Eastern Connecticut Health Network
71 Haynes Street
Manchester, CT 06040
860.533.3414
www.echn.org

Dear _____,

Thank you for choosing to participate in the ECHN Diabetes Self-Management Program (DSMP) at Manchester Memorial Hospital. **Your classes will be held on _____, _____, and _____ starting @_____. Plan to go directly to the DSMP office 15 to 20 minutes before the start of the first class. Classes generally last between 2 and 3 hours. A family member or significant other may also attend at no additional cost.**

Your Refresher/Review Class is scheduled for _____ @_____.

To help your check-in process go smoothly, there are a couple of things you should do:

1. Please call Patient Registration at 860-872-5252 prior to your session**.**
2. Please log on to the following website to complete your initial patient self-assessment:

   https://patient.chronicledi abetes.com
   Username:
   Password:

If you do not have a computer with internet access, please complete the enclosed Health Risk Assessment form and bring to your first class. Your answers to these questions will help guide our educational session.

In order for us to provide you with the best care possible, we ask that you make every effort to keep your scheduled appointments. If you fail to show for a scheduled appointment, ECHN reserves the right to bill you a $40 cancellation fee. This fee will be your responsibility and will not be billed to your insurance carrier. While we understand that there are often legitimate reasons for having to cancel a class or appointment, we ask you to call in advance if you are unable to attend. That gives us the opportunity to offer your slot to another patient who needs to be seen as quickly as possible.

We thank you for working with us to ensure services are provided to you and to your fellow patients in the best possible manner.

We look forward to seeing you in class. If you have any questions, you may reach us at (860) 647-6824.

Sincerely,

Diabetes Self-Management Program Staff

Directions: The Diabetes Self-Management Program is located inside Manchester Memorial Hospital on 2West. From the revolving front door of the hospital, turn left, go past the gift shop and take the elevator on the left to the **second floor**. Turn left off the elevator and go a little more than half-way down the hallway. The DSMP office is on the left just before the double doors and a waiting area is on your right.