



Diabetes Management Plan

Including Medical Practice Assistant

Identify target patient population eg. who are due for review



Send SMS reminder to make an appointment with Practice Nurse (PN)

- Using the practice's software, identify patients with a chronic disease eg. patients with diabetes, who are due for review.
- PN sends out 1st reminder by SMS
- Phone if 2 unsuccessful SMS attempts
- Post letter if no phone response
- Nurse generates letter with pathology form if required (HbA1C/urine microalbumin)
- MPA folds and posts letters

Appointment with PN for GPMP/TCA (45min)

Followed by a review appointment with GP (15min)



PN / MPA adds recall for next care plan visit. PN adds reminder for foot assessment/blood test referral

MPA bills - 721 GPMP/723 TCA
OR 732 Review of GPMP
and/or TCA

Organises further appointment as required





Diabetes Management Plan Including Medical Practice Assistant

Practice Nurse

- › Identify target population using the practice software
- › Refine patient list to identify patients with diabetes and requiring foot care assessment (6mth)
- › Sends out 1st reminder by SMS
- › Phones patient after 2 unsuccessful SMS attempts
- › To post letter if no response
- › Generates letter with pathology form (HbA1C/ urine microalbumin) if required

Medical Practice Assistant (MPA)

- › Folds letter/pathology form into envelopes for post
- › Patient response:
 - a. Decline to participate, make patient aware they can choose to book an appointment at another time when ready to participate
 - b. Do want to participate and book appointment for nurse led review

Practice Nurse, patient and regular GP

- › Nurse led health review appointment 45 mins
- › Discuss patient with regular GP
- › Organise referrals as required eg. to allied health services
- › GP diabetes appointment:
 - a. Medical management of diabetes, address care plan provision/review
 - b. Encourage educational follow up with practice nurse 3-6 months

Practice Nurse and Medical Practice Assistant

- › Nurse or MPA adds recall for care plan
- › Nurse adds reminder for foot assessment / pathology