

## CO-IMPACT Summary E-mail Message to Care Partner

### Introduction

Your Patient Partner completed their most recent CO-IMPACT Study telephone call on [date] at [time]. Read below for a summary of:

- any urgent issues
- updates on regular monitoring
- any issues that your partner may have reported

### \*\*\*Potentially Urgent Concern(s)\*\*\*

Your Patient Partner's primary care provider has been notified of the following potentially urgent concern(s). More information about this issue is listed towards the end of this email, in the list of reported issues.

- a **fasting blood sugar level above 300** and two or more above 200 in the past two weeks

### Update on Action Plans

STATUS OF ACTION PLANS FROM LAST CALL: Your partner reported they spent time working on their diabetes action plans they made after their last automated phone call.

WHAT IT MEANS: They can be congratulated! However, there may be some action plans they still want to work on.

### HOW YOU CAN HELP:

- Ask how well their action plan worked to address their diabetes concern.
- If they changed their diabetes or health routine, ask if there is a way you can help them keep up the new routine.
- If they were not able to make the changes they wanted to make, ask what they learned from trying to make the change. Then discuss how they might change their plans to address their diabetes concern this week.
- For more tips: Go to the *Action Planning* section of the CO-IMPACT website at <http://xxxxxx> or in your Patient Partner's CO-IMPACT handbook.



### **Update on Checking Sugars**

Your partner reported that they checked their blood sugars at home 5 days in the last week.

### **Update on Checking Blood Pressure**

Your partner reported that they checked their blood pressure 2 days in the last week.

### **Issues that were Identified**

During the call, we identified issues that may interfere with good diabetes management or increase the risk of diabetes complications. For each issue that was identified, we asked your partner how important it is for them to make a plan to address this issue.

### **Issues your Partner Identified as Important**

Your partner identified the following issue(s) as ones that are important for them to address this week. They were prompted to make an action plan for this problem. Ask if your partner would like to discuss their action plan to address the issue(s), and ask how they would like you to help.

ISSUE: Your partner reported that at least one of their sugars in the last 2 weeks was more than 300.

**\*This could be an urgent concern. If your partner has very high sugars AND is vomiting, has a fever, is getting confused, or is very dehydrated, help them get to a hospital right away. We have already notified your partner's primary care team about this concern.\***

WHAT IT MEANS: Sugars at this level are much higher than usual diabetes targets. Sugars at this level may mean that your partner is getting an infection, or needs to change their diabetes treatment routine.

HOW YOU CAN HELP:

- **Ask whether your partner talked to someone on their primary care team about this concern. They may need their doctor's or nurse's help to change their diabetes medications.**
- Ask if your partner would like to discuss a step to address this issue, and ask how you might be able to help them with their action plan.
- Help your partner try to figure out what may have led to the high sugar reading. For example, was it related to something they ate or a difference in their diabetes medications? If they have high sugars more than once or twice, they probably need their doctor or nurse to prescribe a change in their diabetes medication regimen.
- If your partner is having very high sugars when they are sick or ill, encourage them to talk to their primary care team about a new sick day plan.



- If your partner uses insulin, you can help your partner use the Insulin Titration Guide (available on our website or from the patient's primary care team) to safely increase their insulin dose.
- For more tips: Go to the *Sugar Levels* section on the CO-IMPACT website at <http://xxxxx> or in your Patient Partner's CO-IMPACT handbook.

### Issues your Partner Identified as Not Important

Your partner indicated that these issues are not very important to him/her this week. They were not prompted to make an action plan for this problem. To help, you can start by asking them for information on how this is going for them, and to describe why they feel it is not important to take action on at this time.

**ISSUE:** Your partner reported that they noticed a new problem with their feet. It may be a sore, cut, blister, or painful toenail.

**WHAT IT MEANS:** People with diabetes need to take new concern with feet seriously. New foot problems need to be checked by a health care provider, even if they are not painful.

**HOW YOU CAN HELP:**

- Help your partner contact their primary care team if they have a new foot issue. If they have signs of infection like warm and red skin, or fluid or pus draining out of a sore, they should get care right away.
- Suggest that your partner apply over the counter antibiotic ointment to the sore, and wear comfortable socks and shoes that keep pressure off the area, until they can get it checked.
- For more tips: Go to the *Foot Care* section on the CO-IMPACT website at [http://xxxxx/#resources?page=foot\\_care](http://xxxxx/#resources?page=foot_care) or in your Patient Partner's CO-IMPACT handbook.

If you or your partner thinks that this call system is making errors in detecting issues, please call our CO-IMPACT study staff at 800-xxx-xxxx. Remember that you can always login to the study website at <https://XXXXXXXXX> for more information about diabetes.

