



Keeping in Contact with Your Diabetes Team

Diabetes cannot be effectively managed by one practitioner. A Team approach is the most effective way to guide self-management. The Diabetes Team includes:

- Endocrinologist or Diabetes Doctor
- Podiatrist
- Ophthalmologist
- Diabetes Specialist Nurse / Educator
- Biokineticist
- Pharmacist
- Dietician
- Psychologist
- Diabetes South Africa (DSA)

Two vital members have not been mentioned - YOU, the leader of the Team and YOUR FAMILY

You can maximise your chances of staying on the road to health by maintaining regular contact with your CDE Diabetes Care Team. "Contact" can be grouped as follows:

1) Routine, Regular Contact (Office Hours: Monday to Friday 08h30 to 17h00)

- a) Team consultations (Doctor, Educator, Dietician, Podiatrist & Ophthalmologist)
- b) Phone, fax, e-mail contacts (blood glucose readings, queries) with your Diabetes Educator (Team Coordinator)

Please Note:

- All CDE consultations are by prior appointment only
- We are closed on weekends and public holidays
- If the Diabetes Team Member you are trying to contact is in a consultation when you phone, please leave a message and your contact numbers. Your call will be returned.

Our Address: 81 Central Street, Houghton

Our Telephone Number: (011) 712-6000

Our Fax Number: (011) 728-6661

2) Emergency Contact: **The CDE Central Office Hotline** [Ask for this Number at your next visit](#)

Important Points

- The Hotline is a 24-hour cellular-phone service for diabetes **EMERGENCIES ONLY** (if you are feeling worried or scared or need treatment of ketones, hypoglycaemia etc.). Please do not block this line for routine Team contact which should be made during office hours by phoning 011 712-6000.
- Please make sure that you keep this number and tell your friends, family and colleagues about it.
- In order to assist you with common diabetes emergencies over the phone please make sure that you have:
 - A blood glucose meter and strips
 - A Glucagon HypoKit (if on Insulin)
 - Urine Ketone Strips (Type 1 diabetes only)and that you and your family have been educated on how to use them correctly
- Good self care will usually prevent diabetes emergencies. But, phone sooner rather than later to prevent a reversible situation from becoming irreversible at home. The Hotline is provided to prevent hospitalisation and sickness.
- The Hotline is a cell phone that is carried on a rotational basis by the diabetes educators whilst at work and at home (after hours). There is no "control room" and as such we are unable to transfer calls and cannot help with booking of appointments. If necessary the doctor on call will be contacted
- You may only make use of this Hotline number if you are a patient of the Centre for Diabetes (Houghton Branch). For medico-legal reasons, please do not give this number to people who are not our patients.
- If the Hotline is engaged with another emergency call, please leave a clear, concise message on the voicemail, together with your telephone number. If we do not respond within 10 minutes, please phone back (we may not have received your message notification from Vodacom)
- Prepare for the phone call if possible. You will need to be able to tell us your:
 - Name, Age & Type of diabetes
 - Blood glucose reading (last 5 minutes)
 - Urine ketone reading (Type 1 diabetes only)
 - Type/s and dosage/s of your insulin
 - Problem (brief summary) and
 - If you are a member of the CDE Diabetes Management Programme or not.
- Listen carefully to advice given and follow it exactly (if the advice worries you in any way, tell us rather than ignoring it)
- If requested, please phone back exactly at the time specified (usually 60 minutes) - do not delay this step for your safety
- Continue to phone back as requested, until the Educator on call advises you that it is safe to stop (even if you feel better)