



WRHN

Waterloo Regional
Health Network

Date:	June 24, 2026
To:	Emergency Department @ MT
From:	Elliott McMillan, Director of Medicine Sandra Paleczny, Manager of Adult Diabetes Education Centre
Regarding:	Diabetes Educator – Supports for MT Emergency Department

What's Happening?

We are pleased to announce the launch of an Inpatient Diabetes Educator RN pilot project. This initiative is designed to improve diabetes care for patients presenting to the Emergency Department and inpatient units at WRHN Midtown through timely assessment, education and care coordination.

The Diabetes Educator will provide targeted interventions focused on survival skills, treatment optimization and connection to outpatient supports. The goal is to support safe transitions of care, reduce preventable diabetes-related readmissions and ED visits, and improve patient self-management following discharge.

Emergency Department staff are encouraged to refer patients who may benefit from same-day diabetes education including:

- Significant hyperglycemia (example: RN can facilitate insulin start in ED with planned outpatient DEC follow up + endocrinology referral)
- Severe hypoglycemia
- Newly diagnosed diabetes requiring education prior to discharge
- Crisis impacting ability to self-manage and at high risk of acute complications or repeat ED visit
- Recurrent diabetes-related ED presentations

To refer:

1. Enter order in Cerner: Consult Adult Diabetes Education (ADEC) Nurse (Midtown) including relevant information and anticipated discharge plans
2. **AND** Call Inpatient Diabetes Educator phone @ 226-753-2969 for urgent same-day assessments - for internal use only

Availability

The Diabetes Educator is available Monday-Friday 9-4 pm. Referrals will be prioritized based on clinical need and anticipated impact of discharge planning and patient safety

