

PREPARING FOR REMOTE DIABETES APPOINTMENTS

During coronavirus, you'll probably have some or all of your diabetes appointments on the phone or online.

There are some groups of people who will need to be seen face-to-face more than others at the moment. Your diabetes healthcare team will give you advice on the best type of appointment for you at this time. This might mean that you get your care in a different way to usual.

Having phone or online appointments might feel strange if you're not used to it, but we've got some tips to help you prepare.

Talk to your healthcare team

Your healthcare team might offer you a video or phone call. If you prefer one or the other, you can let them know.

If you can, ask for a specific time for your appointment so you can be ready for it in advance. Your team might not be able to give you an exact time. If this doesn't work for you, let your team know.

Ask your team if it's possible to have blood tests before your appointment. This might not always be needed, but it can help you and your team make decisions about your care at your appointment.

If you need a translator during your appointment, let your team know in advance. You might want to ask a friend or family member to interpret for you. But if you would rather have a professional translator, your healthcare team should be able to organise this.



Before your appointment

- Try to find somewhere quiet for your appointment, where no one will interrupt you. This could be a bedroom or another room where you can shut the door.
- Check that your technology is working before your appointment. You might need to move to an area of your house with better phone signal, or check that your computer is connected to the internet.
- Think about what you want to ask or if you have any specific concerns in advance. You could write them down to help you remember during your appointment. You might also want to have a list of your medications to hand and, if you check your blood sugars, a record of your most recent results.
- If you use a blood glucose monitor at home, your team might ask you to share the data with them electronically before your appointment. Your team will be able to help you if you're not sure how to do this.

After your appointment

Ask for a follow-up appointment or for further information via email or text if you think it would be helpful.

Get in touch

If you need more help or support, you can call our helpline between 9am and 6pm, Monday to Friday, on **0345 123 2399**. One of our trained advisors will be there to help you with any questions or concerns you might have at the moment.

You can also connect with other people with diabetes on our forum at **www.diabetes.org.uk/connect-forum**

Or visit our website for the latest information on coronavirus **www.diabetes.org.uk/corona-updates**