



BLOOD GLUCOSE MONITORING SYSTEM (BGMS)

Frequently Asked Questions

**CHRONIC DISEASE ASSISTANCE PLAN
BLOOD GLUCOSE MONITORING SYSTEM PROGRAMME**

FREQUENTLY ASKED QUESTIONS

PATIENTS:

Q: How to apply for blood glucose meter?

A: The patient must visit any diabetic clinic at a public health institution, private doctor or branch of the Diabetes Association of Trinidad & Tobago, to be assessed with regards to the need for a BGMS meter.

If eligible, the attending doctor will fill out the BGMS Registration Form and Assessment Form.

NB: Advise caller that the following information must be filled out on the Registration Form to prevent delay in processing of application:

1. Applicant's name
2. PIN number from electronic birth certificate for nationals **OR** Certificate of Registration number and copy of certificate for non-nationals
3. Contact numbers
4. Current mailing address

The patient must take both forms into any branch of TTPost for submission:

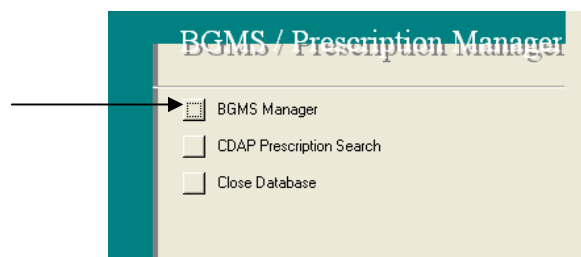
- (a) Registration forms are forwarded to Resonance (for card preparation),
- (b) Assessment forms are forwarded to CDAP IT department (to cross-reference card information).

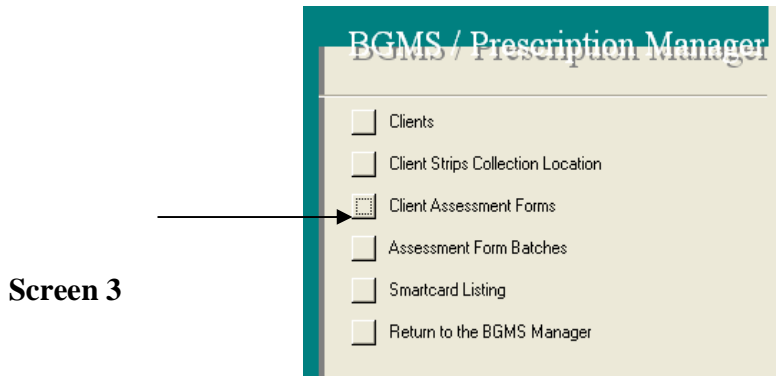
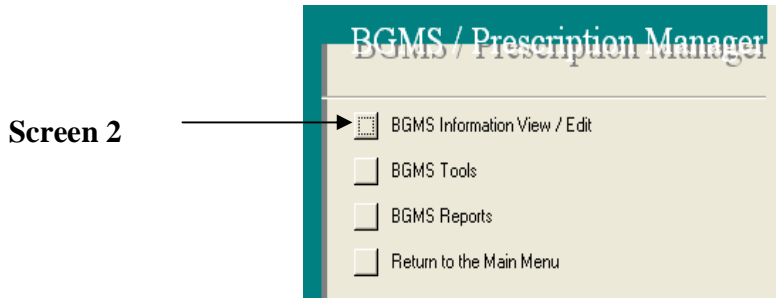
Q: The patient has applied for a BGMS meter but has not received their MyTTcard?

A: Checks will have to be made to verify:

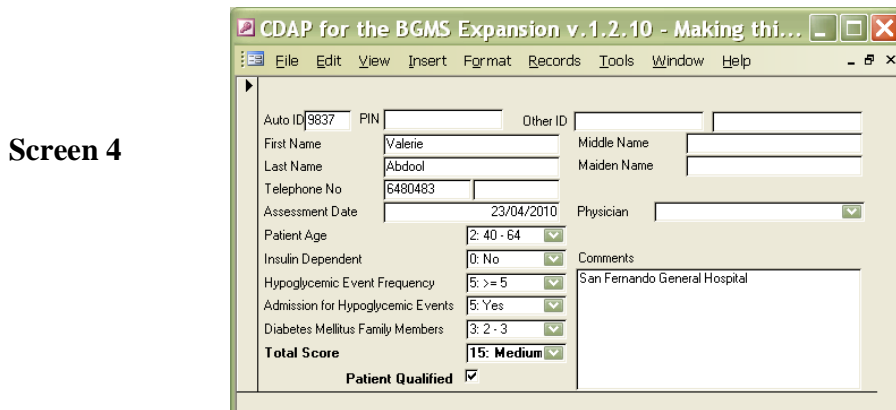
1. If the forms have been received at Central Stores – locate patient in the assessment form entry in the CDAP Application,

Screen 1





Enter patient name and display patient information.



