

# Oviva Diabetes Support FAQs for Participant

## **Will I be talking to a Health Coach or a Dietitian?**

Everyone on the programme will be triaged to either a Health Coach or a Dietitian by the Oviva team based on the answers of your first survey. People who take injectable medications (for their diabetes) will be treated by a Diabetes Specialist Dietitian. People who do not fall into this category will be treated by a Health Coach. Participants will also be given the option to stop appointments with their Health Coach or Dietitian during the programme if they feel confident enough to continue accessing the materials on their own.

## **Are carers and family members able to join the coaching sessions?**

Yes, you can include a carer or family member in your coaching sessions.

## **What if I have a holiday booked or need to have a break in the programme?**

It is important you are able to commit to the regular sessions to really benefit from the programme. If you are due to be away for more than 1 week during the programme, please tell us this during your initial call so we can arrange for you to start the programme when you return.

We aim to be as flexible as possible with your appointment times, so you can fit these around your lifestyle. We understand that sometimes plans can change, and you can work with your coach to try and schedule appointments so that you won't miss any.

## **How do I start the programme?**

Oviva's Patient Pathway Coordinator (PPC) aims to contact you within 2 working days of us receiving your referral. The PPC makes the first call to tell you more about the programme and enroll you. The PPC will attempt to contact you 3 times for enrollment. The final contact attempt is either an email or letter which is sent to your address. This gives you at least 7 days to contact Oviva, it also provides further information about the service. If we fail to hear from you, you will be discharged from the programme.

## **Where do I need to go for appointments?**

Oviva's Diabetes Support programme is delivered 100% remotely giving you flexibility to take part in the programme and speak to your personal coach at a time and location suitable to you. You can have your appointments from the comfort of your own home.

## **Do I need a smartphone to access the Oviva Diabetes Support programme?**

You can choose to take part in the programme digitally using our online resources and app, or you can access an offline programme if you don't have a smartphone or would prefer phone calls. You are in control of how you'd like to take part and so you can interact with the programme in the best way for you.

### **Do I need to download the Oviva app?**

We strongly encourage everyone to download the app as it will enhance your experience on the programme. The app will enable you to track your food and activity (either through manual input or by connecting the app to a wearable device like a FitBit), speak with your health coach and health coach through secure messaging, log a food diary and set and monitor goals.

The app is not compulsory and you can complete the full Oviva Diabetes Support programme without using the app if you prefer.

Please note participants can only login and use the app once they have been provided with their login details following the enrolment call with our Patient Pathway Coordinator.

### **What is the start date for the Oviva Diabetes Support programme?**

Your first appointment is arranged when Oviva calls to enrol you on the programme and books you in based on your availability. The key point here is the flexible nature of the booking process. It is based on your availability and preference, for example, day vs. evening, weekday vs. weekend.

### **When can I book appointments with the Coach?**

Oviva's coaches are available from 8am-8pm Monday to Friday as well as on Saturdays from 9am-3pm. The time of the appointments are flexible around your schedule.

### **Will I be talking to a real person?**

Yes. Everyone on the programme will receive support from a UK-based health coach. This expert coach is assigned based on availability and language requirements.

### **Can I access any support after I have completed my Oviva Diabetes Support programme?**

Oviva Diabetes Support participants have lifelong access to the Oviva app, online materials and any printed materials given during the programme to support them in sustaining their healthier lifestyle long after the programme ends.

### **Who can I contact at Oviva?**

Oviva's Patient Pathway Coordinators are available on 02076224777 Monday to Friday 8am - 8pm and Saturday 9am-5pm to answer any questions. Outside of these hours the team has an answer phone which is reviewed daily and patients can expect a call back within 24 hours.

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### **What languages does Oviva offer?**

The preference is for people to speak English as all the course materials are written in English. However, there is a provision for people who cannot speak English to use one of our multilingual dietitians who cover a wide range of languages (over 20 languages) including Punjabi, Urdu, Bengali and Gujarati. We can also support other languages through the use of a tele-interpreter service during the patient's consultation phone calls.

**Eligibility around learning disabilities**

The programme is not appropriate for people with a significant learning disability or untreated mental health condition that makes it difficult for them to engage in care. However, if a patient has a carer, friend or family member who can support them throughout the programme and you feel is able to engage and understand the learning materials then please forward the referral to us. Our Patient Pathway Coordinator and Coaches can assess the patient's capacity to understand, engage and therefore benefit from the programme during the initial telephone conversation.