
- book your first one to one appointment with a Diabetes Educator (Nurse or Dietitian)

Plan to be here for 3 hours.

One to One Appointments

Your first appointment may be a:

- 1 hour assessment with a Registered Nurse or a
- 1 hour assessment with a Registered Dietitian

After you see the Nurse or Dietitian, an appointment with a Diabetes Specialist Doctor may be scheduled if needed.

Follow-up appointments are 45 minutes. Follow-up appointments are usually every 3 to 6 months.

During these appointments you will:

- develop goals to improve your health
- learn how you can live well with diabetes
- talk about your concerns and ask questions

Patient Relations – Compliments and Complaints

At St. Joseph's Healthcare 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.

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

If you call with a concern, 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.

Please be prepared to leave a message.

Parking

There is parking at the front of the building. You need to pay for parking before returning to your vehicle.

Bring a Lunch or Snack

Plan to bring a lunch or snack based on the time you come. It is always best to be prepared as delays can happen.

Smoking

There is no smoking on the property or in the building. If you would like help quitting, talk to a member of your health care team.

The Smoker's Helpline is 1-877-513-5333.

The website is: www.smokershelpline.ca

We will send written reports to your referring Primary Care Doctor or Health Care Provider about your participation and progress.

Before appointment and class checklist:

- Eat regular meals
- Take usual medications
- Bring your log or record book

Classes

- Sign up for a class

- Bring a support person

Carbohydrate Counting

Everything you wanted to know about carbohydrates and more. Learn which foods have carbohydrates and how counting carbohydrates can help control your blood sugar.

Eating on a Budget

Learn to make healthy food choices and stay within your budget with cost-saving tips.

Label Reading

Confused reading food labels? This class will make you an expert in no time!

Eat Smart for Your Heart

Getting to the Heart of Diabetes. Learn how to protect your heart. What you need to know about fats and fibre and which foods should be in your grocery cart.

Diabetes and Caring for Your Feet

Learn how to care for your feet. A Chiropodist attends part of this class for discussion.

Cutting Back on Sodium

Sodium is everywhere - get the facts. Learn about how to reduce your blood pressure by reducing sodium intake. At the same time, reduce your risk of stroke and cardiovascular disease through tasty, healthy eating.

Dining Out

Is it possible to eat healthy while dining out? This interactive class will teach you tips and guidelines to help you make healthy choices whether you are eating at a restaurant, food court or at a friend's house.

Craving Change™

A how-to workshop for changing your relationship with food. Understand WHY you eat the way you do. Comfort yourself without food. Change your thinking, change your eating. Cost of workshop is \$10 (includes price of workbook).

Managing Insulin

What is the right kind of insulin for you? Learn about insulin action and the newest insulin delivery devices. We will discuss balancing your blood sugars and how to safely adjust your own insulin.