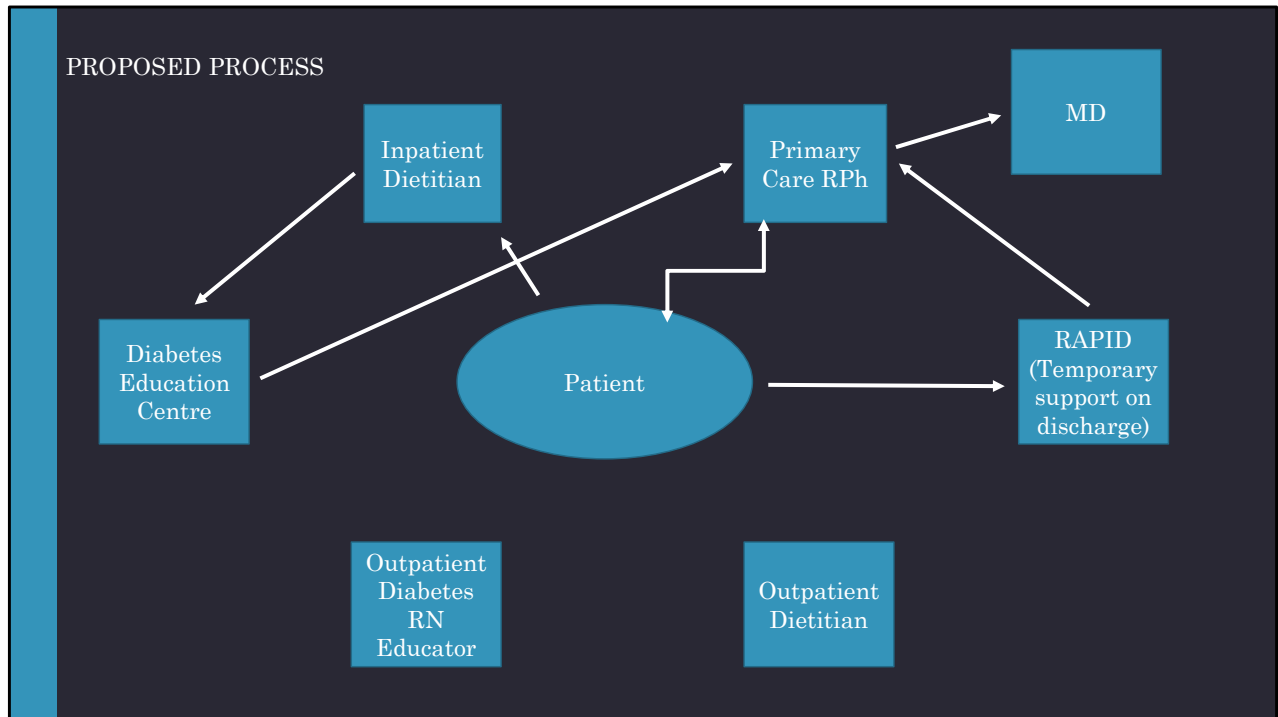


There was no clear, central location for diabetes referrals and services in Dawson Creek, British Columbia. Many team members were involved leading to unnecessary communication and duplication of work. The patient felt confused due to all the providers involved in their care.

Author: Sydney Saunders, BScPharm, ACPR, Pharmacist, Dawson Creek and District Hospital, Northern Health



This new process allows referrals for diabetes services to go to the Education Centre. There the referral can be triaged to the appropriate team member and communication regarding the patient cases can occur behind the scenes allowing other team members to participate in care as required. In this instance, the patient required support with medication dosing and regimen and so was referred to pharmacist. However, depending on the patient’s situation and support required, care could involve an RN, dietitian, or multiple team members.

Author: Sydney Saunders, BScPharm, ACPR, Pharmacist, Dawson Creek and District Hospital, Northern Health