

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

Stay Well Exercise Program

Stay Well is a program for people with diabetes which is supervised by an Exercise Specialist. Activities are designed for each person's special medical needs. There is a fee for this program. Please speak to your Diabetes Educator for more information or to register for the Stay Well Program.

Education Classes

We offer classes to learn about important topics such as Living Well with Diabetes, Carbohydrate Counting, Label Reading and more. For more information on the classes offered, dates and times, call 905-522-1155 extension 32045.

St. Joseph's
Healthcare  Hamilton

PD 7752 (2016-02)

Welcome to the Diabetes Care and Education Centre

Providing Patient and Family Centred Care



Program Location: West 5th Campus
100 West 5th Street, Hamilton, Ontario L9C 0E3
Telephone: 905-522-1155 ext. 32045
Website: www.stjoes.ca/diabetesprogram

St. Joseph's
Healthcare  Hamilton

www.stjoes.ca

Welcome

Welcome to the Diabetes Care and Education Centre. 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 Certified Diabetes Educators who are Registered Nurses and Registered Dietitians. You may also see a Nurse Practitioner or a Diabetes Specialist Doctor.

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 Primary Care Doctor or Health Care Provider that referred you to the program.

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

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 healthcare 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

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.

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 if 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

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

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

During appointments you will:

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

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

Parking, Drop Off, Taking a Bus

- The closest parking is off Fennell Avenue in front of the Outpatient Entrance. You need to pay for parking before returning to your vehicle.
- You can be dropped off at the front of the building if you are getting a drive or coming by DARTS.
- The West 5th Campus is on the Hamilton Bus Route system.

Appointments

Check in at Reception D 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 wish

Before appointment and class checklist:

- Eat at your regular meal times.
- Take your usual medications.
- Bring your blood sugar log or record book.

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.
- 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.

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.