

[insert date]

Dear [insert patient name]:

This past year has been very challenging. The COVID-19 pandemic has had an impact on many aspects of everyday life. For one, the way Canadians access health care is different than before, and many clinics and family health teams have adopted new ways of operating temporarily. You may be uncertain about when, where, and how to seek care at this time and it may have been a while since your last diabetes visit. You might be reluctant, anxious or scared to make an appointment. We understand and are reaching out to you to check in because we care about your health and well-being.

Your diabetes matters. Looking after your health is important. Now more than ever, it's a good idea to maintain or re-establish regular contact with us, so we can help you to live well with diabetes in the midst of the pandemic. Please contact us today at [insert clinic phone number] to schedule an appointment. It is safe to meet with us and there are different types of interactions available to suit your needs.

Even if you feel your diabetes is well-managed at present (your blood sugar levels are within target most of the time, you are not experiencing any unusual or worsening symptoms, you are able to eat, drink, exercise, test your blood sugar and take your medications as usual, and you are generally feeling good, physically and mentally), you should schedule a non-urgent appointment. If you feel your diabetes is not well-managed and are experiencing any issues, you should schedule an appointment sooner (at the next available opportunity).

Remember, clinics and hospitals are taking every measure possible to ensure they are safe spaces to offer care during the pandemic. If you have questions about your health or are feeling unwell, don't hesitate to contact us. If you are experiencing a medical emergency, go to the hospital or call 911 without delay.

For diabetes-related resources, you can visit the Diabetes Canada website (www.diabetes.ca), or you can call the Diabetes Canada Info and Support Line (1-800-226-8464) for general information or to speak with a Certified Diabetes Educator at no cost.

We are looking forward to connecting with you soon!

Yours in health,
[insert name of clinic/primary care provider(s)]