Government of **Western Australia**
Department of **Health**

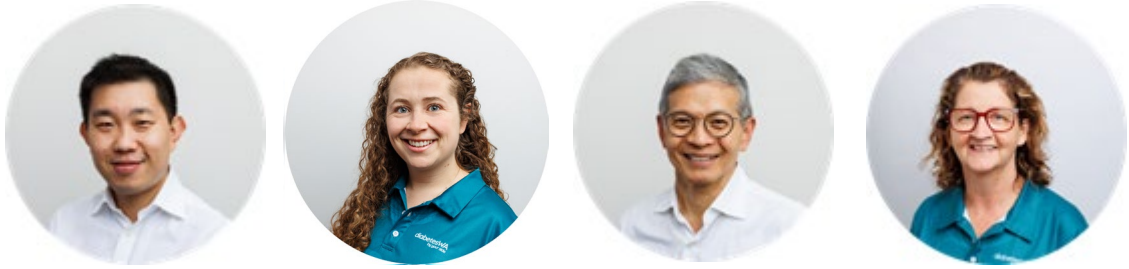
WA Primary Health Alliance
Better health, together

phn
PERTH NORTH, PERTH SOUTH, COUNTRY WA
An Australian Government initiative

diabetesWA
by your side

Diabetes WA Connect

For GPs



Need advice? CONNECT with us

9436 6270

Diabetes WA Connect

A service for General Practitioners by Diabetes WA.
With support from the Government of Western Australia and WAPHA.

Ver: Aug 2026 Rev 2

The Diabetes WA Connect service



General Practitioner

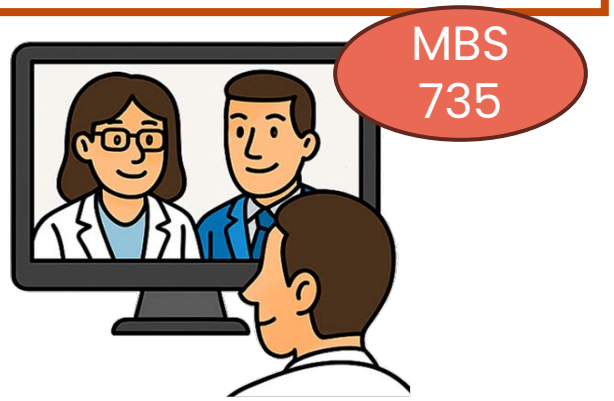


Patient
(optionally can attend for interaction)

Diabetes WA Connect



Telephone Advice
Endocrinologist



Multidisciplinary Case Conference (MDCC)
Endocrinologist & Diabetes Educator

- Endocrinologist & diabetes educator **advice**

- Available to **all WA GPs**
- **No** referral needed

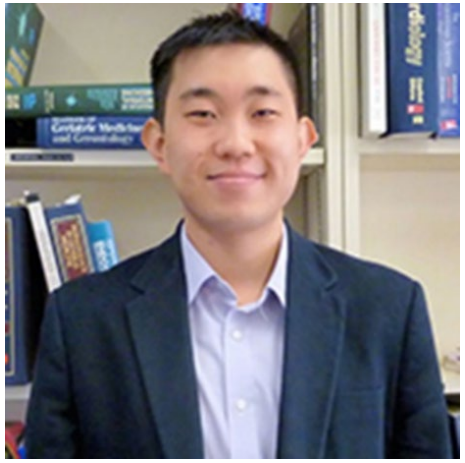
- **Free** to Use
- **Not** a patient-facing service



✗ **NOT** a clinic

✗ **NOT** a telehealth consult

Meet the Endocrinologists



Dr Greg Ong, MBBS (WA), PhD (MONASH), FRACGP

Dr Greg Ong holds clinical appointments at Fiona Stanley Hospital and Fremantle Hospital and works in private practice. Greg can assist with the investigation and management of any aspect of diabetes.



A/Prof Seng Khee Gan, MBBS (WA), BMedSc (WA), PhD (UNSW), FRACP

Dr Seng Khee Gan has a clinical appointment at Royal Perth Hospital, where he has been a previous Head of Department, and has a private practice. He is also a Clinical Academic at UWA Medical School

MBS item for MDCCs

- Item **735** (15 minute case conference)
  - Minimum attendees:
    - GP (Chair)
    - 1 other doctor (DWA Endocrinology)
    - 1 other clinician (DWA Diab Educator)
  - Patient *consent needed*
    - ***Patient does not need to be present***
  - Minimum records for billing:
    - Patient consented and agrees
    - Date/Time/Attendee list for conference
    - Clinical notes
    - Discussing outcome with patient or carer.
    - Sending outcomes to all participants

