# Diabetes client held record pilot
# Information for Healthcare staff

A “Diabetes Management Book” client held record has been developed by the Chronic Disease Reference Group’s Diabetes Working Group during 2008.

The Diabetes Group has committed to a small scale pilot to trial this client held record.

This information sheet is for you, as a member of a staff team, to assist you in understanding the purpose of this tool, and assist in your introduction of this tool to clients.

*Note: this sheet is not intended for the end users of the record. A separate document has been prepared for clients to explain how the record can be used.*

**Purpose of client held records**

- Reinforces client at centre of care
- Convenient for clients – keeps information from multiple providers in the same place
- Supports information sharing with clinicians – which may increase efficiency
- Supports self management – a tool
- May provide prompts for follow up / communication / discussion
- Supports clients
  - o not all reliant on memory
  - o across hospital – community interface
  - o contact details for all services involved in one place

**What *is* a client held record?**

- Tool to support self-management
- Calendar
- Organiser
- Goals/plan document (list of actions)
- Meaningful medical/test results
- Small, compact
- Easily transportable
- Big enough to read and write in
- Looks like a personal organiser* – less “health” looking, more typical eg. filofax
- Includes information from GPs eg Medical Director

**What a client held record is *not*?**

- A replacement of a medical record
- Full medical notes sitting with client

**What does this pilot involve?**

- Selection of **five** (**5)** clients for trial
  - o A mix of male and female, across age ranges and involved with multiple providers.
- Evaluation via consumer and provider feedback (please prompt your client to return the feedback form to you or directly to Donna Bridge at WPCP)

**What do we need to consider in implementation?**

- This may not suit everyone – start with selected clients
- High quality and separate service provider records are still required
- This record is owned by the client, not by any agency. But an agency can facilitate its use, by reminding clients to bring it to appointments, to update it as changes occur etc.
- Service providers and consumers will need to negotiate how this is used on an individual basis, eg. who documents in the record, what is helpful to the consumer to have documented in the record etc.

**Any questions?**

Please contact Donna Bridge, Agency Liaison Officer, Wimmera PCP, ph: 03 5362 1221