Handout 1—“What is your job as a Coach?”

1. Remember, everyone who starts the Coached Care program has uncontrolled diabetes. Our goal is for patients to recognize why their diabetes is uncontrolled and to work with the doctor to develop a plan to control their diabetes.

2. The job of the coach is to identify decisions that patients might participate in, to teach patients that they have a choice or control over their care, and to develop and practice questions that they might raise with their providers during the office visit.

3. The goal of the Coached Care program is not to answer patient questions, nor to provide diabetes education.

4. Sometimes patients might not understand why their diabetes is uncontrolled or they may not care to control their diabetes. But usually patients know that their diabetes is uncontrolled, but for some reason, they are having difficulty developing a plan with their physician that they can stick with:
   - Many of these problems center around difficulty taking their medications as prescribed. This may be due to cost of the medication, side effects of medications, fear/dislike of taking medication (i.e. insulin).
   - Other problems involve not knowing how to eat healthy or not having enough time to exercise.
   - Patients will also bring other complaints to the doctor (sores that won’t heal, chest pain, sexual problems, blurry vision, etc.) that may or may not be related to their diabetes. We need to be sure that the patient also addresses these issues with the physician.