CPD hours

- GPs can access CPD hours for both phone calls and attendance at MDCCs under 'reviewing performance'
- GPs can access CPD hours for completing the Diabetes WA Connect GP survey
- GPs can quick log their activity via RACGP or ACCRM
- On completion of the survey, evidence of the GP's interaction with Diabetes WA Connect will be forwarded to them for their CPD records

Making an online booking for a phone call

Diabetes WA Connect Bookings page

Diabetes Connect: a service for GPs and NPs

SELECT A SERVICE

Multidisciplinary Case Conference via Teams

Please select a preferred time to book in fo... Read more

30 minutes

Phone call from Diabetes Connect

We'll call you within 30mins of your bookin... Read more

30 minutes

Select a service to see available dates and times

DATE

January 2026

S	M	T	W	T	F	S
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

TIME

Select a service and date to see available times.

First and last name *

First and last name

Email *

Email

PROVIDE ADDITIONAL INFORMATION

If applicable, GP you are booking on behalf of

Add your answer here

Profession

Other

GP Practice *

Add your answer here

Contact number for callback (Calling the practice may cause delays, mobile is preferred) *

Add your answer here

Please provide your mobile number to receive our short service survey via SMS

Add your answer here

For any special requests or additional information, please call our service on 08 9436 6270, or make a note here (no clinical information)

Add your answer here

☐ Please acknowledge the following disclaimer: 'This service provides advice based only on information available at the time of the call. Clinical care and decision remains the responsibility of the caller.'

Making an online booking for an MDCC

Diabetes WA Connect Bookings page

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Diabetes Connect: a service for GPs and NPs

SELECT A SERVICE

Multidisciplinary Case Conference via Teams

Please select a preferred time to book in fo... Read more

30 minutes

Phone call from Diabetes Connect

We'll call you within 30mins of your bookin... Read more

30 minutes

Booking for **Multidisciplinary Case Conference via Teams**

November 04

DATE

November 2025

M	T	W	T	F	S	S
					1	2
3	4	5	6	7	8	9

TIME

1:30 PM | 2:00 PM | 2:30 PM | 3:00 PM | 3:30 PM

ADD YOUR DETAILS

First and last name *

First and last name

Email *

diabetesconnect@diabeteswa.com.au

PROVIDE ADDITIONAL INFORMATION

If applicable, GP you are booking on behalf of (optional)

Add your answer here

Profession *

GP

GP Practice *

Add your answer here

Contact Number *

Add your answer here

Patient name *

Add your answer here

We will provide a Diabetes Educator to attend the Case Conference. Please select if you would also like a Diabetes Connect Aboriginal Health Practitioner and/or your own allied health practitioner to attend: (optional)

--select an option--

Please provide your mobile number to receive our short service survey via SMS (optional)

Add your answer here

For any special requests or additional information, please call our service on 08 9436 6270, or make a note here (no clinical information) (optional)

