

I can tell you who I can call with questions or concerns, and when I should call

When to Call Your Diabetes Team

Urgent Calls

During office hours Monday to Friday, 8:30 am to 4:00 pm:

Call **602-933-0618** to speak with the diabetes educator. If you get a voice mail message, please leave a message and the diabetes team will call you back as soon as possible.

Before and after office hours, on weekends, and during holidays:

Call **602-933-1000** and request to speak with the endocrinologist on-call immediately.

Examples of urgent calls:

- Child has recently been in the hospital and you need help.
- **Child has moderate to large ketones.**
- Child is throwing up or has dry mouth, dry tongue, or sunken eyes (appears to be dehydrated).
- **Child has had 2 low blood sugars within 24 hours.**
- Child received glucagon for a serious low blood sugar level.
- Child's blood sugar level is still equal to or less than 80 mg/dL after treating twice.

When to go to the emergency room or call 911:

- Your child is unconscious and you are not able to give glucagon by injection.
- If your child has signs and symptoms of diabetic ketoacidosis (DKA) and you need help.

- Signs of DKA:
 - Moderate or large ketones
 - Dry mouth, dry tongue, sunken eyes (dehydration)
 - Throws up several times
 - Unable to keep fluids down
 - Has trouble breathing
 - Breath smells fruity

Routine and Non-Urgent Calls

Blood sugar logs

For a routine blood sugar review, send the readings to:

- Phone: **602-933-0618**
- Fax: **602-933-2471**, attention Diabetes Educators
- E-mail: diabeteslog@phoenixchildrens.com

We will respond by the end of the next business day. If you do not receive a response by that time, please send us your blood sugar log again.

Forms

Requests for forms to be filled out by our office, such as school packets, travel letters, FMLA forms, procedure preparation instructions, or lab slips, may take up to 5 business days to complete. Please fax or mail the forms to be filled out early enough so we can get them to you by the time you need them.

Prescription Refills

For prescription refills, please call your pharmacy. Be ready to give your pharmacy the following information:

- Patient's name
- Patient's date of birth
- Specific medicine or supplies needed
- Amount needed
- Phone number where you can be reached

Prior Authorizations

Prior authorizations required by insurance for certain medicines and supplies can take up to 7-10 working days to be processed. Call our office as soon as possible so you don't have to go without in medicine or supplies.

Prescriptions are usually good for only for 1 year from the day they were written. If your child has not been seen in the Diabetes Clinic in the past year, prescriptions cannot be refilled until the child is seen by a doctor.

Making or Changing an Appointment

To make or change an appointment call **602-933-0935** and select the option for appointments. You will speak to an endocrinology department scheduler who can give you an appointment.

Put these telephone numbers in the memory of your cell phone, so you will have them when you need them.

Now that you've read the list:

- Tell your nurse or doctor the name and telephone number of your child's doctor. (Check when done.)
- Tell your nurse or doctor the names and telephone numbers of your child's diabetes team members, and when you should call them. (Check when done.)
- Tell your nurse or doctor who you should call if you have questions about how to care for your child at home. (Check when done.)
- Tell your nurse or doctor who you would call if you have a question about your child's health. (Check when done.)
- Tell your nurse or doctor who you would call if you need transportation to get home. (Check when done.)
- Tell your nurse or doctor when you should share the log with your Diabetes Team. (Check when done.)

Disclaimer

The information provided at this site is intended to be general information, and is provided for educational purposes only. It is not intended to take the place of examination, treatment, or consultation with a physician. Phoenix Children's Hospital urges you to contact your physician with any questions you may have about a medical condition.