



MARCH 25, 2020 (All patient email update)

Keeping You Safe During the COVID-19 Pandemic

Dear Patients and Families,

At the Best Centre, our services have always stemmed from our mission, to keep our patients healthy until a cure is found. This is particularly significant now, as we respond to the ever-evolving world-wide COVID-19 pandemic situation. We will continue to provide [updates via our website](#). Please bookmark this page [Best Centre COVID-19 Updates](#).

We want to assure you that we remain committed to our patients and families. We have been working hard to put in place new practices that will allow us to maintain our services, keep our patients safe and out of hospital all while enforcing social distancing guidelines.

Currently, we are strictly adhering to social distancing guidelines with our patients, families, staff, volunteers and physicians;

- The centre is closed to patients and visitors. If you need to drop off a form, do so at the side door of the house behind the glass door.
- If you have an appointment booked at the Best Centre in the next 2 weeks, **DO NOT COME IN**. This will be re-evaluated again on April 6th.
- CLINICS will be run remotely, you will hear from us regarding the method.
- We will contact you via phone or email before your scheduled appointment. (Please check your junk folder as well).
- Remote sessions will be arranged over the phone, OTN (Ontario Telehealth Network) or by ZOOM™ (an online video and audio meeting service).
- The staff is working remotely and managing their own schedules, please check your email frequently for communication from them.
- Our pager program is intact – please use for URGENT issues only.
- Please learn how to upload your devices- instructions are available on our website.



How to communicate with your educator?

1. All staff are working remotely. Please be sure to answer “caller ID blocked” calls.
2. The preferred and most effective way to communicate with an educator is via email. They will reach out to you if you have a scheduled appointment. Check your inbox and junk mail regularly.
3. If your email has changed or you have general questions, send email to bestdiabetes@charleshbest.com.

What about supplies?

Please ensure you have enough sick day diabetes supplies **to last 2 weeks**. Including insulin, blood test strips/ sensors, insulin pump supplies, blood ketone strips and glucagon injection kit.

Please do not panic and hoard insulin

We have been advised by the insulin companies that there is NO shortage and pharmacies will be stocked and restocked as usual.

Remember, you will need to frequently check your blood sugars and blood ketones levels while sick. Please call the centre if you have been vomiting 2 or more times and/or have blood ketones over 0.6 mmol/L.

[ADP form update](#)

The process has been changed to allow for emailing and scanning of signatures. The form itself, even with a non-original signature, must then be mailed to ADP. We will do that on your behalf for the forms that we are currently processing. If you do not have access to a printer, you have the option to send it to a family member who can print the form and sign it on your behalf (indicating relationship to patient).

Want more information? Please refer to the government of Canada’s COVID-19 Prevention and Risks website, which is a trusted source on pandemic information. You can click [here](#) to access it directly.

Thank you for your patience and understanding,
The Charles H. Best Diabetes Centre Board and Staff