



# Navigating the Healthcare System from the Adult Perspective

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Leslie Eiland, MD

Adult Endocrinologist, UNMC/Nebraska Medicine

Medical Director of Telehealth & Patient Experience, Nebraska Medicine

# Outline

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What do the guidelines say?

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Tips on scheduling

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Preparing for a successful visit

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During the Visit

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Interim Issues

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# Disclaimer

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My parents have a child with type 1 diabetes (me), but I was never a child with diabetes

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I have not personally transitioned from peds to adult endocrine care, but most of my patients have

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Every health care system and clinic are slightly different, these are general suggestions

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I used Microsoft stock images to keep you awake, some are a bit of a stretch

What do the  
guidelines say?

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# **Diabetes Care for Emerging Adults: Recommendations for Transition From Pediatric to Adult Diabetes Care Systems**

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A position statement of the American Diabetes Association, with representation by the American College of Osteopathic Family Physicians, the American Academy of Pediatrics, the American Association of Clinical Endocrinologists, the American Osteopathic Association, the Centers for Disease Control and Prevention, Children with Diabetes, The Endocrine Society, the International Society for Pediatric and Adolescent Diabetes, Juvenile Diabetes Research Foundation International, the National Diabetes Education Program, and the Pediatric Endocrine Society (formerly Lawson Wilkins Pediatric Endocrine Society)

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ANNE PETERS, MD, CDE<sup>1</sup>  
LORI LAFFEL, MD, MPH<sup>2</sup>  
THE AMERICAN DIABETES ASSOCIATION  
TRANSITIONS WORKING GROUP\*

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highlighting the need for a framework of care and education for this population and a call for additional research in this area.

Substantial challenges relating to the transitional period include the following:

# To Summarize – 1/4

- Start preparing minimum 1 year in advance, ideally during early adolescent years
- Focus on self-management skills, gradually transfer responsibilities
- Provide information about the differences between pediatric and adult providers in their approaches to care
- Educate regarding health insurance options, how to maintain coverage

# 2/4

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- Prepare a summary for the patient and adult provider
- Recognize this is a vulnerable time, glucose management often worsens
  - Provide support, links to resources
- Peds provider should give specific referral to adult provider knowledgeable in T1D that would be a good fit

# 3/4

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- Provide resources to reconnect to care in case they are lost to follow-up
- Consider assisting with scheduling the first appt with the adult provider
- Individualize care, focus on adherence, consistent use of medications to prevent complications

# 4/4

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- Evaluate & treat for disordered eating & mood disorders
  - Have a mental health referral who understands diabetes
- Discuss birth control, pregnancy planning and risks, prevention of STIs, use of alcohol and drugs, smoking, and driving with older teens
  - Emphasize interplay of these issues with diabetes
- Ensure ongoing primary and preventive health care



# Other things I think are important

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- This is the ideal scenario, assumes limitless time & resources
- What can you as the patient and family do to help this transition?
- Adult care options may be limited





# First visit scheduling tips


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- Ask about honest opinions of adult providers
- Visit the clinic website
- Current & projected shortage of endocrinologists
- Wait times may be long – 6+ months
- Start researching earlier if the provider is in a new city/state



**[Lisa J Kuechenmeister, PA-C](#)**

Endocrinology, Diabetes and Metabolism

 Nebraska Medicine Employed Clinician

 4.9 out of 5 (64 Ratings)

