

Frequently Asked Questions about the Ochsner Diabetes Care Management Program

Why do I need a diabetes care management team?

Our team wants to assist you in learning more about how to manage your diabetes. We work with you to create a plan that is just right for your needs.

Who makes up the diabetes care management team?

Your team consists of your primary care team, registered nurses, registered dietitians, certified diabetes educators, licensed clinical social workers, pharmacist, engagement specialist, and clinical care coordinators.

Is there any cost to this program?

No, this is a free service provided to you by Ochsner.

What are my rights as a patient?

It is important for you to know and understand these rights while receiving services from Ochsner as they can help to make your care more effective. For a complete description of patient rights and responsibilities, patient frequently asked questions, reporting a grievance or complaint, and the “Opt Out of Services” Form, please visit our website <https://www.ochsner.org/services/diabetes/>.

Does my primary care provider know about this program?

Yes, your primary care team is part of our team. Your progress and results will be given to him or her on a regular basis.

Am I required to participate in this program?

We hope you will try this program but if you wish to opt-out, send a letter to Ochsner Diabetes Care Management Program, 1514 Jefferson Hwy, New Orleans, LA 70121. If you decline to join now, you can enroll at a later date when it is more convenient for you. To enroll, talk to your primary care provider.

