

Diabetes Resources for Patients – Calgary Zone

More diabetes resources may be available in your area. Please call Health Link at 811.

Education and Diabetes Questions

1. Phone-line, Email
 - Diabetes Canada’s question line: 1-800-BANTING (1-800-226-8464) or visit their website to email them a question or to read frequently asked questions <https://www.diabetes.ca/contact/information-and-support-services>. They answer more than 20,000 questions a year!
 - Diabetes Educator: If you already have a diabetes educator in your primary care network (doctor’s office) or diabetes clinic, call him or her. Many pharmacists are also diabetes educators. Ask!
2. Diabetes Classes:
 - Alberta Healthy Living Program Classes: To view and sign up online for diabetes classes (and much more) visit <https://app.booking.ca/ahlpcalgarypub>. If you need help booking classes, call 403-9-HEALTH
 - Primary Care Network (PCN) education: Find and visit your PCNs website here www.mypcn.ca to see what education classes they may offer. PCNs are groups of family doctors that offer extra services to their patients. These may include health classes.
3. Online Education
 - Diabetes Canada
 - Patient Education <http://guidelines.diabetes.ca/patient-resources>
 - Home page www.diabetes.ca
 - MyHealth.Alberta: Visit <https://myhealth.alberta.ca/> and search Diabetes

Glucose Monitoring

1. Pharmacies: Pharmacy staff train on glucose meters obtained through their pharmacy.
2. Diabetes educators: Educators at your Primary Care Network (doctor’s office) or diabetes centre (if you are currently attending) may assist with glucose meter training.

Staying Healthy with Diabetes

Diabetes Canada Recommended Diabetes Checks: Visit Diabetes Canada Patient Resources http://guidelines.diabetes.ca/patientresources	
A	<p>A1c</p> <ul style="list-style-type: none"> • Target is usually 7% or less. Check with your healthcare team. • Ask for a standing-order A1c from your doctor so it is easier to get an A1c done every 3-4 months. You do not need to fast for this lab-work. • Why it's important: A target A1c can lower the risk of complications. Dropping the A1c one point, e.g. from 8% to 7%, may lower risk by up to 35% in type 2 diabetes. Dropping the A1c from 9% to 7% may lower risk by up to 60% in type 1 diabetes.
B	<p>Blood pressure (BP)</p> <ul style="list-style-type: none"> • Aim for less than 130/80. Monitor at home, pharmacy, MD office. • Why it's important: Blood pressure control can reduce the risk of stroke, heart attack, dementia, eye and kidney damage and erectile dysfunction.
C	<p>Cholesterol</p> <ul style="list-style-type: none"> • LDL target is less than 2.0 mmol/L for most with diabetes • Ask your doctor to send you to lab yearly (you don't need to fast). • Why it's important: High LDL and diabetes both raise the risk of heart attack & stroke.
D, D	<p>Drugs to decrease heart disease risk</p> <ul style="list-style-type: none"> • See your doctor to discuss possible protective medications • Why it's important: Some medicines reduce the risk of stroke and heart attack. <p>Dental care</p> <ul style="list-style-type: none"> • Perform daily dental care. Have regular dental appointments. • Why it's important: Diabetes increases the risk of gum disease; gums support teeth!
E	<p>Exercise and Healthy Eating</p> <ul style="list-style-type: none"> • Why it's important: Your healthy habits help increase overall health while lowering blood sugars, the risk of heart disease and other complications.
S, S, S	<p>Self-Management Support</p> <ul style="list-style-type: none"> • Set goals and identify barriers that keep you from reaching your goals • Why it's important: Goals focus your energy and help with next steps. <p>Screening</p> <ul style="list-style-type: none"> • Heart: Have BP, cholesterol and other tests done by doctor. • Feet: Examine feet daily. See doctor if you have open wounds or concerns. • Eyes: Get a diabetes eye exam with optometrist or ophthalmologist. • Kidney: Have urine and blood checks done yearly by your doctor. • Why it's important: The sooner complications are found, the sooner they can be managed and the less likely they'll affect your quality of life. <p>Stop Smoking</p> <ul style="list-style-type: none"> • When ready, see your doctor, pharmacist or visit https://www.albertaquits.ca/ • Why it's important: Quitting smoking reduces the risk of heart disease, stroke, many cancers, dying early and exposing loved-ones to smoke.

