

Patient Stories



Patient Story: Diabetes – Moderate Risk

Henry is a 69-year-old male with hypertension, GERD, hyperlipidemia, OSA, and **uncontrolled type 2 diabetes** mellitus with fasting glucose consistently in the **200-300 range**.

Katherine, PharmD worked with Henry's benefit plan to identify the preferred insulin. She collaborated with the PCP to transition him to the preferred insulin so Henry could afford it



Henry was referred to a SoNE CHW who helped him to find a discounted gym membership rate through his benefits



Henry is taking his insulin as prescribed. His fasting BS is now 139 and he is exercising regularly



During the episode, it was identified that Henry also could not afford a gym membership to maintain consistent exercise



Henry is unable to afford his insulin. He changes his dose of insulin to make it last longer when he doesn't have access to samples. His blood sugars are consistently high



Patient Story: Diabetes – High Risk

Grace is a 50-year-old female with asthma, hypertension, chronic kidney disease, adrenal adenoma and **uncontrolled type 2 diabetes mellitus (A1c 10.3%)** on basal, bolus insulin.



Victoria, PharmD coordinated care between the endocrinologist and the PCP to develop a shared care plan to address Grace's uncontrolled diabetes. Recommendations were placed for microalbumin which resulted in a referral to nephrology & ACE Inhibitor

Victoria assisted Grace in obtaining a Freestyle Libre to consistently measure her BS. She met with her bi-weekly to titrate insulin and review proper administration technique



Grace's A1C improved to 8%



Grace's care team were on different EMRs making it difficult to collaborate on a shared care plan

Grace was identified as having limited social support and being a poor self reporter.

