

Welcome to Adult Diabetes Care at

The Ottawa Hospital Endocrine & Diabetes Centre



Disclaimer

This patient education resource is not medical advice. It shares common health facts, advice and tips. Some of the information provided in this resource may not apply to you. Please talk to your doctor, nurse or other health-care team member to see if this information will work for you. They can also answer any questions or concerns that you might have.

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Welcome to Adult Diabetes Care

The Ottawa Hospital Endocrine & Diabetes Centre is pleased to welcome you into our practice. We hope you will find the following information useful in answering some of your questions about the clinic. We understand that turning 18 can be both exciting and challenging and would like to reassure you that transitioning to adult care is nothing to worry about.

Our hope is to make this transition as easy as possible and our team will do their best to help support you in the skills you need to manage your diabetes.

Meet your team:

Here is the contact information for the clinic and your diabetes care team:

- Endocrinologist: _____
- Nurse: _____
- Dietitian: _____

- Endocrinologist on call for urgent matters:
613-761-4221

Young Adult Transition and Care Policy

We aim to provide high quality, comprehensive, and confidential health care to meet your needs.

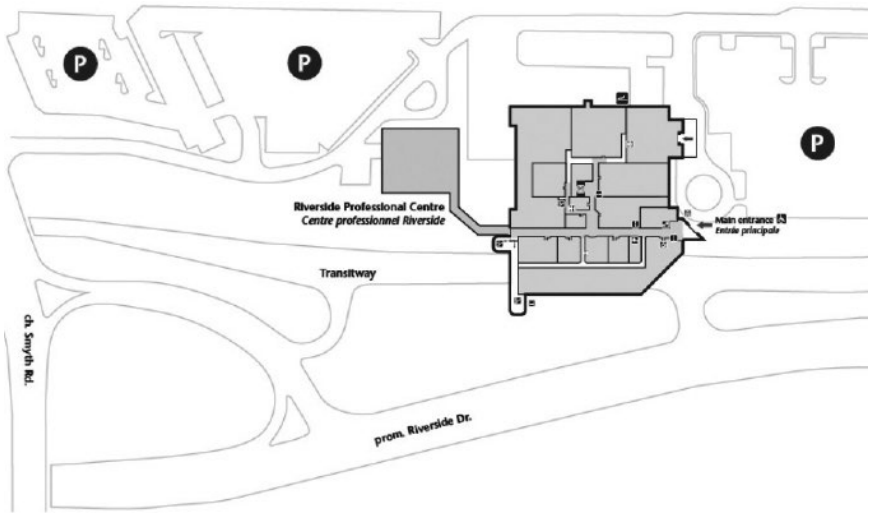
Our practice places you in the center of your own health care with the healthcare team as a partner in supporting your goals. This also means that adult providers do not discuss any aspects of your care with anyone else unless you specifically ask that we do. Most young adults involve family and/or close friends in their care decisions and would like their healthcare provider to share information with those close to them. To allow us to share information with others you will have to sign a consent form. This form is included in your welcome package and is also available at the clinic. For young adults who are unable to provide consent, we will need legal documentation about decision-making arrangements.

Your health is important to us, and we look forward to having you as a patient. If you have any questions or concerns, please feel free to contact us.

Getting Here

The Ottawa Hospital Endocrine & Diabetes Centre is located at 1967 Riverside Drive Ottawa, ON K1Y 7W9 Canada. The clinic is located on the 4th floor.

Hours of operation are 8:00 am to 5:00 pm Monday through Friday.



Parking:

Parking is available in the parking lot in front of the hospital. The cost for parking is :

- 15 min to 30 min: \$4.50 for 30 mins to a max of \$16 a day.

Public Transportation: You can also reach the clinic by bus. Many bus route stop at the Riverside Campus. The bus stop name is RIVERSIDE STATION - (3032).

Please use OC Transpo Trip Planner for more details.

Checking in:

The clinic is located in The Ottawa Hospital Riverside campus on the 4th floor. On arrival at the clinic, please register at the front reception desk, directly in front of the elevators.

How long can I expect to wait?

