

Welcome to Our

UMASS MEMORIAL HEALTH DIABETES CENTER OF EXCELLENCE!

You are the most important part of your diabetes care team and are supported by experts, including endocrinologists, nurse practitioners, certified diabetes educators, behavioral psychologists, certified dietitians and other specialists. As a team, we develop a plan to provide the best possible care for your individual needs.

We work closely with your primary care physician and other health care providers. Communication between you and your care team is key to your success. Lifestyle education is provided to both you, and when appropriate, your family and others who help care for you.

This folder contains information to help you improve your diabetes management and outcomes and to prepare for future your office visit(s). Please review these resources and we are here to answer your questions anytime by using myChart messaging or telephone. We look forward to helping you live your healthiest life.

Your Care Team

UMass Memorial Health Diabetes Center of Excellence



*The American Diabetes Association Recognizes this education service as meeting the National Standards for Diabetes Self-Management Education and Support.



Diabetes Center of Excellence

ADULT DIABETES PROGRAM

Our goals are to provide personalized care and help you with all aspects of your diabetes self-management. You will alternate visits between your endocrinologist, nurse practitioners, and certified diabetes educator, and any other specialists on your care team (e.g., behavioral psychology, podiatry, etc.).

Telephone: **508-334-3206**

Fax: **774-442-4668**

Website: **WWW.UMMHEALTH.ORG/DIABETES**

Resources: **WWW.UMASSMED.EDU/DIABETES**

Follow us on social media:

 Facebook.com/umassdiabetes

 @umassdiabetes

Diabetes Center of Excellence

Ambulatory Care Center (ACC), Second Floor

55 Lake Avenue North, Worcester, MA 01655

IMPORTANT TELEPHONE NUMBERS

URGENT MEDICAL ISSUES RELATED TO DIABETES

Call 508-334-3206, Monday - Friday, 8 am - 5 pm

SCHEDULING OR CANCELING AN APPOINTMENT

Call 508-334-3206

AFTER HOURS AND WEEKENDS

Call 508-334-1000. Ask the operator to page the adult endocrinologist on call. Make sure your telephone isn't blocked so that you receive our call. If you don't receive a call back within 30 minutes, call again.

NONURGENT ISSUES

PRESCRIPTIONS:

Call your pharmacy and ask them to send us a refill request

LAB RESULTS:

Join and/or check myChart or call 508-334-3206

NONURGENT DIABETES QUESTIONS:

Use myChart or call 508-334-3206

FOR MORE INFORMATION ON MYCHART:

Visit www.ummhealth.org/mychart

DIABETES CENTER OF EXCELLENCE

AMBULATORY CARE CENTER (ACC), SECOND FLOOR
55 LAKE AVENUE NORTH, WORCESTER, MA 01655

WWW.UMMHEALTH.ORG/DIABETES

NEW PATIENTS: **855-UMASS-MD**

EXISTING PATIENTS: **508-334-3206**

PREPARING FOR YOUR CLINIC APPOINTMENT

INSULIN PUMP USERS

- Download your pump at home prior to your appointment so that information will be available to your care team to review and discuss with you. Downloading during your appointment takes time and limits time spent with your care team.

CONTINUOUS GLUCOSE MONITORING USERS

- Dexcom Users: Share your data with the clinic by using Clarity so it will be ready at your appointment for you and your care team to review and discuss during your appointment.
- If you aren't using Clarity, bring your receiver.
- Libre Users: Share your data with the clinic through Freestyle Libre, and download it at home for review at your appointment. If not, bring your receiver.

BLOOD GLUCOSE METERS

- Download prior to your appointment using the MyCareTeam Online Diabetes Management System. Downloading during your appointment takes time and limits valuable appointment time with your care team.
- Otherwise, bring your meter and/or blood glucose log. This information is necessary for your provider to make changes to your treatment plan.

MEDICATIONS

- Bring a list of all your medications to your appointment. Your care team will want to ensure they have your medication list correct in your medical record.
- Include the name of your blood glucose strips and any special lancets, pen needles or syringes that you are currently using.

PHARMACIES AND SUPPLIES

- If your local pharmacy or mail order pharmacy has changed, bring the new name and telephone number.
- If you get your supplies from a durable medical equipment supplier, let us know the name of the company.

