

ASK QUESTIONS TO GAIN INSIGHT

CONSIDER THE PATIENT'S NEEDS

PROVIDE EDUCATION AND SUPPORT

FOR PATIENTS ON GLUCOSE-LOWERING MEDICINES

What concerns you most about your diabetes?

▶ Assess the patient's understanding of type 2 diabetes and their priorities for management. Tailor advice to suit individual needs.

It is important to understand the complications related to diabetes. Reducing the risk of heart attack and stroke is a priority of management.

What do you know about your medicines and how they will improve your diabetes management?

▶ Explain the benefits of achieving HbA_{1c} targets, and the long-term benefits and importance of good glycaemic control.

Medicines help you achieve blood glucose control, which helps reduce your risk of diabetes-related complications, eg, problems with your heart, blood vessels, kidneys, eyes, nerves and feet.

How have you been using your medicines?
How are you feeling about using your medicines?

▶ Approach conversations about adherence in a sensitive, non-judgmental way. Good adherence may delay intensification of treatment. Tailor your advice based on identified reasons for non-adherence.

Taking medicines regularly can often be challenging. However, taking your medicines as prescribed is important, as it will give you the best chance at achieving your targets and outcomes.

Are you experiencing any unwanted effects from your medicine(s)?

▶ Regularly ask about adverse effects. Recommend ways to manage adverse effects, discuss with the patient or refer them to the doctor, and report adverse effects to the TGA if needed.

There are often ways to manage unwanted effects you may be experiencing. If they continue to bother you, tell your doctor who may prescribe an alternative medicine.

Have you recently had any checks or tests related to your diabetes? How do you keep track of your test results and what they mean?

▶ Ensure patients are aware of the ongoing monitoring recommendations. Suggest ways to keep track of appointments, results and findings, eg, by using the MedicineWise app.

Regular monitoring and understanding your test results will help you discuss and prioritise your management with your doctor.

What are the lifestyle changes that you are focusing on, or would like to focus on?

▶ Encourage patients to sustain lifestyle changes. Consider individual circumstances, abilities and preferences when providing recommendations.

Lifestyle continues to be an essential aspect of your diabetes management. Positive changes (including small ones) make a difference to your diabetes management, cardiovascular risk and overall health.

PATIENTS ON INSULIN

How confident do you feel about giving yourself insulin and testing your own blood glucose?
Do you have any questions about your insulin?

▶ Gauge patient confidence with insulin delivery techniques, dosing regimen, self-monitoring and sharps disposal. Involve carers and closely monitor for adherence.

Starting insulin is sometimes difficult for people and it takes time and practice to build confidence. Tell your GP or diabetes educator if you need more support.