The diabetes clinic is a busy place and there may be a wait for your appointment. We do try to keep your wait to a minimum, but it is a good idea to bring a book, tablet, device or homework to pass the time. We have free wifi.

What to expect at the first visit

This is our first opportunity to meet you and your family or support person. The goal of the first visit is getting to know you. After you have checked in and provided your contact information, you will meet your new Endocrinologist and Diabetes Education team. Expect to spend at least 2 hours at the clinic.

What we will do	What do I need to bring?
<ul style="list-style-type: none">• Get to know you• Ask about your goals• Ask about your medical history• Do a brief physical exam	<ul style="list-style-type: none">• List of your medications• Record of your blood glucose (log book, meter, meter download or pump download)• List of prescriptions that<ul style="list-style-type: none">• require refills• Your questions <p>*Please ensure that you have your blood work done 1 week before your appointment</p>

If you are on insulin pump therapy, we encourage you to upload your pump prior to the appointment. If you are unable to upload your pump at home, we will be able to help you do this in clinic.

How we communicate with you and your family:

- Our practice places you at the center of your care. As mentioned in our clinic policy, this means that your new diabetes team does not discuss your care with anyone else unless you ask that we do. Your family or your support person can still be involved in your care; you just have to give us permission to share information with them.
- You may also access your medical record through MyChart.

Who to contact for help

- **Between appointments:** you will be able to communicate with your team by phone or email during the hours of 8:00am-4:00pm. You will be provided with contact information at your first appointment with us.
- **After hour services:** you have access to the endocrinologist on call for evening, weekends and when the clinic is closed for urgent issues. To contact please call: 613-761-4221
- **Emergency services:** If you have a medical emergency please go to the nearest emergency department.

How we screen for complications of diabetes:

As an adult, you will be screened for complications of diabetes. This means you will have regular blood work done for A1C but also to test your cholesterol and kidney function. You will also have your feet checked. We recommend that you see your eye doctor once a year to screen for diabetes problems

in the eye (retinopathy). We also recommend visiting your dentist yearly. It is also important to see your primary healthcare provider at least once per year.

You will have to do your blood work (A1C, Cholesterol, kidney function, etc.) before your appointment at a laboratory either at the clinic or at a laboratory of your choice 1 week before the appointment. You will receive the laboratory requisition from your pediatric care provider at your last pediatric appointment.

Where do I find the laboratory?

- A laboratory is available onsite. It is located on the main floor
- to the right of the elevators (follow the signs)
- If you are using a laboratory outside the clinic (eg Dynacare, Life Labs) , try to do your blood work 1 week before your appointment to make sure your team has the results for your appointment.

Where can I get refreshments?

- Hospital Cafeteria is located in the basement of the hospital (hours 9:00-3:00).
- Gift Shop, near the main entrance, offers light snacks.

What if I am going away to university?

If you are going away to university, efforts will be made to accommodate visits when you are home from University. Scheduling your appointments well in advance can make this easier.

Your Diabetes Care Goals/ Health Priorities

The attached tool will help us focus on your goals and priorities. Feel free to use this to help guide the discussion during your appointment.

Clinic Conversation Guide for Type 1 Diabetes

"Conversations that truly matter."

What is the most important issue to discuss on this visit?

What is something I find challenging in managing my diabetes?

Do I have any T1D goals? if so, is there anything that makes it hard to reach my goal(s)?

What am I doing well to manage my diabetes?

How can my diabetes team best help me?

- Acknowledge my feelings
- Listen to me
- Answer my questions about

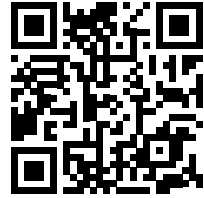
Anything else I would like to discuss:

- Concerns
- Resources available to me
- Research and new treatments



Do you have any feedback about this education resource?

Is it welcoming and respectful of your background, culture, and identity? Your opinion is important to us. Please fill out this [survey](#) or contact the Patient Education team at patienteducation@toh.ca



Do you need this information in a different format?

Please tell a member of your health-care team so that they can provide you with this information in a format that works for you. This resource is available in English and in French. Cette ressource est disponible en anglais et en français.



Booklet information

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