

## Ordering Inpatient Diabetes Education via the Telehealth Technology Coordinators

**Objective:** To provide a guide for how to order virtual diabetic education in the inpatient setting utilizing **Telehealth Technology Coordinators (TTCs)** onsite.

**TTC Overview:** TTCs are a non-clinical group that provide technical expertise required to ensure the reliability and timeliness of bedside telehealth connections, primarily for remote clinical teams and patient families, with the goal of enhancing our patients' experience and our organizational efficiency while not placing additional burden on unit clinical staff.

**TTCs are located at each hospital 7 days/week, 8 am to 4:30 PM. TTC Service is unavailable 12-1p Thursday – Sunday**

### Ordering Telehealth

1. From within the patient's chart, under the orders tab, search for **Consult to Telehealth Technology Coordinator**. Recommended to save this order name to your favorites

The screenshot displays the 'Details for Consult to Telehealth Technology Coordinator' form. Key fields include:

- \*Requested Start Date/Time:** 02/16/2023 1341 EST
- \*Requestor's Service Line or reason for consult:** A dropdown menu is open, showing 'Diabetes education' selected. Other options include Acute Pain Service, Advance Care Planning, Behavioral Health, Cardiac Surgery, Cardiology, Dermatology, Endocrinology, Family visit (family only), Family meeting (family + care team), Gastrointestinal (GI), and General Surgery.
- \*Requestor's Callback #:** A yellow highlighted input field.
- Requestor's Email:** An input field.
- (For Family Meetings) Provide family member names and numbers:** An input field.
- \*Anticipated Duration:** A yellow highlighted input field.
- Additional Comments or notes for TTC:** A text box containing 'Videos 1a, 1b, 5a, 5b, 5c'.

2. In **Requestor's Service Line or reason for consult**, pick *Diabetes Education*
3. In additional Comments or notes for TTC, Type in the *identifying number and letter of the videos* (see list on next page) you would like the patient to view.
  - For Example: Videos 1a,1b,5a,5b,5c

If you receive an **Ordering Physician** pop up, select the Provider whom you are approved to place consult orders for.

**Communication type:** Select **Protocol Ambulatory** or **Initiate Signed/Planned Order Set**

**Note:** Do not select **Proposal** or **Co-sign Required** in this box

## Virtual Diabetes Education via InFocus

1. What is Diabetes
  - a. What is Diabetes
  - b. What is Type 2 Diabetes
2. Diabetes Basics: What You Need to Know
  - a. Know Your Numbers
  - b. What is A1c?
  - c. Lower Your Risk of Complications with Good Diabetes Control
3. Your Healthy Diet with Diabetes
  - a. Diabetes and What to Eat
  - b. You and Sugar
4. Diabetes and Exercise
  - a. Getting Started with Exercise
5. Checking Your Blood Sugar – Highs and Lows
  - a. How to Check Your Blood Sugars
  - b. Hyperglycemia: Is My Blood Sugar Too High?
  - c. Hypoglycemia: Is My Blood Sugar Too Low?
6. All About insulin
  - a. There are Two Types of Insulin
  - b. How to Give Yourself Insulin with a Pen
  - c. How to Give Yourself Insulin with a Vial
  - d. Dos and Don'ts of Taking Your Insulin
7. Your Non-Insulin Diabetes Medications
  - a. Metformin
  - b. Sulfonylureas
  - c. SGLT-2 Inhibitors
  - d. GLP-1 Medications
  - e. DPP4s
  - f. TZDs
8. Sick Days and Emergencies
  - a. Sick Days
  - b. When to Call Your Doctor
  - c. When to Go to the Emergency Room