QUESTIONS

- Write down any questions or concerns that you have about your diabetes treatment plan and bring them with you. This includes physical or emotional issues that you may be experiencing. A written list will ensure that you remember to ask all your questions.

RESOURCES AVAILABLE TO YOU

BEHAVIORAL PSYCHOLOGIST

Diabetes management is complicated. It can be stressful and seem overwhelming at times. People with diabetes are more likely to suffer from depression, and it may interfere with one's ability to manage diabetes. If you're experiencing depression or anxiety or are feeling overwhelmed, meeting with our behavioral psychologist can help.

INTERESTED IN MEETING A DIABETES EDUCATOR?

Workshops and individual sessions are available in our Ambulatory Care Center. Ask your care team about scheduling an appointment.

DIABETES EDUCATORS AND DIETITIANS

Diabetes self-management can be challenging. Eating healthy, physical activity, checking blood sugars, taking medications and reducing your risk for complications should be a part of your daily routine. A certified diabetes educator can help make managing and living with diabetes easier. They work with you to develop a plan and provide tools and ongoing support to make that plan part of your daily routine. Diabetes education is covered by Medicare and most health insurance plans. The UMass Memorial Diabetes Center of Excellence is an American Diabetes Association recognized program, and we meet the vigorous criteria set by the U.S. Department of Health and Human Services.

SPECIALTY REFERRALS

Within the same building where you visit your diabetes care provider (Ambulatory Care Center), we can refer you to the following specialists for evaluation:



KIDNEY



PODIATRY



EYE

JUST ASK YOUR PROVIDER.

CLINICAL STUDIES/RESEARCH

You're invited to participate in ongoing clinical studies for Type 1 or Type 2 diabetes at the UMass Memorial Medical Center, UMass Memorial Children's Medical Center and the UMass Chan Medical School. We're testing new treatment approaches to improve the quality of life for all people living with diabetes.

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UMass Memorial Health | **myChart**
PATIENT PORTAL

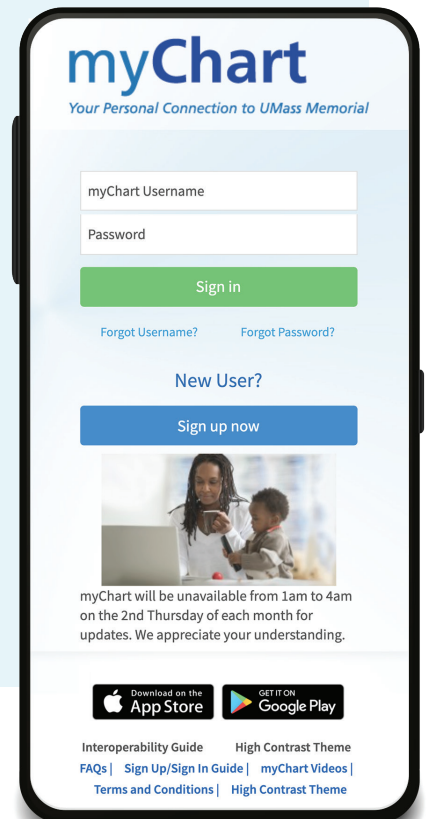
Access your clinical information online ... anytime ... anywhere!

MYCHART BENEFITS:

- Access your test results
- Message your care team with nonurgent questions
- Manage, schedule and cancel your appointments
- Send insulin pump, CGM or meter data to your care team
- Request prescription refills and renewals
- Access telehealth video appointments
- Review and pay your bill online

HOW TO REGISTER:

- 1** Provide your email address to receive an activation link
- 2** Access myChart from desktop, tablet or mobile app
- 3** Select UMass Memorial Health from the list



QUESTIONS?

 855-UMASS-MD (855-862-7763)

 mychartonline.umassmemorial.org/MyChart



NON-DISCRIMINATION NOTICE

UMass Memorial Medical Center complies with applicable Federal and State civil rights laws and does not discriminate on the basis of race, color, national origin, citizenship, alienage, religion, creed, sex, sexual orientation, gender identity, age, or disability. Further, UMass Memorial Medical Center does not exclude people or treat them differently because of race, color, national origin, citizenship, alienage, religion, creed, sex, sexual orientation, gender identity, age, or disability.

