

Diabetes Alliance URGENT CARE – a Pandemic Response

- District wide
- Utilising existing resources
- Reducing burden on acute care services
- Continuing current relationship and engagement model of DAP with General Practice
- Patients discharged back to GP (when clinically safe to do so)

Flyer has been faxed to all GP surgeries in Diabetes Alliance Contacts list

Promotion via Webinar supported by PHN, recording sitting on DAP webpage

PHN Primary Care Team liaising with GPs / PNs

Flyer has been added to Hunter Region Practice Nurse Facebook Group (1700 members)



Diabetes Alliance URGENT CARE
PHN / HNELHD EDUCATION SESSION

The Diabetes Alliance Urgent Care model provides timely and accessible diabetes specialty clinical advice, insulin titration assistance and access to Endocrinologist support for General Practitioners (GPs) and Practice Nurses (PNs) working in primary care within the Hunter New England Local Health District.

Understanding the complex nature of Diabetes in adult patients and the demand on general practice, especially during the current COVID-19 pandemic, this service aims to provide prompt advice as management issues arise. Please join us for this informative webinar outlining the service with opportunity for Q&A.

It will outline the role of the Diabetes Educator who provides the telephone service and can advise on:

- management issues
- arrange insulin titration assistance (GP referral required)
- triage if required urgent referral to a My Virtual Care Case Conference with an Endocrinologist, GP, Diabetes Educator, +/- Practice Nurse, +/- Patient.

SPEAKERS: Morag Joseph (Diabetes Alliance Program Manager, HNELHD), Tamara Whitworth (Diabetes Alliance Diabetes Educator, HNELHD), Michelle Kriss (Acting Diabetes Service Manager, HNELHD) & Sarah Pullen (Diabetes Alliance Program Manager, HNELHD)

WHO: GPs, Practice Nurses & Practice Managers in Hunter New England Region

WHEN: Tuesday 14th September, 1:00 pm – 1:30 pm

WHERE: Online via GoToWebinar

RSVP: Please [click here](#) to register

phn
HUNTER NEW ENGLAND
AND CENTRAL COAST
An Australian Government initiative

Home - Community HealthPathways Hunter New England

COVID-19 note

Diabetes Alliance urgent care response

The Diabetes Alliance has developed an urgent care COVID-19 response.

A diabetes educator will be available to:

- Advise on management issues.
- Arrange insulin titration assistance (general practitioner referral required).
- Triage urgent referral to a My Virtual Care Case Conference with an endocrinologist, general practitioner, diabetes educator, and if required, a practice nurse and the patient.

Phone 0436-276-161 Monday - Friday 8.30 am to 4.00 pm, excluding public holidays. Phone calls only, no text messages.

See – [Diabetes Alliance Urgent Care COVID-19 Response](#)

Last updated: 10 September 2021



Health
Hunter New England
Local Health District

JHH Switch diversion to Urgent Care phone

Urgent Care Model promotion blurb has been added to GNS Diabetes Community DE and Dietitian correspondence

Presented to Chronic disease network 26th October 2021

**PRIMARY
HEALTH
NETWORK**



DIABETES QUESTIONS?

Call us ☎ **0436 276 161**

We can provide

- ✓ diabetes management support
- ✓ medication advice
- ✓ insulin titration assistance

or if required, link you and your patient with an Endocrinologist for a telehealth case conference.

Diabetes Alliance Urgent Care

Call us ☎ **0436 276 161**



Available Monday - Friday 8.30 am – 4.00 pm (excluding public holidays)

Educators and Service Managers across the district notified of service

GP networks across the district made aware

Planned webinar to include GP and PN who have attended Urgent Care to promote ease of service

Poster to be delivered across district to be displayed in GP offices, staff rooms etc



Health
Hunter New England
Local Health District

HNE HealthPathways and Patientinfo login

HNE HealthPathways:

<https://hne.communityhealthpathways.org>

Username: hnehealth

Password: p1thw1ys

Patientinfo:

<http://patientinfo.org.au>

No login required

Diabetes Foot Screening

Elective Procedures and Diabetes

Hypoglycaemia

Insulin Pump Breakdown

Insulin Therapy in Type 2 Diabetes ▼

Kidney Disease in Diabetes

Newly Diagnosed Type 2 Diabetes ▼

Screening and Diagnosis of
Diabetes and Pre-diabetes

Diabetes Referrals ▲

Diabetes Specialist Referrals

Diabetes Education Referrals

High Risk Foot Assessment

Diabetes Alliance Integration
Initiative

Drug and Alcohol/Addiction Medicine ▼

Endocrinology ▼

Gastroenterology ▼

General Medicine ▼

 / ... / [Diabetes Referrals](#) / Diabetes Alliance Integration Initiative

Diabetes Alliance Integration Initiative

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The Diabetes Alliance Integration Initiative is a free initiative that:

- Supports general practitioners to provide people with diabetes access to best possible care and improved clinical outcomes.
- Aims to build an integrated health system to improve the patients experience of care.

Involvement in the initiative provides:



How Are We Doing?

MONTH	TOTAL CALLS	ELIGIBLE	NOT ELIGIBLE	ADVICE ONLY	TITRATION	MVC
1 13/9 – 8/10	60	30	30	8	1	20
2 11/10 – 5/11	49	27	22	4	1	21
3 8/11 – 3/12						
TOTAL						

Urgent Care My Virtual Care Case Conferences

MONTH	BOOKINGS	PT ATTEND	DC TO GP	ENDO F/UP	GNS DE	GNS DIETITIAN	GNS TITRATION
1 13/9 – 8/10	29	22	21	8	6	7	4
2 11/10 – 5/11	20	16	7	13	4	4	5
3 8/11 – 3/12							
TOTAL							