



Diabetes Education

Resource Guide For Members

ABOUT THE GUIDE

Kaiser Permanente developed this booklet to help support your efforts to manage your diabetes, and to make you aware of the many resources available to you.

The guide contains lists of these recommended resources:

- books
- videos and DVDs
- self-care items, including phone numbers to purchase these items
- community resources
- Internet sites

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GETTING THE MOST OUT OF YOUR VISITS

Here are some suggestions to help you get the most out of your appointments and assist us to keep you safe and healthy. Please partner with us by becoming an active member of your medical team. A successful visit means you are prepared, talk openly, and ask your doctor or other medical professional your most important questions.

Prepare for your office or hospital visit

Write down your symptoms, when they started, what you think caused them, and what you tried to do to fix the problem. Prepare a list of no more than 3 of your main concerns or questions for the visit.

Bring another person with you so that they can also listen to information you will hear during the visit.

Use your preventive care reminders to help you manage your condition

At each doctor's visit, you'll receive a registration slip with a personal record of your screening tests and immunizations (shots and vaccinations). This slip tracks when you need your next blood pressure check, an A1C test, cholesterol test, a flu shot, or a pneumonia vaccination. Please read and follow these recommendations.

During your visit

Here are some suggestions to help ensure that you and your doctor communicate clearly:

- Repeat key points back to your doctor.

- Write some notes about what you heard and discussed during the visit.
- Let your doctor know if you think you might have trouble following any of the recommendations. There may be another option.
- Ask questions like these:
 - When should I start to feel better?
 - What should I do if I don't start to feel better?
 - What are the three most important things I should do to manage my condition?
 - Whom do I call if I have questions?
 - What is the next step?
 - When should I expect test results? How will they be delivered? By phone, mail, or secure e-mail/Internet?
 - When should I return for a checkup?
- **Know the ABC's of diabetes.** Controlling the ABC's can help you prevent kidney disease, heart attacks, and strokes.
 - **A** for A1c. This is your three-month average blood sugar level. Aim to keep it below 7.
 - **B** for blood pressure. Keep your blood pressure at or below 139/89.
 - **C** for cholesterol. Keep your "bad" cholesterol (LDL) below 100
- **Have your eyes checked regularly.** Diabetes can cause diabetic retinopathy (a disease of the retina of your eyes). It is a potentially serious vision condition that could lead to blindness. If you have diabetes, it's important to have an eye exam every two years, or more often, as recommended by your doctor.

- **Keep your feet healthy.** Diabetes can cause limited sensation or loss of feeling in your feet. It's important to check your feet every day for cuts, blisters, red spots, or swelling you may not have noticed. Ask your personal physician or nurse practitioner to examine them at least once a year, or more often if you have other serious foot conditions.

KAISER PERMANENTE ONLINE RESOURCES

kp.org/register

Taking charge of your health has never been easier. Register for kp.org today. Use the "My health manager" feature, at your convenience to:

- send secure e-mail to your doctor
- check certain lab tests, and refill many prescriptions
- make or change appointments

kp.org/mydoctor

For members in Northern California, your physician's home page is your gateway to a wealth of resources. You can e-mail your doctor, find reliable diabetes information, learn about your doctor's background and interests, watch videos, and use interactive tools such as:

- **Health Coach** – Through short videos and interactive questions, you can design a custom plan for changing your activity levels, improving your eating habits, or handling stress.
- **Taking Care of your Kidneys** – If you have chronic kidney disease this online education program can help you learn more about your condition and improve your overall health.

kp.org/diabetes

Look here for all of our diabetes-related online resources and tools in one convenient place. You can read about your risk factors for diabetes, get meal planning ideas, and view videos on the best ways to take insulin.

kp.org/healthyliving

Staying healthy is about making good choices. Reshape and improve your lifestyle with customized online programs designed to help you live well and thrive. These programs are brought to you in collaboration with HealthMedia.® Take charge of your diabetes with HealthMedia®Care™ for Diabetes.

kp.org/heart

Look here for all our heart-related online resources and tools in one convenient place. You can read about risk factors for heart disease, how to maintain a heart-healthy lifestyle, medications and other treatments, and much more.

kp.org/listen

Learn how to relax and manage stress by listening to guided imagery podcasts. Guided imagery engages your mind, body, and spirit in a gentle but powerful way to:

- relax, calm, and improve your mood
- lower blood pressure, blood sugar, and cholesterol
- inspire and motivate
- lower anxiety and depression

All you have to do is settle in, relax, and listen.

kp.org/depression

Our featured health topic on depression brings together a wealth of online resources – all collected in one convenient place. Here you'll find basic facts, signs of depression, details about medications and treatment options, ways to manage and overcome depression, and much more.

kp.org/quitsmoking

If you smoke, quitting is one of the best things you can do for your health. If you are thinking about quitting and looking for support, this is a great place to get the help that you need.

kp.org/espanol

Provides health information in Spanish.

kp.org/naturalmedicines

A guide to herbs, supplements, and other natural products.

