



# Letter template

Use/adapt these templates to conduct efficient follow-up and referral with patients who have been identified as having prediabetes

<<YOUR LETTERHEAD>>

<<ADDRESS>>

<<PHONE NUMBER>>

<<DATE>>

<<PATIENT NAME>>

<<PATIENT ADDRESS>>

Dr. Mr./Mrs. <<PATIENT LAST NAME>>,

Thank you for being a patient of the <<PRACTICE NAME HERE>>. We are writing to tell you about a service to help make your health better.

Based on our review of your medical chart, you have a condition known as prediabetes. This means your blood sugar is higher than normal, which increases your risk of developing serious health problems including type 2 diabetes, as well as heart disease and stroke.

We have some good news. Our office wants you to know that you may be eligible for a diabetes prevention program run by our partners, <<NAME OF PROGRAM PROVIDER>>. This program is proven to reduce your risk of developing diabetes and other health problems.

We have sent a referral to <<NAME OF PROGRAM PROVIDER>> and someone will call you to discuss the program, answer any questions you may have and, if you are interested, enroll you in the program.

Please feel free to give <<NAME OF PROGRAM PROVIDER>> a call at <<PHONE NUMBER>>.

**-OR-**

We have sent a referral to <<NAME OF PROGRAM PROVIDER>> and we urge you to call <<PHONE NUMBER>> to learn more about the program and enroll.

We hope you will take advantage of this program, which can help prevent you from developing serious health problems.

Sincerely,

Dr. <<PHYSICIAN LAST NAME>>



Prevent Diabetes **STAT** | Screen / Test / Act Today™





# Sample “Talking points” for phone outreach

- Hello <<PATIENT NAME>>.
- I am calling from <<PRACTICE NAME HERE>>.
- I’m calling to tell you about a program we’d like you to consider, to help you prevent some serious health problems.
- Based on our review of your medical chart, you have a condition known as prediabetes. This means your blood sugar is higher than normal, which makes you more likely to develop serious health problems including type 2 diabetes, stroke and heart disease.
- We have some good news, too.
- You may be eligible for a diabetes prevention program run by our partners, <<NAME OF PROGRAM PROVIDER>>.
  - Their program is based on research proven to reduce your risk of developing diabetes and other health problems.

## Option A

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- We have sent a referral to <<NAME OF PROGRAM PROVIDER >> and someone will call you to discuss the program, answer any questions you may have and, if you are interested, enroll you in the program.
- Please feel free to give <<NAME OF PROGRAM PROVIDER>> a call at <<PHONE NUMBER>>.
- Do you have any questions for me?
- Thank you for your time and be well.

## Option B

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- We have sent a referral to <<NAME OF PROGRAM PROVIDER>> and we urge you to call <<PHONE NUMBER>> to learn more about the program and enroll.
- We hope you will take advantage of this program, which can help prevent you from developing serious health problems.
- Do you have any questions for me?
- Thank you for your time and be well.