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### **New Idea in Diabetes Care**

I am a practicing internist at Palo Alto Medical Clinic and have a panel of 175 diabetic patients that I am managing and I have made some changes in my practice that allowed me to improve my ability to care for these patients. One of the changes in workflow that I introduced about 6 months ago has to do with the idea of maximizing the diabetic office visit by having my medical assistant (MA) “prepare” the patient for the visit by providing the patient a pre-visit summary that allows the patient to verify current meds, review the diabetes ABC scores and see what is overdue for health care maintenance. I also introduced the idea of having select diabetic patients fill out a self assessment questionnaire at the time of check-in in the reception area that is easy and quick to fill out and that has allowed me to identify specific diabetes related goals during the office visit that are then tracked by phone until the patient is seen back in a future office follow-up visit.

Changes in workflow:

- ▶ The receptionist checks-in the patient and gives a DM self-assessment questionnaire (see sample attached):
  - Review current diet habits
  - Review current exercise habits
  - Depression screen
  - Medication Compliance
  - Blood glucose monitoring
  - Open ended question to identify specific goals to track between visits
  
- ▶ The MA rooms the DM patient
  - Check BMI / verify smoking status / med allergies
  - Verify Aspirin intake, if not note to MD
  - If foot exam needed take shoes and socks off
  - Provide Pre-visit summary (see sample attached) and have patient verify meds, review scores and health care maintenance topics

The average time my MA is in with the patient is about 5 minutes.

