



PCH diabetes clinic - important information

23/03/2020

Dear Parent/Carer,

In an attempt to reduce the social transmission of Coronavirus and unnecessary hospital visits, for the time being we are offering you phone or video consultations in place of your usual Diabetes Clinic appointments.

Preparing for your phone/video consultation:

1. [Ensure pump/CGM devices uploaded to clinic](#)

- If using Dexcom CGM, make sure you are linked to Dexcom Clarity. (If you are identified as not connected to the clinic clarity account, you will receive a letter which will enable you to follow the instructions to be connected to this account)
- If using another CGM device, make sure you are linked to their download facility.
- If using an insulin pump, upload your pump at home prior to the appointment. If you cannot upload from home, please contact your pump company to arrange this as soon as possible (please have available your username and password). Call Medtronic 1800 777 808 or Tandem t:slim AMSL 1300 851 056
- If not using a glucose sensor, email a) photo of your BGL logbook from the last 2 weeks or b) report downloaded from your meter to [the email address provided to you in the email that you receive for your appointment.](#)

2. [HbA1c](#)

If your child is on CGM, an approximate HbA1c may be determined from this. If your child is not on CGM, the team will go through the numbers from their logbook. You can discuss your child's needs for HbA1c during the consult. If HbA1c is required, a pathology request form will be sent out to have this done externally at a path collection centre of choice. NB this is done via a blood test and not finger prick. Your GP will receive copy of the result. In some cases the team will advise that it is acceptable to miss an HbA1c on this occasion

3. [Scripts](#)

Scripts as required will be posted out to you following the clinic consult.

Department of Diabetes and Endocrinology

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