

Physician Testimonials

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What House Calls/Telehealth Referrals Has Meant to Our Patients

When I first learned about this service at the May, 2007 meeting of the NYC HHC Chronic Disease Collaborative I was completely blown away and thought this service is what virtually every diabetic needs. It reinforces what we try to teach our patients during our encounters. This is essential as patients rarely “get it” on the first hearing. Patients also learn in real time what effect eating certain things and doing certain forms of exercise has on their blood glucose levels, something that very rarely happens at a clinic visit because by then patient recall of events has often become foggy. They also get a chance to review how their medications should be taken for optimal benefit. It is sometimes amazing that patients put all their meds in one container and have no concept of what the label instructs them to do.

Equally important is that Housecalls provides a warm and caring person on the other end of the phone, a cheerleader who becomes like family for them-someone they want to talk to. This is an essential element for success.

I have been personally impressed with how well my patients who start and continue with Housecalls have been doing. Over a 3 month period A1c's are typically down 1-2 %- the same range that typically gets FDA approval for a new drug.

My only regrets are: 1) that our providers are still woefully underutilizing the service, despite the ease of referrals, my announcements at our monthly departmental meetings, and Susan's excellent provider in-service at Woodhull. and 2) that some of our patients who need the service most are not cooperating with setting it up or continuing it, or don't have a stable address from which to monitor, eg they live in shelters.

Until there's a cure I believe that services like House Calls are the future of diabetes care.

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The Telehealth Solution has proven results!

