How to Reach the Team (Note: There are a few days each month where there is not 24/7 coverage)

For **Urgent** situations - for example, illness or a severe low blood sugar (Stage 3) after treatment. You could also try the Nurses first, before calling the Endocrinologist on call.
- Pediatric Endocrinologist on Call - 306-655-1000 (Royal University Hospital switchboard)
- Nurses - Each week, a different nurse wears the pager. Call 306-655-1000 and ask for Diabetes Nurse - Pager 10287.
- Your family doctor or local pediatrician OR Provincial Healthline – Call 811

For **Non-urgent** situations - for example, questions about adjusting insulin, new situations or general questions. These types of calls or faxes may take some time to respond, especially if there is quite a bit of data to review. Please address these during daytime hours.
- Nurses - Melody – 306-655-2144  Nola - 306-655-2144 - leave a message if not there. Fax: 306-655-6758 Email: melody.timm@skhealthregion.ca  nola.kornder@skhealthregion.ca
- Dietitians: Audrey - 306-655-2149  Julie/Heather - part-time - 306-655-2150. Can take up to a few days for a response when a non-urgent call. Fax: 306-655-6758  Email: Audrey - audrey.h@skhealthregion.ca  Heather - heather.hanson@skhealthregion.ca  Julie - julie.bunney@skhealthregion.ca
- Tracy – Social Worker – 306-655-2452
- Your family doctor, local pediatrician or diabetes education program

**Appointment Bookings – 306-655-2199**
Joanne does bookings for Pediatric clinics. The physician’s office do not book appointments for the pediatric diabetes clinic.

**Appointment Intervals**
Interval between scheduled appointments is about 9 months. For families with a new diagnosis & started at RUH, we will see approx. every 3-4 months in the first year followed by longer intervals. Appointments are generally mailed 2 months in advance of the appointment. If you think an appointment should be arriving and hasn't, please call to check. A cancellation list is maintained and if you would like to go on it, you may be called on short notice for any new appointments that arise.

**Cancelled or Missed Appointments**
**Policy**
Missed appointments with no notification to the office:
Unless otherwise notified, the next appointment mailed will be at the next interval. If this is missed, a note will be sent to the family doctor & no further appointments will be sent.

**Cancelled Appointments:**
Please notify us at least 2 weeks ahead so another child can attend. Every attempt is made to rebook within a reasonable time however this may not be possible. If there are numerous cancelled appointments, a letter will be sent to the family doctor & no further appointments will be sent.

**Update of Addresses; Phone Number; Family Physician:**
Please let us know of: address change (and phone number change); bank days and days off work; change of caregiver of child. For children who live in two households, we have a form that we ask each caregiver to complete and sign, stating where appointments are to be sent and who can make appointment changes. This form is available through Joanne, secretary for the Pediatric Clinic.

**Email Consent:** If you wish to correspond with the team via email, we ask that you complete the Saskatoon Health Region email consent form. Please bring it to your appointment.

**Transition**
At approximately ages 13-14, we will ask to see your son or daughter on their own for a portion of the visit. This is a common practice in diabetes programs and allow the young person to tell their story about their diabetes, ask questions & gain confidence working with a team. This is called transition with a purpose of continuing movement towards the young person gradually assuming more responsibility for their own care. However, this still means parent involvement...the definition is just different than at the beginning of diabetes or when the child was younger. Gradually, more of the visit will be spent with the young person and we try to make sure parents are in on the plan to be able to support this at home. Please help us to make sure the parent knows the plan. By the 18th birthday, we will transfer care to an adult program in the location of your choice.

**Pump Information Sessions**
These are held approximately every 3 - 4 months for those who want more information on insulin pump therapy. This session reviews what pump therapy does; outcomes in the literature and A1C results of the pump therapy in this clinic & others. This is the first step prior to any assessment by the team of whether medical necessity criteria is met for the provincial program or insurance forms. For more information on dates & times, call Joanne at 306-655-2199. A handout is enclosed that helps understands the pump assessment process.

**D-Camps: Family Camps:** There are now 3 held each year in Saskatchewan. Visit www.dccamps.ca Family Camps for more information.

**Saskatchewan Children's Camp** for ages 8-14 is held yearly in August at Guest Camp, Christopher Lake. Applications for children's camp are available on www.dccamps.ca. Online registration begins in January. Tiered registration fees as well as camperships to cover the fees are available.

**Juvenile Diabetes Research Foundation Events**
Check http://www.jdrf.ca for more details on JDRF events. There are many Walks for the Cure around Saskatchewan as well as other events.

**Disability Child Tax Credit**
Visit the Canadian Revenue Agency website for more information and to download the form. Please bring the form for signing to your regular clinic visit.