What if you do not have access to the Internet?

If you don't have Internet access, consult your *Guidebook to Kaiser Permanente Services* for the phone number, location, and hours of your local Health Education Center and other Kaiser Permanente services near you. Or, you may call Member Services at 1-800-464-4000 to request a guidebook.

KAISER PERMANENTE HEALTH EDUCATION RESOURCES

Many Health Education Centers or Departments offer books, pamphlets, videotapes, DVDs and magazines on diabetes and other health topics. Some centers also sell diabetes self-care items.

Patient education materials include information on blood sugar, exercise, foot care, medications, nutrition, and general diabetes information.

Diabetes education programs provide diabetes information to build your self-care skills. Please call your Health Education Department for specific class schedules or check online for Kaiser Permanente services including diabetes classes and resources available at your facility at kp.org/classes.

Diabetes Education Programs

These classes are offered at many of our facilities:

***Diabetes: The Basics.** You can feel better and be active and healthy when you learn the basics of managing your Type 2 diabetes. In this class, we give you an overview of the four key areas of diabetes management: healthy eating, exercise, monitoring your blood sugar level, and proper use of medication. We will show you how to use your blood sugar monitor and help you to recognize the signs of high and low sugar levels. You will also learn skills to help keep your blood sugar in control.

***Living Well with Diabetes.** Once you have learned the basics

of diabetes self-management, you are ready to advance to the next level. In these sessions, we take an in-depth look at diabetes and recommended care. You will learn new skills to trouble-shoot your blood sugars, handle stress and emotions related to diabetes, and get tips for making healthy food and exercise choices. You will also learn how good blood sugar control and proper use of medication can help prevent diabetes complications.

- ***Diabetes Nutrition.** This is an advanced class designed for people who have already taken other diabetes classes. It provides in-depth information on how to develop eating habits that work with both your condition and your life. Get tips on planning meals, counting carbohydrates, and reading food labels. Learn new ways to prepare your favorite foods and enjoy eating out. With smart planning and balanced choices, a healthier lifestyle can still taste great.
- ***Insulin Start Class.** Learn how insulin can work for you. If you and your doctor agree that insulin is what you need to get your diabetes under control, this program can help. Explore the myths and facts about insulin. Learn how to inject insulin easily and comfortably. Get your questions answered!
- * Available in Spanish at some facilities.

MAKING THE MOST OF KAISER PERMANENTE SERVICES

To make the most of Kaiser Permanente, there are several resources that can help you to be better informed.

- **Nutrition Services.** Registered Dietitians can assist you to develop an eating plan that will help you meet your diabetes self-care goals. Ask your clinician for a referral. Or ask if there is a Nutrition Advice Line number at your facility for general nutrition questions.
- **Pharmacy Services.** Kaiser Permanente pharmacies provide a variety of services such as: filling new prescriptions, transferring prescriptions from another pharmacy, providing refills, and pharmacist consultations about your medications. You can request your prescriptions to be written in Spanish. In addition, our pharmacies provide:

Refills by telephone: You can use “EasyFill,” our automated prescription refill system, with your touch-tone phone. You can find the EasyFill number on the upper right-hand corner of your prescription label.

Refills by mail: Our pharmacies can mail your prescription refills directly to your home. Please allow about seven days for refills by mail.

Refills online: You can order prescriptions online and choose whether to pick them up at a Kaiser Permanente pharmacy or have them mailed to your home at kp.org/rxrefill.

- **Foot Care.** If you have a high-risk foot condition, your doctor might refer you to a podiatrist. Foot care handouts and services are available at all medical centers for patients with diabetes.
- **Vision Essentials** (eye service/ophthalmology). Educational materials on eye problems (such as retinopathy) and treatments (such as laser surgery) are available. You can make an appointment for a diabetes eye exam. We recommend that you get this test done every other year.
- **Behavioral Health Services.** There are many services to help treat anxiety and depression. These include mental health services, social services, and behavioral health programs.
- **K-Plus Fitness.** K-Plus Fitness offers Kaiser Permanente members financial discounts at quality health clubs. To learn more about participating clubs near where you live or work, call the automated K-Plus Fitness Line at 800-234-6985.