- Missing information – request information from caller, enter information on screen, create service request, forward to CDAP IT.
- If information is correct – forward service request to CDAP IT as to reason card has not been processed.

Advise patient that their application will be processed and card delivered within two (2) weeks.

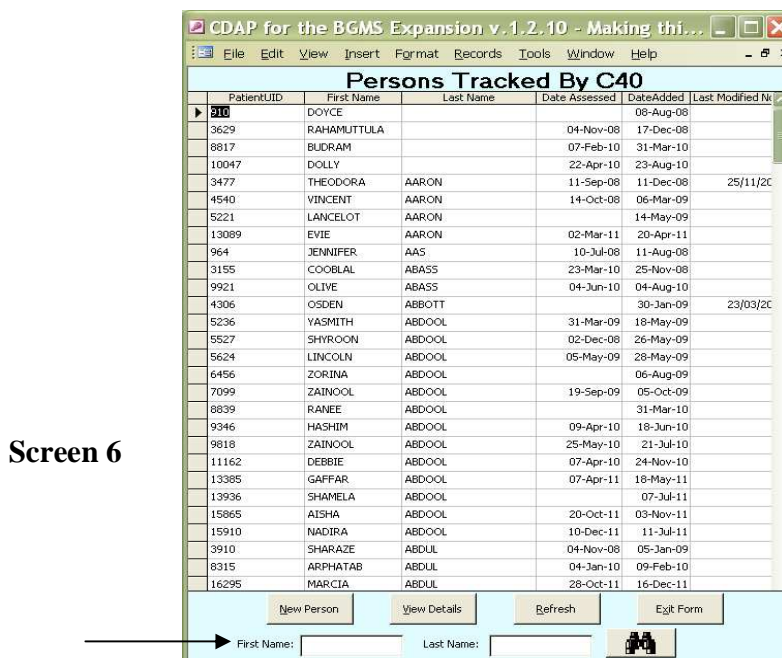
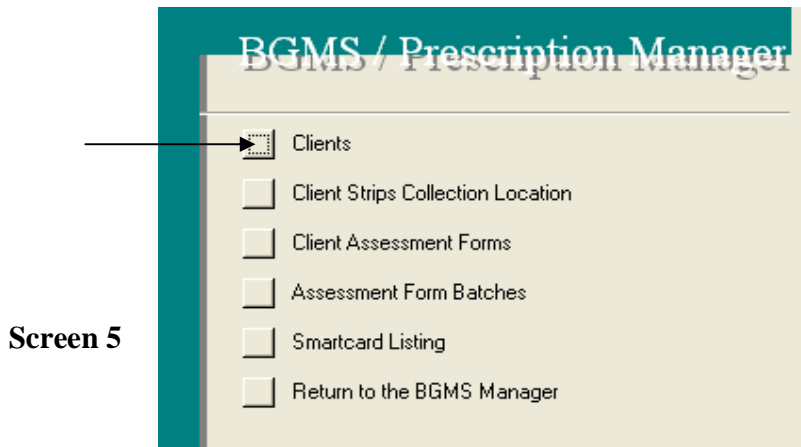
Q: The patient has received their MyTTCard but no meter?

A: Request date card was received from patient.

If receipt date is less than twenty-one (21) days, advise caller that the standard waiting period for the patient to receive their meter is twenty-one (21) working days.

If receipt date is more than twenty-on (21) days:

Search patient's name and MyTTCard number to locate in the CDAP Application.



Screen 7

Patient UID: 16295 PIN: 9158090074 Other ID: Person Alive
 First Name: MARCIA Middle Name:
 Last Name: ABDUL Maiden Name:
 Address Line 1: 8 LUTCHMAN DRIVE Home Phone:
 Address Line 2: DIBE ROAD Mobile Phone: 3730691
 Address Line 3: LONG CIRCULAR
 Address Line 4: TRINIDAD
 Date Added: 16/12/2011

Contact Request	Supplier	Contact Request Type	Status	Contact
22/12/2011	SERVICIO	INITIAL BGMS DISTRIBUTION	PENDING	

Note allocated supplier and advise patient to contact the following:

1. Bryden Pi (675-6871 – Tracy / 471-7180 Simone)
2. Marketing & Distribution (645-4435 ext. 201 – Chenara) **OR**
3. Call on the patient’s behalf and advise that the supplier will contact them.

If unable to contact supplier – forward service request to CDAP IT.

Q: The patient’s BGMS meter is in need of repair?

