

## Frequently Asked Questions

### Diabetes Pump Transition

#### What is changing?

Windsor Regional Hospital (WRH) will cease outpatient support for individuals with insulin pumps as of March 31, 2017. After this date, all outpatient pump support will be provided in the community through the Diabetes Wellness at the Windsor Essex Community Health Centre (WECHC).

The Diabetes Wellness Program at the WECHC is now certified as an Assistive Devices Program for Insulin Pumps – allowing the WECHC to provide great care and better access as individuals will no longer need to travel to the hospital for pump support.

#### What is remaining at WRH?

Windsor Regional Hospital will continue to support paediatric patients, inpatients, and women with gestational diabetes.

Additionally, WRH is now providing a weekly Urgent Endocrinology Clinic for follow-up care after an Emergency Department visit. These patients will be referred by the attending endocrinologist as appropriate

#### When is this happening?

All new pump patients will be referred to the WECHC in January 2017, and all existing pump patients that continue to require support after March 31, 2017, will receive their pump support at the WECHC.

#### Why is this happening?

The care needs of patients using pumps to manage their diabetes can be safely met in a community care setting where patients will have improved access to care in several locations across Windsor Essex. The Diabetes Wellness Program already provides ongoing support to improved diabetes self-management and reduce health complications for adults living with Type I or Type II diabetes and for those at risk of developing diabetes. WECHC will also offer a basket of primary care and allied health care services to their clients to support their overall individual health and wellness.

#### Will I get the same care at the WECHC?

Yes, in fact you will also get even more access to care. WECHC's Insulin Pump program will be offered at several sites throughout Windsor/Essex and will include on-call 24/7 support to clients and offers extended office hours Monday to Friday from 8 am to 8 pm. WECHC already has established an excellent reputation for supporting individuals with diabetes. Nurses at WECHC are pump certified.

## Do I get to keep my same Endocrinologist?

Yes, your physician support team remains the same. Patients will continue to be supported by endocrinologists from the same group of physicians who currently provide care for outpatients at Windsor Regional Hospital.

## What happens to my medical records?

When your care is transferred to the WECHC your medical record will automatically be sent from Windsor Regional Hospital to the WE Diabetes Wellness Centre.

If you choose to access a health care provider outside of the Erie St. Clair LHIN (such as London or Toronto) for your ongoing diabetes pump care, you can complete the attached form and provide it to the Windsor Regional Hospital Diabetes Clinic and we will provide you with a copy of your medical record to bring to your visit.

## Where is the WE CHC Diabetes Clinic located?

Once your care is transferred to the WECHC, you can receive insulin pump care at one of the six WECHC sites. They are located at the following addresses:

<b>Locations</b>	
Free parking available at most locations	
<b>Diabetes Wellness</b> 2885 Lauzon Parkway N. #106 Windsor, ON N8T 3H5	<b>Street Health</b> 711 Pelissier Windsor ON N9A 4L4
<b>Teen Health</b> 1361 Ouellette Avenue #101, Windsor, ON N8X 1J6	<b>Leamington</b> 33 Princess St. Suite 401 Leamington, ON N8H 5C5
<b>Sandwich Community Health</b> 3320 College Avenue (corner of College Ave. & Brock) Windsor, ON N9C 0E1	<b>Pickwick</b> 7621 Tecumseh Road East, Unit 114, Windsor, ON N8T 1G2
Day and evening appointments available Monday through Friday	

## How can I get my questions answered?

Patient information sessions will be held at The Met Campus at WRH, Diabetes Education Room on:

- **Monday, November 14<sup>th</sup>, 6:00 pm – 7:30 pm**
- **Wednesday, November 16<sup>th</sup>, 9:00 am – 10:30 am**

- **Friday, November 18<sup>th</sup>, 2:00 pm – 3:30 pm**

*Note-parking vouchers will be available at the end of the sessions*

These sessions will provide information in regards to the transition and will allow patients to meet the care team from the WECHC and have a chance to ask questions.

- All questions related to the transfer of care can be directed to Karen Riddell, Director, Medicine Program at 519-995-0413 (WRH) or Line Lauzon, Clinical Director, at 519-566-3053 (WECHC)
- You can find more information at [www.wrh.on.ca](http://www.wrh.on.ca) or [www.wechc.org](http://www.wechc.org)

#### What if I need help with transportation to the WECHC?

The Carelink Health Transit program provides affordable health-related transportation to individuals needing to get to medical appointments. You can reach Carelink at 1-855-728-1433 to book a ride. Also all of the WECHC locations are easily accessible by public transportation. Should you have any concerns regarding transportation to your appointment, please contact the WECHC at 519-566-3053.