UMass Memorial Medical Center provides free aids and services to people with disabilities to communicate effectively with us, such as:

- Qualified sign language interpreters
- Written information in other formats (large print, audio, accessible electronic formats, and other formats)

UMass Memorial Medical Center also provides free language services to people whose primary language is not English, such as:

- Qualified interpreters
- Information written in other languages

If you need these services, contact Interpreter Services, 774-441-6793 (TTY 711).

If you believe that UMass Memorial Medical Center has failed to provide these services or discriminated in another way on the basis of race, color, national origin, citizenship, alienage, religion, creed, sex, sexual orientation, gender identity, age, or disability, you can file a grievance with:

Office of Patient Advocacy
55 Lake Avenue North
Worcester, Massachusetts 01605
Phone: 774-442-3701 (TTY-711), Fax: 774-441-7766,
PatientCareServices@umassmemorial.org

You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance a patient advocate representative is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at:

U.S. Department of Health and Human Services
200 Independence Avenue, SW
Room 509F, HHH Building
Washington, DC 20201
Phone: 800-368-1019 or 800-537-7697 (TDD)

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

LANGUAGE ASSISTANCE SERVICES

If you speak a language other than English, language assistance services are available at no cost to you.
Call 774-441-6793 (TTY: 711)

Español (Spanish)- ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 774-441-6793 (TTY: 711).

Português (Portuguese): ATENÇÃO: se você fala português, tem à sua disposição serviços linguísticos gratuitos. Ligue para 774-441-6793 (TTY: 711).

Tiếng Việt (Vietnamese); CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 774-441-6793 (TTY: 711).

العربية (Arabic): ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 774-441-6793 (رقم هاتف الصم والبكم: 711).

Shqip (Albanian); KUJDES: Nëse flitni shqip, për ju ka në dispozicion shërbime të asistencës gjuhësore, pa pagesë. Telefononi në 774-441-6793 (TTY: 711).

नेपाली (Nepali); ध्यान दिनुहोस्: तपाइंले नेपाली बोल्नुहुन्छ भने तपाइंको निम्ति भाषा सहायता सेवाहरू निःशुल्क रूपमा उपलब्ध छ । फोन गर्नुहोस् 774-441-6793 (टिटीवाइ: 711) ।

繁體中文 (Chinese); 注意：如果您使用繁體中文，您可以免費獲得語言協助服務。請致電 774-441-6793 (TTY: 711)。

Русский (Russian); ВНИМАНИЕ: Если вы говорите на русском языке, вы можете воспользоваться бесплатными услугами перевода. Звоните 774-441-6793 (телетайп: 711).

Kreyòl Ayisyen (French Creole); ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele 774-441-6793 (TTY: 711).

ខ្មែរ (Cambodian); ប្រយ័ត្ន: បើសិនជាអ្នកនិយាយភាសាខ្មែរ, សេវាជំនួយផ្នែកភាសា ដោយមិនគិតល្បួល គឺអាចមានសំរាប់បំរើអ្នក។ ចូរ ទូរស័ព្ទ 774-441-6793 (TTY: 711) ។

한국어 (Korean); 주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 774-441-6793 (TTY: 711)번으로 전화해 주십시오.

Français (French); ATTENTION : si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 774-441-6793 (Télétype : 711).

Italiano (Italian); ATTENZIONE: Se parlate italiano, potete usufruire di servizi di assistenza linguistica totalmente gratuiti. Chiamate il numero 774-441-6793 (TTY: 711).

λληνικά (Greek); ΠΡΟΣΟΧΗ: Αν μιλάτε ελληνικά, στη διάθεσή σας βρίσκονται υπηρεσίες γλωσσικής υποστήριξης, οι οποίες παρέχονται δωρεάν. Καλέστε στον αριθμό 774-441-6793 (TTY: 711).

Polski (Polish); UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer 774-441-6793 (TTY: 711).

हिंदी (Hindi); ध्यान दें: अगर आप हिंदी बोलते हैं, तो आपके लिए भाषा सहायता सेवाएँ मुफ्त में उपलब्ध हैं। 774-441-6793 (TTY: 711) पर कॉल करें।

ગુજરાતી (Gujarati); સુચના: જો તમે ગુજરાતી બોલતા હો, તો નિ:શુલ્ક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. ફોન કરો 774-441-6793 (TTY: 711).