

Department: HHS/Diabetes Program

Policy Number: HHS- 2204

Attachments: _____

Policy Title: Diabetes Clinic-Patient Flow

Date: 08.24.05

Revised: 07.12.12

Approved by: _____

Date: 12/12/12

1. Policy Statement and Purpose:

The diabetes clinic will strive to provide the best multidisciplinary diabetes care possible to facilitate teamwork, communication and quality.

2. Procedure:

1. The patient will register at the front desk. The receptionist will update the patient's address, phone number and insurance information.
2. Pharmacy will print a medication list for each patient the day of the patient visit and the day of diabetes clinic for the walk-ins.

3. Patient charts will be screened for Diabetes Standards of Care. Diabetes Program Staff will screen charts for scheduled patients and the clinic nurse will screen walk-ins:

Using the Diabetes Patient Care Summary (from DMS):

- ❖ Review lab results and EHR from previous visit(s)
- ❖ Note immunizations as current or due
- ❖ Identify if any lab work, EKG, etc. is due as per standing orders.
- ❖ Attach medication list to chart. (Permanent part of record).

Nurse will notify lab to draw sample/get specimen as needed.

4. Nurse will room patient and prepare for provider.

- ❖ Every visit-weight, blood pressure, pulse, respiration rate, temperature, and recorded in EHR.
- ❖ Annually - a measured height using standard stadiometer procedure.
- ❖ Ask patient if they have any alcohol abuse and smoke, how much and if they plan on quitting.
- ❖ Ask patient to remove shoes and socks if patient is not going to see the podiatrist
- ❖ Inform provider if EKG is needed.
- ❖ Give any needed immunizations, as per standing orders, record in EHR.
- ❖ Review the pharmacy medication list with the patient; write down any stated changes and write the specifics of aspirin use, (dose, frequency). The nurse should identify the current medications of the pharmacy list by placing a check mark in front of the correct medications. Nurse should

remind the patient to try and remember to bring in their medicines, their glucometer and log book to all diabetes follow up visits.

- ❖ Clip the patient's glucose log book on the patient's charts for easy access by the provider.
- ❖ Obtain lab test results that are completed from the lab as soon as they are available clip to the patients chart, or give to the provider.
- ❖ Bring meter to the diabetes office for printout of home testing results.

6. The provider will see patient for exam/consultation.

7. After the exam, the nurse will notify the Diabetes Staff (Ext.7840 or 2527) that the patient is ready or bring patient and appointment card to the diabetes office.

8. The diabetes staff will:

- ❖ Review any comments from Provider about requested education.
- ❖ Discuss and reinforce standard of care with patient.
- ❖ Provide specific education at the time (glucose testing on meter, insulin administration, foot care, nephropathy/care, etc).
- ❖ Complete assessment template for diabetes self-management education (DSME) and/or Medical Nutrition Therapy (MNT).
- ❖ Document interaction/intervention in EHR.

Escort patient to Front Desk if needed to schedule appointments or to Pharmacy for prescription pick-up.