

Virtual Consultations – Introduction

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- This is not a new concept we have been doing it for years.
- It doesn't have to be that complicated, it could be a phone call or email exchange.
- Preparation is vital.
- BG records are important but it could also be about a specific topic or just a check-in for motivation or ongoing support.



Types of contact



So you don't need any fancy tech for this, a phone call can be just as useful as a Skype call with downloads.

Check with your local Diabetes Team to see what they already use and if you can link directly with them.

A system called Attend Anywhere is now being widely used.

- **Telephone**

Pre-arrange a time so you are not caught out in the supermarket queue! Your local team may already be doing this.

- **Email**

Don't expect an immediate reply, Diabetes Teams are currently stretched covering other duties but will have arranged cover for emails.

- **Remote Face to face**

Check with your team what platforms they can access from their clinics. Several new systems have been introduced recently in light of the current Covid pandemic.



Quick Poll

When do you currently download your devices?

Weekly

Monthly

Occasionally

When advised to by the clinic

Never

Downloading –

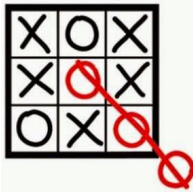


- OK so I feel I am probably preaching to the converted here as you are all on Twitter but there is help available from the companies if you don't know how to download your device.
- If you need a cable to connect your device please contact the company however you could try using a standard usb micro cable first.
- Diasend – most BG meters and pumps
<https://support.diasend.com/hc/en-us>
- CareLink for Medtronic
<https://www.medtronic-diabetes.co.uk/customer-support/carelink-personal-software>
- LibreView
<https://www.libreview.com/>
- Clarity for Dexcom
<https://www.dexcom.com/en-GB/clarity-united-kingdom>



Further thoughts on downloads

- Always check with your local team they may have clinic links to the download sites and can send you a link via email to make registering easier.
- If you can't download, think laterally.
- Can you email a pdf or screen shot of your data?
- Using a paper diary? Take a photo on your phone and email that.



REMEMBER ANY DATA IS BETTER THAN NO DATA



Another Quick Poll

When do you review your BG levels/records?

Weekly

Monthly

Occasionally

When advised to by the clinic

Never

Preparation



- Preparation is vital to get the most out of your consultation.
- What is your key question?
 - Hypos?
 - Highs after meals?
 - Overnight background/basal rates?
 - Exercise?
 - Sick Day Rules?
- Are there any patterns to the issues?
- Have the data ready to hand so you can both look at it.
- Think of 2 or 3 things you need to discuss, try and be specific.
- If this is a virtual contact appointment, you may have a set time with the Diabetes Team Member so make the most of it.

Here's some tips but you may have your own.

Anyone care to share?

- Download your data beforehand or send it the format you are able to.
- If you can, email it beforehand so that the Diabetes Team Member can review it.
- Review the data before and make notes of your thoughts or ideas.
- Think about what you want to discuss and write it down.
- Prioritise what is most important for you.
- Do you need to discuss everything on your list?
- Can you look anything up on the internet?





Keeping notes



- This is vital and you may already have done this for face-to-face consultations.
- It is very hard to remember everything that is discussed so notes really help.
- Set goals (stop groaning 😊). It is well recognised that we (yes everyone) achieve better results if there is a goal to work towards, especially if you break it down into smaller goals or steps with tasks and timings attached to these.
- Common examples of these are basal or background testing with carb free meals or reviewing overnight readings with sensors or the dreaded 3am BG check.



Follow-up

- Keep those notes safe so you can refer to them.
- If you have set a goal, target or task with timings put them on the calendar.
- Make time to reflect and review your goals.
- Arrange another virtual appointment with your local team (and put that in your diary as well 😊)

Follow-up Friday

Apps



The thing about diabetes apps is that there are millions of them! You will probably have looked a few and perhaps use one regularly. They can be very useful not only for helping to share data with your local team but for every day help with doses and carb calculations.

Anyone got any recommendations?

Here's a few links but the choice is yours

- NHS Library
<https://www.nhs.uk/apps-library/category/diabetes/>
- My Sugar
<https://www.accu-chek.co.uk/>
- DiabetesM
<https://www.diabetes-m.com/>
- Carbs & Cals
<https://www.carbsandcals.com/app/app>

ALWAYS CHECK TO SEE IF APPS ARE NOW FREE AS MANY COMPANIES HAVE WAVED FEES DUE TO THE COVID PANDEMIC



Education Websites



??FIND YOU HAVE SOME SPARE TIME AT THE MOMENT??

To get the most benefit from your virtual consultation why not use this time to brush up on your diabetes self-management skills.

Again there are many sites so always check that they are endorsed or regulated.

I have listed a few here, most will expect you to register but they are free.

Some have separate modules so you can do them in stages.

Anyone tried any of these?

A small selection of what is out there

Libre and CGM including pregnancy and exercise

www.abcd.care/dtn/education

Exercise

www.excarbs.com

www.runsweet.com

Structured Education Program

www.bertieonline.org.uk

Portal to multiple sites about T1 diabetes validated by PWT1D and HCP's

www.T1resources.uk

TOP TIPS

- Preparation
- Take notes – *have a piece of paper handy*
- Review and reflect - *perhaps email your notes to yourself*
- Use other trusted sources of information
- Try to find some where private so you can concentrate on the consultation and no-one can over hear or see what you are doing.



Further support

- DTN-UK
<https://abcd.care/dtn>
- Diabetes UK
<https://www.diabetes.org.uk/>
- JDRF
<https://jdrf.org.uk/>
- ABCD
<https://abcd.care/>
- TREND
<https://trend-uk.org/trend-uk-releases-updated-sick-day-rules-leaflets/>