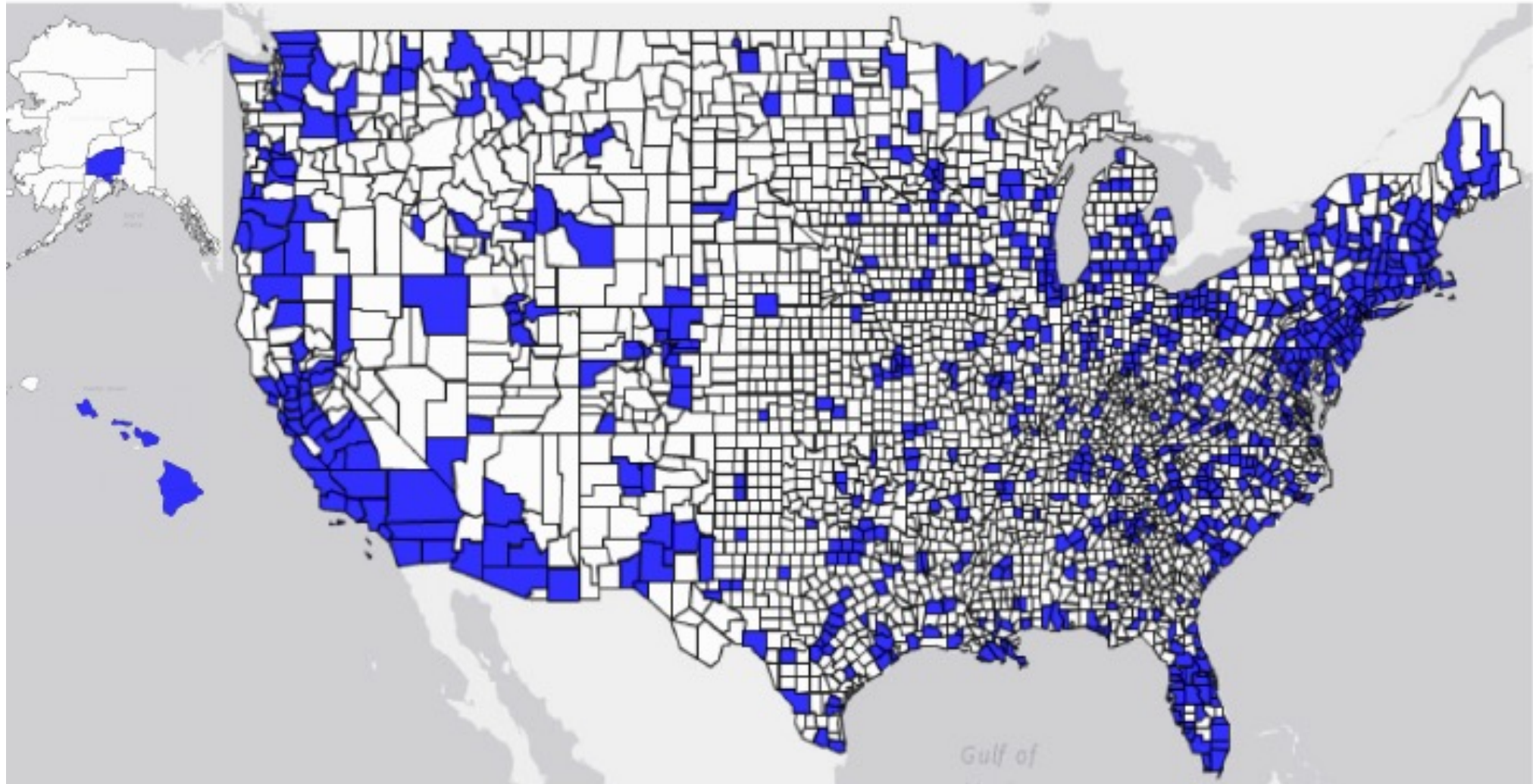
[Call for Appointment](#)

Locations

[Diabetes and Endocrinology Center at Specialty Services Pavilion](#)



# US Counties With $\geq 1$ Pediatric or Adult Endocrinologist/Diabetologist



# Prior to the visit

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- Did you get records from my peds endo, or can you see them?
- What should I bring?
  - Driver's license, insurance cards, user names & passwords
- Can I do anything in advance to make my check in more efficient?
  - Sign up for patient portal
  - ECheck in
  - Add meds, allergies, pharmacy, emergency contacts

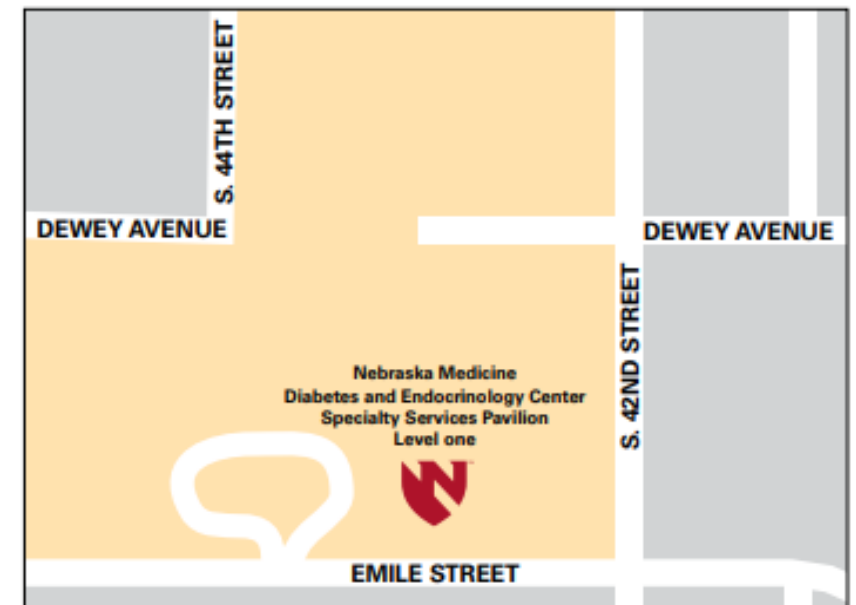




# Prior to the visit

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- Where do I park?
- Is there a map?
- How early should I arrive?
- Could I try to connect my data to your clinic ahead of time, or will that happen at the first visit?
- (Please don't be late)





# Connect your devices with your new clinic

- Get every app possible (Dexcom Clarity, Libreview, Tconnect)
- Know usernames, passwords
- Connect to clinic at or before first visit
  - Device specific portals vs Tidepool or Glooko?
  - Clinic can send email invite or generate code based on the platform
  - May need to access email during visit to accept invite



## During the visit

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- Call if you are running late
- Come prepared, speak up
  - 20 minutes, 4x/year isn't much
- Know status of refills, what rx goes where
  - Are your quantities sufficient?
- Know when warranty expires – ask about new tech, in warranty upgrades

A white computer keyboard is visible in the upper right corner, partially obscured by a black stethoscope. The stethoscope is positioned diagonally across the right side of the image. The background is a plain white surface.

