

WELCOME TO THE TYPE 1 DIABETES CLINIC

Welcome to the Type 1 Diabetes Clinic at BC Children's Hospital! This guide can help you and your child feel ready for your visits.

What do I need to bring?

Your child's team must review the blood sugar readings at each clinic visit. We generally look at emails and sensor and pump uploads one business day before the clinic visit. This saves everyone time, so that your team can also help you with other important issues.

- If your child has a **glucose meter**, please upload it, and email the readings report to the clinic 1-2 business days before the visit. Bring the meter to the visit as well.
- If your child has a **sensor**, be sure you are connected to our clinic on Dexcom Clarity, Medtronic CareLink or FreeStyle LibreView. If you use a reader and not a phone or pump with your sensor, please upload it 1-2 business days before your visit.
- If your child uses **multiple daily injections**, please fill out at least 3 days' worth of information using our form www.bcchildrens.ca/endocrinology-diabetes-site/documents/mdilogfill.pdf and email it to the clinic 1-2 business days before your visit.
- If your child uses an **insulin pump**, upload it to Glooko® (for Omnipods), CareLink® (for Medtronic pumps) or Tandem Source 1-2 business days before your visit.

How long is a visit?

A clinic visit is about 90 minutes. You and your child will see your primary Endocrinologist, a Nurse, and a Dietitian. You may also see our Social Worker, medical residents and fellows, and research team members.

How do I confirm, cancel, or reschedule a visit?

Please call our secretary at 604-875-2868, or email bcchdiabetes@cw.bc.ca.

I have a non-emergency question. What should I do?

Please contact the Diabetes Clinic during regular working hours (Monday to Friday, 8 AM to 4 PM). You can reach us by phone, fax, or email.

- Phone: 604-875-2868 or toll-free 1-888-300-3088, x2868
- Fax: 604-875-3231
- Email:
 - Nurses: dcnurse@cw.bc.ca
 - Dietitians: endodietitian@cw.bc.ca

- Clerks: bcchdiabetes@cw.bc.ca

Non-emergency questions include:

- Booking, cancelling, or rescheduling visits
- Insulin dose adjustments not related to illness.
- Managing any other illness
- Prescription renewals
- Blood test results
- Travel letters and travel plans for insulin doses.

My child is having a diabetes emergency. What should I do?

For a life-or-death situation, call 911. Otherwise, call 604-875-2161, 24 hours a day. The hospital operator will answer. Please ask for the **on-call Pediatric Diabetes Doctor**. The doctor will call you back. If you do not hear back within 15 minutes, please call again.

Diabetes emergencies include:

- Severe low blood sugar requiring glucagon.
- High blood sugar with ketones
- Vomiting: The doctor can give advice on insulin doses.
- Insulin pump failure: The doctor can help with injection doses. To order a new pump, call the toll-free number of the manufacturer on the back of the pump.

How do I get medical supplies, prescriptions, and refills?

For a new prescription, please contact our clinic (info above). For refills, ask your pharmacy to fax a prescription refill request to our clinic. They will have our fax number. The diabetes doctors **cannot** refill non-diabetes medications that they did not prescribe.

I need support meeting my child's needs (for example, getting protected time away from work to care for my child). Who can help?

Please speak with one of your team members (your child's nurse, dietitian, doctor, or social worker). We can make a plan with you.

Who can I ask about food and nutrition?

Please contact our Dietitian team at endodietitian@cw.bc.ca. You can also find resources on our website under 'Food & Nutrition' at <http://www.bcchildrens.ca/health-info/coping-support/diabetes>.

When will my child's care at BC Children's be finished?

When your child turns 18 or graduates from high school, we will support their transition to adult care in your community. Your child will remain our patient until they have their first appointment with their adult endocrinologist.

Where can I learn more?

Our website:

There are many handouts and links on our website at <http://endodiab.bcchildrens.ca>.

You can find our interactive LearnDiabetes modules at <https://learndiabetes.ca>.

Insulin dose-adjustment modules:

www.bcchildrens.ca/health-info/coping-support/diabetes/insulin-dose-adjustment

- Basic Insulin Dose Adjustment: modules 1-4
- Carb Counting: module 5
- Advanced Insulin Doses Adjustment: modules 6-7

Interested in insulin pump therapy?

Visit www.bcchildrens.ca/endocrinology-diabetes-site/documents/pumpinfo.pdf.

BC Children's Hospital Type 1 Diabetes resource binder:

Visit www.bcchildrens.ca/endocrinology-diabetes-site/documents/chbctype1kids.pdf.

Have you received the following from your initial education centre?

- [Disability Tax Credit](#) form
- BC PharmaCare *Certificate of Training*
- [Nursing Support Services](#) referral (kids <12)
- Diabetes Medication Administration Form* (if applicable)
- Prescriptions
- Diabetes camp information (dcamps.ca)
- MedicAlert info (medicalert.ca)
- JDRF (jdrf.ca) and Diabetes Canada (diabetes.ca) information

Looking for the BCCH Type 2 Diabetes Clinic? Click [here](#).