A: Request the brand of meter the patient is using (either Accucheck Active or Freestyle Lite)
Advise the patient to contact their allocated supplier to assess the issue:

For Accucheck – call Bryden Pi

For Freestyle - call Marketing & Distribution

See numbers given above. Forward service request to CDAP IT to update patient’s profile.

Q: The patient has received BGMS meter but is unable to access strips?

A: Request patient’s name, MyTTCard number, contact number and reason for call and search for patient’s profile as in previous question.

Reasons for not being able to access strips:

- o **Card lost or malfunction** – advise patient that a replacement card will be issued and delivered within two (2) weeks and to expect a return call to confirm availability of strips.

Screen 8

Patient UID: 17478 PIN: 2233864892 Other ID: Person Alive
 First Name: GANGADEI Middle Name:
 Last Name: NICOLEUS Maiden Name:
 Address Line 1: 83 READYMK ROAD Home Phone: 7202133
 Address Line 2: GUNAPO Mobile Phone: 6435126
 Address Line 3:
 Address Line 4: TRINIDAD
 Date Added: 05/08/2011

Contact Request	Supplier	Contact Request Type	Status	Contact
05/08/2011	Bryden Pi	INITIAL BGMS DISTRIBUTION	PENDING	

Contact patient's pharmacy to authorize distribution of strips – supply patient's name and MyTTCard number as on profile.

Contact patient to inform that the strips will be issued to them - forward service request to CDAP IT for replacement card.

- **Patient's name not on Pharmacy BGMS Patient list** – search for patient's profile (*refer to screen 6*). If patient has not been allocated to a pharmacy (*refer to screen 8*) – ask patient for receipt date of BGMS meter and preferred pharmacy.

Advise patient that the pharmacy will be contacted and to expect a return call to confirm availability of strips.

Contact selected pharmacy – check for availability of strip supplies, request pharmacy to add patient's name and MyTTCard number to pharmacy BGMS Patient list.

Contact patient to inform that strips can be collected at selected pharmacy.

Forward service request to CDAP IT to update patient's profile.

- **Patient require more than two (2) bottles of strips per month - more frequent blood testing required** –

Advise patient to acquire a letter from their doctor stating frequency of testing required and forwarded to CDAP IT via fax (634-4357) or email (cdap@nipdec.com) or post to CDAP, C40 Building, Airways Drive, Chaguaramas.

Once received, a cover letter is drafted by CDAP IT and forwarded together with a copy of the doctor's letter to the pharmacy to authorize increased quantity of strips to be issued to patient.

Forward service request to CDAP IT on patient's request for additional strips.

- **Patient wants a transfer to another pharmacy** – check patient's profile (*refer to screen 6*) and verify MyTTCard number and contact number. If patient has recently (within 1-2 months) requested a pharmacy transfer,

inquire as to why as patients are due to receive strips every two (2) months.
Note reasons for pharmacy transfer.

- Pharmacy is out of stock:
 - Advise patient that issue will be investigated and to expect a return call.
 - Contact pharmacy to inquire about availability of strips and to verify that the patient's name is on the pharmacy's BGMS Patient List. If strips are not available, advise pharmacy to place an order.
 - Contact patient on estimated time of strips availability at pharmacy.

- If patient still insists on pharmacy transfer:
 - Request new pharmacy name.
 - Contact pharmacy to add this patient to their BGMS Patient List for the appropriate BGMS strips.
 - Contact patient to confirm access to the new pharmacy to collect strips, informing them that this will be the pharmacy to collect from now on.

- Forward service request to CDAP IT to update patient's profile.

PHARMACIES:

Q: How does a new pharmacy join the CDAP programme?

A: The following documents must be submitted:

1. A letter requesting application to the program stating:
 - pharmacy's name,
 - address,
 - name of owner(s) / pharmacist(s),
 - contact numbers,
 - fax number,
 - email address, and
 - bank account information for direct CDAP Payment deposits
2. A copy of the valid pharmacy licence for the current year
3. A copy of the practising certificate of the registered pharmacist for the current year.

These documents are to be delivered to the **Company Secretary, NIPDEC Head Office, 56-60 St. Vincent Street, Port of Spain.**

Process takes approximately one (1) month including site evaluation by CDAP monitors.

Q: Has the pharmacy order been received?

A: Inquire as to when the fax/email was sent – check CDAP faxes or contact CDAP Stores.

Q: A patient is requesting BGMS strips but is not on pharmacy's BGMS Patient List?

A: Request patient's name and MyTTCard number – refer to Patient Section - *The patient has received BGMS meter but is unable to access strips?*

Q: Is a prescription required to collect strips?

A: No. Refer pharmacist to the CDAP Pharmacy – Operational Procedures Manual, pages 12-14.