



Pain Points:

1. Patient may miss Beyond the Basics Class (as well as Pump Options Class, Pump Start classes, etc.) due to burden of multiple appointments soon after diagnosis. Onus is on the patient/family to schedule Pump Options and Pump Start appointments through the Call Center.
2. Patient may not want to start an insulin pump due to embarrassment regarding visibility of diabetes technology.
3. Patient/family may not pick up their Omnipod start kit from the pharmacy OR pick up the phone from pump or DME company to confirm shipment.
4. Pump start for Omnipod is currently being done by local pump reps instead of in clinic. Omnipod is our #1 prescribed insulin pump brand. Concern for capacity and accurate documentation of pump start date.