# During the visit

- What's my back up basal plan – where is this written down?
- Expected visit frequency
- Lab protocols
  - Before, same day, after
  - In office A1c?
- Ask about telehealth options – be mindful of where you will be



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- It's ok to make interim changes – just tell us what you did and why
  - "I make suggestions, you make decisions." - me in clinic, also Denis from Peloton





# After the visit

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- Schedule follow up – you will probably forget to call
- What is the protocol for changing an appt
  - Online scheduling? Phone call?
  - APP partner as a future option?

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# How do I get in touch between visits?

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- Phone call?
  - Front desk vs direct to RN?
- Patient portal message?
- Call the pharmacy?
- After hours urgent issues?



# Use the patient portal!





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- Read your notes
- Find old instructions (pump rates, back up basal options)
- See lab results (often in real time)
- Request/schedule an appointment
- Send a message
  - Can add attachment (photo of rash)
  - Reply may be faster than a phone call
  - Insurance may be billed

New message ✕

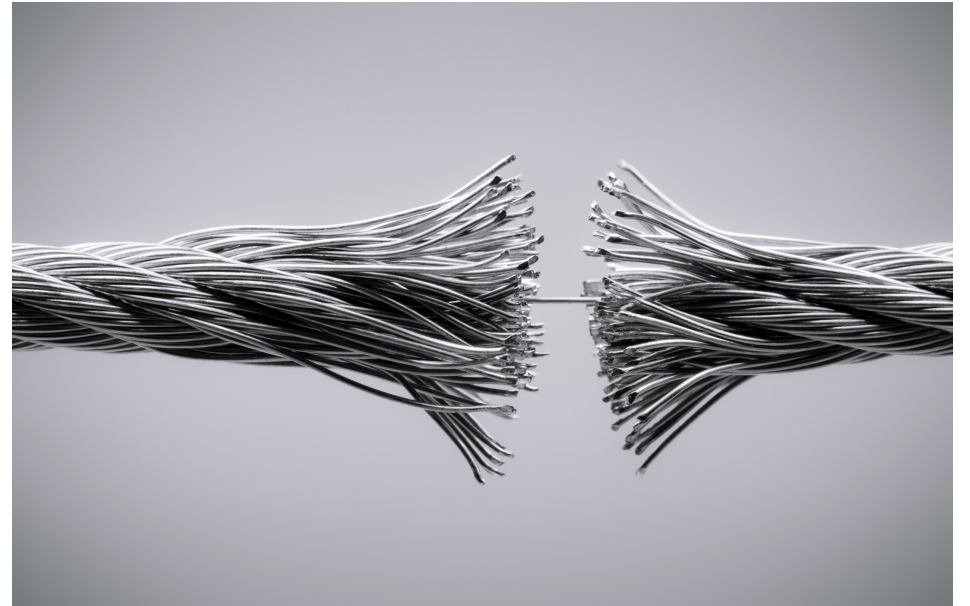
You will receive a response to your message within two or three business days.

For something more urgent, please call your doctor's office. If this is an emergency, please call 911.

-  **Schedule an appointment**  
Request or schedule an appointment with a member of your care team from the → Scheduling activity.
-  **Renew a Medication**  
Request a renewal for a prescription on your medication list. →
-  **Send your doctor's office a question**  
Use this option if you have a question about a prescription, test results, upcoming appointment or just need simple medical advice. →
-  **Contact customer service**  
Use this option to send us feedback. →

# What if something breaks?

- Call company tech support to start process for device replacement ASAP
- Many clinics don't have CGM samples but you could try?
- For pump failure - call for help estimating back up basal or for emergent rx (ie basal)





# What to always have on hand

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- Back up basal insulin (?)
- Syringes
- Fresh batteries, portable charger
- Charged glucometer and non-expired test strips
  - Reli-On





# Issues with prescriptions

- Keep track of supplies, refills left
- Don't wait until the last minute to request
- Stockpile if you can
- Check on co-pay cards
- Pharmacy benefits for CGMs/pods
- Ask about medication access coordinator





# Changing insurance

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- Can be a non-issue or a massive pain causing delays
- Try to stockpile in case of delays
  - May need time to appeal, write a letter
- Order new supplies ASAP even if you don't need any
- Formularies may differ, preferred insulin brand may change
  - Let us know if you have strong feelings about this and why





# Closing Thoughts

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- We care about you
- Adult practices may have less support and outreach vs peds
- If you cancel or no show, no one will reach out to reschedule you
- Be mindful of potential no show policies
- Fill out your visit surveys please!



Questions?