ONLINE PROGRAM FAQ:

What is the Total Care Diabetes Online Program?
Butler Health System has created an online program to help you manage your diabetes. This program is free and will provide you with what you need to know about Type 2 diabetes, while providing trusted resources to refer to and making it easy to contact us to help.

How do I sign up for the free program?
Your doctor has enrolled you into the program. An invitation will be sent to your email account. You will need to click on the link and create an account. We will send you weekly reminders to log in to help you keep on track. If you do not receive an email please contact totalcarediabetes.org and we can sign you up.

How do I get the online program?
This program can be accessed through a web browser on any device with an internet connection. You can use a desktop computer or a tablet, like an iPad. If you do not have access to a computer, we can enroll a friend or family member on your behalf to help you.

Is it safe? Will you keep my information private?
This program is only accessible by your designated username and password. Information put into the program can only be accessed by your care team at the hospital and those you designate to have access as part of your Care Circle. Your medical records are not stored within this program.

DIABETES EDUCATION FAQ:

Who provides Diabetes Education services?
A Certified Diabetes Educator (CDE) is a health professional who possesses broad knowledge of and experience in diabetes management. They will support you and promote self-management to achieve goals that improve health outcomes.

Do I need to see my doctor first?
Yes, your doctor will need to refer you to a diabetes educator. Either your doctor’s office will schedule your diabetes education service or you will receive a phone call from Butler Memorial Hospital Central Scheduling to find a convenient time to schedule an appointment. If you have been recommended to see a diabetes educator and have not been contacted, please notify your doctor’s office or email totalcarediabetes.org to schedule an appointment.

Where will my appointment be?
Butler Health System diabetes educators are located at Butler Memorial Hospital along with some physician offices. Tele-conferencing is also available to have a face to face discussion in the comfort of your home through your smartphone or computer.

How do I pay for the Diabetes Education services?
Most insurances will cover diabetes education; however, it is best to check with your insurance to understand your diabetes benefits. Your benefits may require a deductible or a copay. If needed, we will review with you your insurance coverage, and help to answer any questions.

How can I contact someone to assist me?
You may call your physician office directly or you can call Butler Memorial Hospital’s Diabetes Health Management Center at the information below.

Butler Memorial Hospital
Diabetes & Health Management Center
One Hospital Way, Butler PA 16001

Erin Stewart, RN, BSN
Diabetes TotalCare Program Officer

724-284-4414  Diabetes.totalcare@butlerhealthsystem.org

BHS Diabetes and Health Management
BHS Primary Care, Family Medical Care
150 N. New Castle Street, New Wilmington PA 16142

Butler Health System Medical Suites
2 Park Way, Seneca Commons, Seneca, PA 16346

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