



ST. JOSEPH'S
GENERAL HOSPITAL
ELLIOT LAKE

East Algoma Diabetes Education and Care Program

Learning to live with Diabetes



**St. Joseph's General Hospital Elliot Lake (SJGHEL),
2nd Floor**

Telephone: (705) 848-7182 ext. 2463

Fax: (705) 848-9006

Learning to Live with Diabetes

Being diagnosed with diabetes doesn't mean you can't live a happy, healthy life. Managing diabetes affects all aspects of your life. Over time, you will learn about diabetes and how to better self manage. The goal is to be as healthy as you can be, enjoy life and prevent complications.

REFERRALS

Referrals are accepted from:

- **YOU:** if you have diabetes simply call us. You do not need to be referred by your doctor or health care provider.
- **ANY HEALTH CARE PROVIDER:** doctor, nurse, Pharmacist, etc.

PROGRAM SERVICES

Our Registered Nurse(s) and Dietitian are **Certified Diabetes Educators** and provide services to **adults** with:

Type 1 or Type 2 Diabetes
Pregnancy planning
Gestational Diabetes
Insulin Pump

We offer services to Elliot Lake, Spanish and Massey.

You will receive an assessment and *quality diabetes teaching*, ongoing support and help in all areas of diabetes, to make day-to-day decision about your diabetes control.

NOTE: you will be given a **token** to exit the paid parking lot.

Appointments

Come directly to the 2nd Floor at SJGHEL to access the **Diabetes Office**. You **do not need** to check in at Admitting (you will be pre-registered the day of your appointment).

We greatly appreciate 48 hours notice for appointment cancellations or changes to scheduled appointments.

Nous offrons le service en français sur demande.

ONE ON ONE APPOINTMENTS

- Your **first one-on-one appointment** may be with the Registered Nurse or the Registered Dietitian. **Please plan 1 hour for this appointment.**
- **Follow up appointments** are usually scheduled every 3 to 6 months, or at times yearly. In-person, in clinic follow up appointments are preferred; can be coordinated via telephone if deemed suitable. **Please plan 30 to 45 minutes for these appointments.**
- You may bring a family member/support person with you to your appointment.
- When you are involved, you can make better decisions about your treatment plan. Be prepared:
 - Bring your list of medications; vitamins.
 - Bring your blood sugar monitor (glucometer).
 - Ensure your lab tests are done before the appointment (unless advised otherwise).
 - Ask questions and talk about your concerns.

Your diabetes treatment plan is *customized* to your needs. You are the most important member of your diabetes team. We will work closely with your healthcare provider in Ontario. If you do not have one, we will assist you.

Our program is based on:



Diabetes
Canada's
Clinical Practice
Guidelines

Patient Feedback (“Compliments and Complaints”)

We strive to treat each person with dignity and respect. We believe that your feedback, whether it is a compliment/commendation, a concern, or a formal complaint, is an opportunity for us to learn and to improve the quality of care that we provide.

To contact the Patient Relations Officer:

Phone: (705) 848-7182 ext. 2419

Email: patientrelations@sjgh.ca

Mail: ATTN: Patient Relations

St. Joseph’s General Hospital Elliot Lake

70 Spine Road

Elliot Lake, ON P5A 1X2

To access our Patient Experience Survey:

1. Ask for a paper copy from a staff member.
2. Enter the following URL into your web browser:
<https://www.surveymonkey.com/r/SJGHCL>

3. Open the camera app on your smartphone and scan this QR code.

