

Welcome to Our
**UMASS MEMORIAL
DIABETES CENTER OF EXCELLENCE!**

This folder is filled with helpful information to prepare for your office visit(s) and improve your diabetes management and outcomes.

We believe that you are the most important part of the diabetes care team. Your team of caregivers includes endocrinologists, nurse practitioners, certified diabetes educators, behavioral psychologists, certified dietitians and other specialists to ensure 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 team is key to your success. Lifestyle education is provided to both you, and when appropriate, your family and others who care for you.

Please review the information in this folder to ensure you're prepared for your upcoming appointments. We look forward to working with you during your diabetes self-management process.



Michael Thompson, MD

*Herman G. Berkman Chair in Diabetes Care Innovation
Ambulatory Physician Leader
Chief, Adult Diabetes Clinical Research*



Cheryl Barry, RN, MS, CDE

Manager, Adult Diabetes Education



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

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MEET YOUR CARE TEAM

PHYSICIANS

David Harlan, MD, *William and Doris Krupp Professor of Medicine;*

Diabetes Division Chief; Co-Director, Diabetes Center of Excellence

Michael Thompson, MD, *Herman G. Berkman Chair in Diabetes Care Innovation;*

Ambulatory Physician Leader; Chief, Adult Diabetes Clinical Research

Samir Malkani, MD, *Director, Community Engagement*

Leslie Domalik, MD, *Medical Director, Diabetes Inpatient Service*

Richard Haas, MD, FACE, *Director, Gestational Diabetes*

Asem Ali, MD

Julie Chan, MD

Andrea Kassai, MD, PhD

Nina Rosano, MD,

Gabriela Szabo, MD

Alicia Warnock, MD

NURSE PRACTITIONERS

Taylor Boudreau, NP

Sean Collins, PhD, NP

Elizabeth Dickinson, MS, FNP-C

Christine Hoogasian, DNP, ACNP-BC, MSN, MS

Nancy Morris, PhD, ANP-BC

Nancy Sidhom, NP

Jessin Varghese, MS, FNP-BC

BEHAVIORAL PSYCHOLOGISTS

Stella Lopez, PsyD

Kristin MacGregor, PhD

DIABETES EDUCATORS

Cheryl Barry, RN, MS, CDE, *Manager, Adult Diabetes Education*

Victoria Andersen, RD

Sharon Chan, RD, CDE

Fernanda Costa, RN, MSN

Susan Miller, RD, CDE

KIDNEY SPECIALIST

Matthew Niemi, MD

UMASS MEMORIAL DIABETES CENTER OF EXCELLENCE

Ambulatory Care Center (ACC), Second Floor

55 Lake Avenue North, Worcester, MA 01655

New Patients: **855-UMASS-MD** (855-862-7763)

Existing Patients: **508-334-3206**

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ADULT DIABETES PROGRAM

Our goals are to provide personalized care and help you with all aspects of your diabetes self-management process. You may alternate visits among physicians, nurse practitioners, educators and other specialists on your team (e.g., behavioral psychology, podiatry). Our Diabetes Center of Excellence care team works with your primary care provider along the way.

Telephone: **508-334-3206**

Fax: **774-442-4668**

Website: **www.umassmed.edu/dcoe**

Follow us on social media:

 [Facebook.com/umassdiabetes](https://www.facebook.com/umassdiabetes)

 [@umassdiabetes](https://twitter.com/umassdiabetes)

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IMPORTANT TELEPHONE NUMBERS

Urgent Medical Issues Related to Diabetes

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

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.umassmemorial.org/mychart.

Scheduling or Canceling an Appointment

Call 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.

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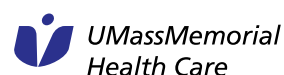
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RESOURCES AVAILABLE TO YOU

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.

DIABETES EDUCATORS AND DIETITIANS

Diabetes self-management can be challenging. Eating healthy, moving more, monitoring your condition, taking medication and reducing your risk for complications should be a part of your daily routine. A diabetes educator can make managing and living with your diabetes easier. Educators work with you to develop a plan to stay healthy, and they provide you with tools and ongoing support to make that plan a routine part of your daily life.

Diabetes education is a recognized part of your diabetes care. It's covered by Medicare and most health insurance plans when the program is offered through an accredited diabetes education program. 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.

Interested in meeting a diabetes educator?

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

GROUP EDUCATION WORKSHOPS FOR ADULTS WITH DIABETES

Gain the knowledge, skills and support needed for successful diabetes self-management.

- Diabetes 101: The Art of Managing Diabetes
- Basic Carb Counting
- Advanced Carb Counting
- Heart Healthy Meal Planning
- Insulin Pumping and Continuous Glucose Monitoring: Are You Ready?

Interested? Ask your provider or educator for more information or about registration.



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 TRIALS/RESEARCH

As a team, our Diabetes Center of Excellence is committed to improving the care of people with diabetes. We participate in many clinical research trials. Ongoing clinical trials in diabetes at the UMass Memorial Medical Center, UMass Memorial Children's Medical Center and the University of Massachusetts Medical School are focused on testing new treatment approaches to improve quality of life for all people living with diabetes.

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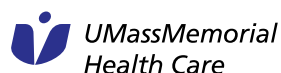
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BLOOD GLUCOSE LOG SHEET

Patient Name: _____

Telephone Number: _____

Date of Birth: _____

Date	Breakfast		Lunch		Dinner		Bedtime
	Before	After	Before	After	Before	After	

**For additional copies, photocopy, ask your provider, or visit www.umassmemorial.org/diabetes.*

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