COMMUNITY SERVICES AND CONTACTS

Meeting other people who face the same challenges as you do can sometimes make all the difference. Support groups are a great way to find out what others have discovered about diabetes products, and to share ideas about managing the condition. Check with your local Health Education Center or Department for a support group, or ask them to find out about a support group in your area.

American Diabetes Association (ADA)

Check to find information about local listings of ADA chapters or local support groups.

1-888-DIABETES (1-888-342-2383)

or 1-916-924-3232 (press #9)

diabetes.org

American Dietetic Association / National Center for Nutrition and Dietetics

Find nutrition information and learn about healthy eating.

eatright.org

American Association of Diabetes Educators

Find local resources and information about diabetes in your area.

1-800-Team-UP-4 (1-800-832-6874)

aadenet.org

California Diabetes Control Program

Find information on diabetes education programs in various counties; offers diabetes health record cards in several languages.

916-327-3053

caldiabetes.org

DIABETES INTERNET SITES

National Diabetes Education Program (NDEP)

Diabetes education campaign materials available in several languages.

1-800-860-8747

ndep.nih.gov

National Institute of Diabetes & Digestive & Kidney Diseases

1-800-860-8747

www.niddk.nih.gov

National Diabetes Public Health Resource

1-877-232-3422

cdc.gov/diabetes

Find information on the Vision Health Initiative and disaster planning for people with diabetes.

National Eye Institute

Learn about eye diseases and disorders; get vision/eye care resources. Información disponible en español.

www.nei.nih.gov

Department of Health and Human Services (DHHS)

Healthfinder is a free guide to reliable DHHS information in English and Spanish.

healthfinder.gov

Medlineplus

Access a wider variety of health information.

www.nlm.nih.gov/medlineplus/diabetes.html

Lifescan, Inc.

For blood glucose meter assistance, call:
1-800-227-8862 (English); 800-381-7226 (Spanish)
lifescan.com

Safe Needle Disposal

California state law requires that home-generated medical waste (also known as “sharps”) be brought to special community collection centers. You can no longer dispose of the following medical waste items at home:

- syringes and hypodermic needles
- lancets for testing blood sugar
- needles for insulin pens

To find local collection centers, go to earth911.com.

FOOD & NUTRITION SITES

Food and Nutrition Information Center (USDA)

This site contains food composition tables, cooking and food preparation tips, and information on recommended daily allowances (RDA) of many nutrients. Also find information regarding government nutrition programs and policies and food safety. Check out the interactive Healthy Eating Index (HEI) by visiting nal.usda.gov/fnic

National Center for Complimentary & Alternative Medicine (NCCAM)

Reliable information evaluating the safety and effectiveness of natural products and alternative and complimentary medical practices.
nccam.nih.gov

SELF-CARE ITEMS

Diabetes Supplies

Self-Care, Inc.

Offers all diabetes supplies and foods, but no oral medications; located in San Francisco.

415-664-1100 or 800-252-5885

Supplies for blind and visually impaired persons

Through a national network of cooperating libraries, National Library Service administers a free library program of Braille and audio materials circulated to eligible borrowers in the United States by postage-free mail.

loc.gov/nls/

National Federation of the Blind

Produces a quarterly newsletter (on tape or print) called *The Voice of the Diabetic*. NFB has various materials available in large print, braille, and on audiocassette.

410-659-9314

nfb.org

American Council of the Blind

National information clearinghouse on issues affecting blind and visually impaired persons. Publishes a bi-monthly newsletter available in large print, braille, and on audiocassette.

800-424-8666

e-mail: ncrabb@access.digex.net

American Printing House for the Blind (APH)

APH manufactures braille, large type, recorded, computer disk, and tactile graphic publications, as well as a wide assortment of educational and daily living products. APH also offers a variety of services to assist consumers and professionals in the field of vision, such as *Louis*, a database listing materials available in accessible media from organizations across North America.

800-223-1839

aph.org

Lighthouse International Catalog

Lighthouse International is a leading resource worldwide on vision impairment and vision rehabilitation. Through its pioneering work in vision rehabilitation services, education, research, and advocacy, Lighthouse International enables people of all ages who are blind or partially sighted to lead independent and productive lives.

800-829-0500 or 212-821-9200 TTY 212-821-9713

lighthouse.org

BD Magni-Guide (BD Consumer Healthcare)

For insulin users with impaired vision. Syringe is slipped into a curved channel of Magni-Guide.

888-BD-CARES (1-888-232-2737)

National Drug Code: 08290-3282-33

bd.com/diabetes

Medical Identification

Medic Alert

Emergency medical information service; computerized medical files accessible via 24-hour hotline. Bracelets, pendants in gold & silver, including titanium-coated hypoallergenic stretch band emblems.