1:1 Diabetes Help

Seek help if ...

- You are planning a pregnancy. (Ask your doctor to refer you to a “Diabetes in Pregnancy Clinic” now, before you become pregnant.)
- You frequently have glucose readings less than 4.0 mmol/L
- You frequently have glucose readings above 10 mmol/L
- You are frequently peeing, thirsty, having infections
- You have an open wound on your leg or foot
- You find it hard to take care of your health because of finances, disabilities, stress and other mental health concerns.
- You are due for regular diabetes checks for A1c, heart, feet, eyes, kidneys

Make an appointment to discuss with:

1. Your family doctor, nurse practitioner or the health educators in your Primary Care Network www.mypcn.ca. Primary Care Networks are groups of family doctors that may share the services of social workers, behavioral health consultants, chronic disease management nurses, pharmacists and dietitians. If you don't have a family doctor, find one at www.calgaryareadocs.com. Please note, the Mosaic PCN also has a Refugee Health Clinic <http://mosaicpcn.ca/programs/refugee-health/>
2. Your pharmacist. They may be a diabetes educator. Ask!
3. Your diabetes centre or diabetes doctor: If you don't see an educator at a diabetes centre, it may be that your diabetes doesn't need specialist care. Ask your doctor if you need a referral to a diabetes centre or to a diabetes doctor.
4. An Alberta Healthy Living Program (AHLP) Dietitian: You may call to book an appointment with an AHLP dietitian after you've been to a Diabetes Essentials class. Call 9-HEALTH (403-943-2584) to make this appointment.
5. The resource people at:
 - Alberta Supports Centres 1-877-644-9992 toll-free province-wide <https://www.alberta.ca/alberta-supports.aspx>
 - Access Mental Health 403-943-1500 or The Distress Centre www.distresscentre.com to help you find the right resource.

Seek Urgent Help When:

- 1. You have signs and symptoms of a heart attack or stroke (www.heartandstroke.ca/heart or www.heartandstroke.ca/stroke)**
 - Call 9-1-1 or have someone drive you immediately to urgent care or an emergency department. You should be seen immediately. Do not drive yourself.
- 2. You are on an insulin pump and it stops working. (Remember, you cannot be without insulin for more than 2 hours.)**
 - Use the plan you have for coming off pump or
 - Call your diabetes educator during daytime hours or
 - Call your diabetes doctor or their after-hours physician
- 3. You have type 1 diabetes or take a pill called an SGLT-2 inhibitor and have nausea or vomiting, abdominal pain and/or trouble breathing you may be experiencing diabetic ketoacidosis (DKA).**
 - Visit urgent care, an emergency department or if you feel too unwell to travel, call 9-1-1. Calgary emergency department wait times are listed here: <http://www.albertahealthservices.ca/waittimes/waittimes.aspx>
 - You may also test ketones (see the DKA handout you were provided) and call your diabetes educator during daytime hours to help determine if it is DKA.
- 4. You (or another person) with type 1 diabetes is having a severe low blood sugar. Glucose tablets or juice are not working or the person is unconscious, severely agitated or not responding to you.**
 - Call 9-1-1 so EMS can respond to treat
 - And administer glucagon if you've been trained on this
- 5. You learn you are pregnant.**
 - Ask your doctor to make an urgent referral to a "Diabetes in Pregnancy Clinic".
- 6. You made a big mistake with your insulin, like taking too much of the fast acting insulin.**
 - Call Poison and Drug Information Services (PADIS) for insulin dose errors Alberta & NWT 1-800-332-1414 available 24 hours a day.
 - Call your diabetes educator during daytime hours. Don't leave a message if unable to reach an educator. Call PADIS immediately.
- 7. You feel distressed and worry you may hurt yourself:**
 - Call the Distress Centre Calgary 403-266-4357 (403-266-HELP)
- 8. You feel unwell but are unsure if you need urgent diabetes care:**
 - Call Health Link 8-1-1 or your diabetes team so they may assess, or visit urgent care.