

Orientation to the SEAD program at Montefiore



Getting In Touch With Us

Reasons to get in touch:

- When sugars are >250 over 1-2 days
- When sugars are <70 more than once over 1 day
- If change in insulin treatment at recent appointment and you want to let us know that it is going well or you need changes
- If going into DKA EMERGENCY
- If you are going to any hospital, we can facilitate your experience by calling ahead to the ER, giving your patient info, and coordinating our team to see you in the hospital.
- Call us when discharged from the hospital so that we can see you soon after and get records
- Refills
- Lab results
- For any concerns that you have, you are welcome to call us.

Call protocol:

- DURING REGULAR BUSINESS HOURS (9A-5P); need to leave a message with administrative assistant, Jessica Caballero, providing specific question to have efficient conversation with us:
844-556-6683 Ext. 32

- AFTER HOURS (5P-9A); call Montefiore's contact center, who will then send a message to the endocrinologist on call.
866-633-8255

MyChart

- You can use this to send messages, ask questions, request med refills, and review labs.
- Sign Up, at <https://mychart.montefiore.org/MyChart/>
- Download mobile app (available for IOS and Android)

Team Members

Shivani Agarwal Endocrinologist	Michael Greenberg Nurse Practitioner	Edwin Torres Nurse Practitioner
Stephanie Leung Psychologist	Sharon Movsas Dietician	Lourdes Lebron Care Coordinator
	Jessica Caballero Administrative Assistant	

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The Adult Healthcare System:

Demystifying the Myths

Although there is more responsibility on you, you are not alone in this. You are part of a team with your doctor, the nurses, the CDE, the nutritionist, and the staff. We like hearing from you but you need to tell us if you're struggling, disagree with us, or doing well. We want to work with you to form a partnership and we are extremely open to finding alternatives to care that best suits your needs, not just ours.

Some people say adult providers are mean but we are all nice and willing to help you! We are always available to answer questions. If you are getting stuck with insurance issues, our administrative assistants and the front desk can help. We have technology downloading capabilities and are very comfortable doing this. We have access to a nutritionist, and an educator who can all help you get to where you need to be. If you need mental health services, we can make the proper referrals.

What is different from the pediatric system?

We know from data for a long time that your A1c goal needs to be below 7% because this decreases the risks you have for long-term complications of your diabetes by over 80%. Although you are young, unfortunately after 10-20 years of having diabetes, we start seeing complications like nerve issues, eye issues, kidney issues, and sometimes even strokes and heart attacks so we want to try to work on this as soon as possible by bringing your A1c down as well as minimizing any other things that could increase your risk like high blood pressure, high cholesterol, or smoking.

Your provider treats you like an adult in some ways which can be good and challenging. It's good that you are treated like an adult because you are an adult. You have your own needs and wants and life and we respect that. It's challenging because you may still need help, but we know that even 60 year olds with diabetes still need help because everyone needs a team of people helping them with their diabetes. No one should be managing their diabetes alone and that's what we believe when we treat you.