

In this scenario we have Alyssa, a patient with diabetes, meeting with her health coach, Olivia. The goals are to help Alyssa stay on top of her diabetes healthcare appointments, and to help her check her blood sugars and take diabetes medications as prescribed.

O: Hi Alyssa. My name is Olivia and I'm going to be your diabetes coach for this program. We review your diabetes history, where you have your diabetes care – like where you go for diabetes care – what's your current plan. Then we'll talk about why we're offering this program, and we'll also talk about how things are going with your diabetes. If you remember, there was a blood draw that you did, so we'll go over those results. And we'll set up a self-monitoring activity – I'll tell you more about that in a bit. Do you have any questions for me before we start?

A: Uh-uh.

O: Alright, so as part of the program we'll talk once a week for about 3 months. So, is it okay if we start – can you tell me your history with diabetes? Do you remember how long ago you were diagnosed? Like, what can you tell me about your diabetes?

A: I was diagnosed last year.

O: Last year, got it. About what time last year?

A: I'm not sure.

O: Alright, so if you had to guess it was about a year ago?

A: mmm-hum.

O: Okay, and then um do you remember how it came to be that you were diagnosed with diabetes? Were you having any symptoms? Was it part of a routine check? Do you recall?

A: It came up in a routine check.

O: Alright. Got it. Got it. And um... so we said that was last year... it came up as a routine check, they did some testing, and they told you that you had diabetes? Does that sound correct?

[3-5 second pause]

O: Alyssa? Can you hear me?

A: Yes, ma'am. Sorry.

O: So, just reviewing, about a year ago during a routine check they thought that you had diabetes so they did some more tests and they confirmed that you had diabetes.

A: Correct.

O: And um, currently where do you go for your diabetes care? Here at this clinic?

A: Yeah.

O: And do you know the name of your primary care provider?

A: Um.... Mr. Smith?

O: Dr. Smith, got it. And do you see them at the main clinic here, or do you go to the other one?

A: The main clinic. [few second pause] Oh! Are you talking about my primary care?

O: Yeah.

A: For primary care I go to ah... Maple street.

O: Maple street, got it. And that's where you see Dr. Smith as well?

A: Yep.

O: Got it. And ah...So you see Dr. Smith at the Maple street clinic, and do you feel like with Dr. Smith you have a good relationship? Do you feel heard?

A: It's not working out.

O: It is working out?

A: NO.

O: It's not working out. Okay, got it.

A: I need help finding another primary.

O: You want to find another primary doctor?

A: Yes.

O: Okay, got it. Got it. And um, you want to find another primary and do you still want to go to Maple street... or?

A: No. I want to go to the main clinic.

O: Okay, got it got it. Thank you for telling me that. We can certainly work with you to help you to find that. The other thing then is to ask, how often do you go in for your diabetes care?

A: Um. Not very often.

O: Not very often.

A: Once a year or so.

O: Once a year. Got it, got it. And then... we talked a little bit about your medications, just going over your diabetes care plan. You take Metformin, you take two pills, two 500 milligram pills twice per day. And then you take the Januvia, 50 milligrams that's once per day, right?

A: Um-hm.

O: And then um, how often does your provider tell you your blood glucose checks should be? Do you do them once a day? Twice a day?

A: I'm supposed to do them once per day, but I don't have the charger for my meter.

O: Got it. You have the meter, but you don't have the charger for that.

A: Yeah. I need a new charger and I need a new pricker.

O: Got it. And do you do like a finger prick to check your blood glucose?

A: I'm supposed to get the Freestyle Libre, that continuous blood glucose monitor.

O: Got it. Do you know... they said you were supposed to get it ... do you know what happened with that?

A: My doctor, she did not follow through.

O: Okay, got it.

A: She was supposed to do a prior-authorization for it, and she never did.

O: Okay.

[3-4 second pause]

O: Alright gotchu. Thank you so much for going over that with me, that's very helpful in understanding what is happening. And um...

A: So how are we gonna get that approved??

O: Well that's ah, something I don't have the answer for. But what we can do is working on getting you in touch with them so you can figure out why the prior-authorization didn't happen and what needs to happen. I don't really have access to all that, but I can do everything in my role to get you connected and get that sorted out. Um... my other question for you now Alyssa, and thank you so much for telling me about this... if it's okay with you, I'd like to tell you about why we think this coaching program is important. So... um... do you have any questions for me?

A: No.

[coaching continues for another 20 minutes]