800-825-3785

medicalalert.com

Medicool, Inc.

Custom engraved bracelets and pendants with chain in sterling silver, gold fill, 14K, and 18K gold.

800-433-2469

medicool.com

HELPFUL BOOKS, MATERIALS, AND AUDIOTAPES

The following books and videos can be purchased at most major book stores or online stores.

Books about living with diabetes

- *American Diabetes Association Complete Guide to Diabetes*, 2nd ed. Informative, easy-to-read resource book.
- *Diabetes: A Guide to Living Well*. Ernest Lowe and Gary Arshan, MD, PhD. An easy-to-understand guide for insulin-using diabetics.
- *Managing Type 2 Diabetes*. Arlene Monk, RD, CDE, and others. Deals only with Type 2 diabetes. Latest information; clear, step-by-step Type 2 management tool.
- *Diabetes Type 2 and What to Do*. Virginia Valentine, RN, and June Biermann. Easy, fun, common sense information about diabetes in conversational style. It also deals with the emotional side of dealing with diabetes.
- *Diabetes Burnout*. William H. Polonsky PhD, CDE. Deals with how to manage the feeling of burnout and depression while managing diabetes self-care.
- *Pumping Insulin*. John Walsh, PA, and Ruth Roberts. Written by a 10-year pump user, discusses benefits of tight control, not only for a pump user, but anyone on insulin. It discusses how to set and test basals and boluses, carbohydrate counting, safely lowering high blood sugar, etc.
- *Diabetes: Your Complete Exercise Guide*. Neil Gordon, MD, PhD, MPH. This book discusses how to begin a program and stick with it, for both Type 1 and Type 2 diabetics.

Meal Planning / Cookbooks

ADA Complete Guide to Carbohydrate Counting. Hope Warshaw, MMSc, RD, CDE and Karmeen Kulkarni, MS, RD, CDE.

Diabetic Cooking magazine, Publications International, Inc.
For subscription, call 800-777-5582.

diabeticcooking.com

Cooking Light magazine

For subscription call 800-336-0125 or sign up online at
cookinglight.com

Diabetic Gourmet magazine

diabeticgourmet.com

Vegetarian Cooking For People with Diabetes. Patricia LeShane.

100 vegan recipes without dairy products or eggs, focusing on low-fat cooking; soy milk used for protein.

Magic Menus for People with Diabetes. American Diabetes Association.

The Diabetes Carbohydrate and Fat Gram Guide. Lee Ann Holzmeister, RD, CDE, American Diabetes Association.

Good information for at home and eating out.

Month of Meals series. American Diabetes Association.

This menu planning series has 28 days of easy-to-prepare breakfast, lunch and dinner menus.

Healthy Eater's Guide to Family and Chain Restaurants.

Hope Warshaw, MM, RD.

Good information for eating out.

The Joy of Snacks. Nancy Cooper, RD.

Great snack ideas for people living with Type 1 and Type 2 diabetes.

Beyond Rice and Beans (Más allá del arroz y las habichuelas).

Lorena Drago, M.S., R.D., C.D.N., C.D.E, American Diabetes Association.

Community Education Materials

Diabetes Forecast, American Diabetes Association, Inc.

This magazine provides articles and products for diabetes self-care. Online version: Go to **diabetes.org** and click on "Community and Resources," then click on "Diabetes Forecast." 1-800-342-2383; Call Center: 1-800-806-7801.

Diabetes Health, King Publishing, Inc., P O Box 395
Woodacre, CA 94973

This magazine provides the current information on diabetes and self-care tips.

800-488-8468

diabeteshealth.com

Diabetes Self-Management, published bimonthly by R.A.

Rapaport Publishings, Inc. 150 West 22nd Street, New York, NY, 10011.

This magazine provides the current information on diabetes and self-care tips.

diabetes-self-mgmt.com

Diabetes Digest magazine

diabetesdigest.com

Audiotapes

Time for Healing: Relaxation for Mind and Body

Audio Relaxation tapes by Catherine Regan, PhD.

Bull Publishing Company, PO Box 1377, Boulder, CO 80306

800-676-2855. Call for current pricing.

Health Journeys for People with Diabetes

A guided imagery audiotape by Belleruth Naposlet.

Image Paths, Inc. 800-808-661.



This information is not intended to diagnose health problems or to take the place of medical advice or care you receive from your physician or other health care professional. If you have persistent health problems, or if you have additional questions, please consult with your doctor.