

HOW TO EMAIL THE DIABETES CLINIC

The Endocrinology & Diabetes Unit at BC Children's Hospital is a provincial program, following approximately 800 children with diabetes.

We are pleased to have a dedicated **nursing** email to help support our families with diabetes-related concerns in between clinical appointments. In order for us to provide this support, it is important to have all the most up to date information.

When you send in an email, please always include:

1. The full name of your child
2. Date of birth
3. The name of the diabetes doctor your child usually sees
4. A phone number you can be contacted at, if necessary
5. The reason for the email

For insulin dose adjustments (not related to illness), the following is required:

1. The most recent 1-2 weeks of glucose results
2. Insulin brands (i.e. Basaglar, Levemir, NovoRapid, Humalog, etc.)
3. Current carbohydrate ratios and ISFs (correction factors)
4. Dose(s) of long-acting insulin and approximate time it is given (i.e. morning, bedtime)
5. Doses of short-acting insulin given for meals/snacks/corrections
6. Suggestions/questions you have related to glucose readings/insulin adjustment

If your child uses a continuous glucose monitor (CGM), please provide answers to #2-6 above. Carbohydrates and insulin doses for food and corrections can be entered directly into the CGM. **If this information has not been entered into your CGM, please send a completed [Blood Glucose Log for MDI](#).**

If your child uses an insulin pump, please upload the pump and let us know the pump brand. Please complete a [Blood Glucose Log for Insulin Pumps](#) if you are unable to upload.

For your child's safety, we will not be able to provide advice on insulin dose adjustment until we have the information requested above.

FORMS AND OTHER PAPERWORK

CGM and Pump applications and renewals:

1. Please complete your extended benefit section and sign prior to submitting to clinic. Incomplete forms will be returned.
2. Contact Pharmacare directly to check status of application: **1-800-663-7100**.

Disability Tax Credit:

Please complete section A (Page 1) of the T2201 [Disability Tax Credit Form](#) and sign before submitting.

Prescription Renewals:

Please ask your pharmacy to fax the renewal request to 604-875-3231 and our team will complete and return to the pharmacy.

Please contact the diabetes secretary at 604-875-2868, ext. 2 for the following:

- Questions about clinic appointments, including rescheduling
- Blood test results or requisitions
- Travel letter or travel plan for insulin doses
- School forms
- New prescriptions

We realize that unplanned health crises can happen outside of regular clinic hours. Our program is committed to offering the families we see access to 24-hour telephone support for medical emergencies. **For after-hour emergencies, please contact 604-875-2161 and ask to speak with the Pediatric Endocrinologist on call. Please refer to the [After Hours Telephone Service](#) handout.**

In situations that are a medical emergency, but not related to your child's diabetes or endocrine condition, go to the nearest emergency room or call 911.

Thank you for your help and understanding!

Your Diabetes Nursing Team