



Diabetes Alliance URGENT CARE

COVID-19 RESPONSE

The Diabetes Alliance Urgent Care model provides timely and accessible diabetes speciality 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.

A Diabetes Educator will provide 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.

How to access Diabetes Alliance Urgent Care?

The service is available: **Monday - Friday 8.30 am – 4.00 pm** (excluding public holidays)

Please call  **0436 276 161**

(Note: Phone calls only, no text messages will be received or replied to)