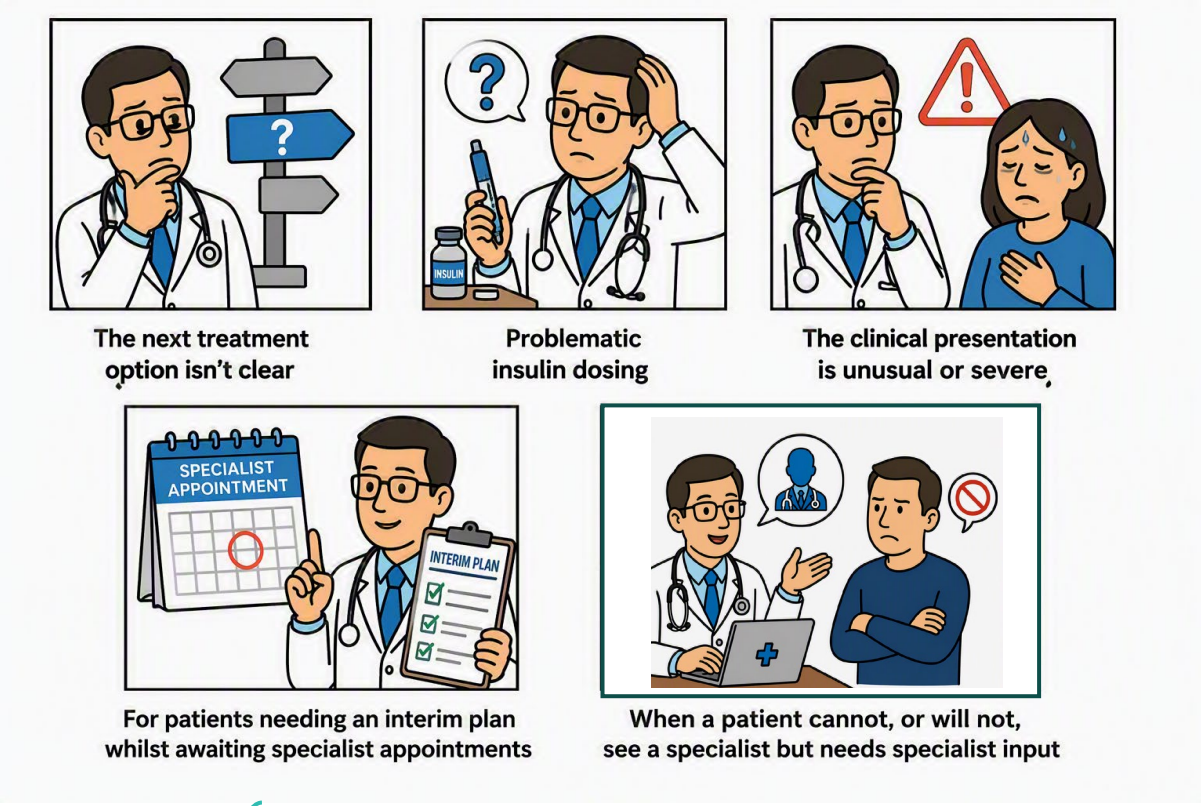
Add your answer here

Please acknowledge the following disclaimer: 'This service provides advice based only on information available at the time of the call. Clinical care and decision remains the responsibility of the caller.'

For any queries regarding data collection please refer to our Privacy Policy: https://www.diabeteswa.com.au/wp-content/uploads/2023/10/privacy-policy.pdf

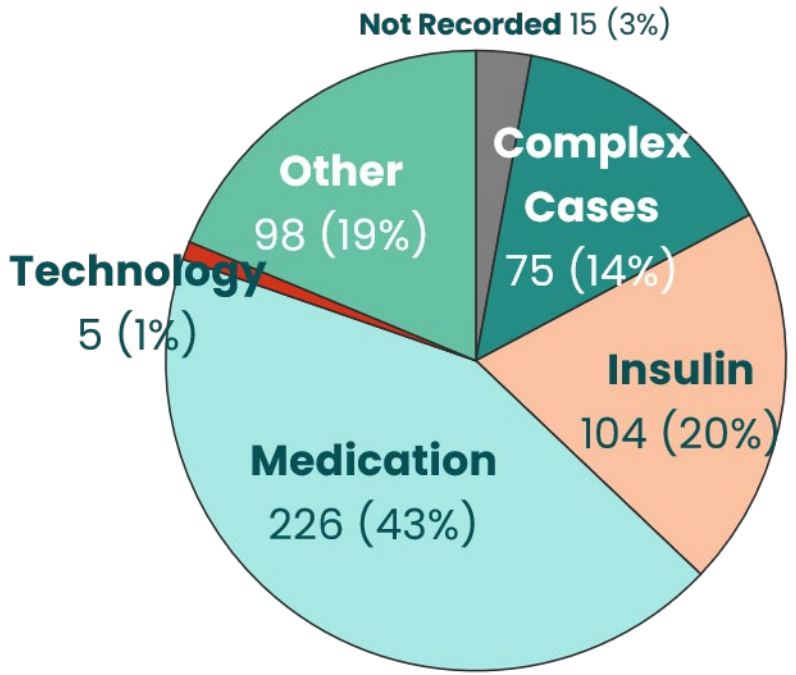
How has the service been used?

What type of situations has our advice been especially useful?



What advice was sought?

n=523



→ Can have an active endocrinology referral

What GPs are saying

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by your side

Excellent service, great to have diabetes educators available in rural areas where it can be hard to have local review/input!

I strongly believe this type of service helps GPs manage higher complexity cases. These types of patients are able to be managed by GPs with guidance, and results in improved use of resources and improved patient care.

Awesome to have an endocrinologist and diabetes educator for both management of diabetes but also awareness of other services

Such an amazing service. Booking was so easy

Efficient user friendly and non intimidating

Fantastic service which helps rural GPs make clinical decisions and saves patients long wait lists for treatment

That was excellent. I have a management plan for my patient. The advice was clear and concise. I will be using this service again

I wish other specialties would do this. Waiting lists for specialist appointments would halve

Many thanks! We learned a lot from you and really enjoy the collaborations!

A reliably prompt, thorough and professional service which is great to have. Thank you

Case Study

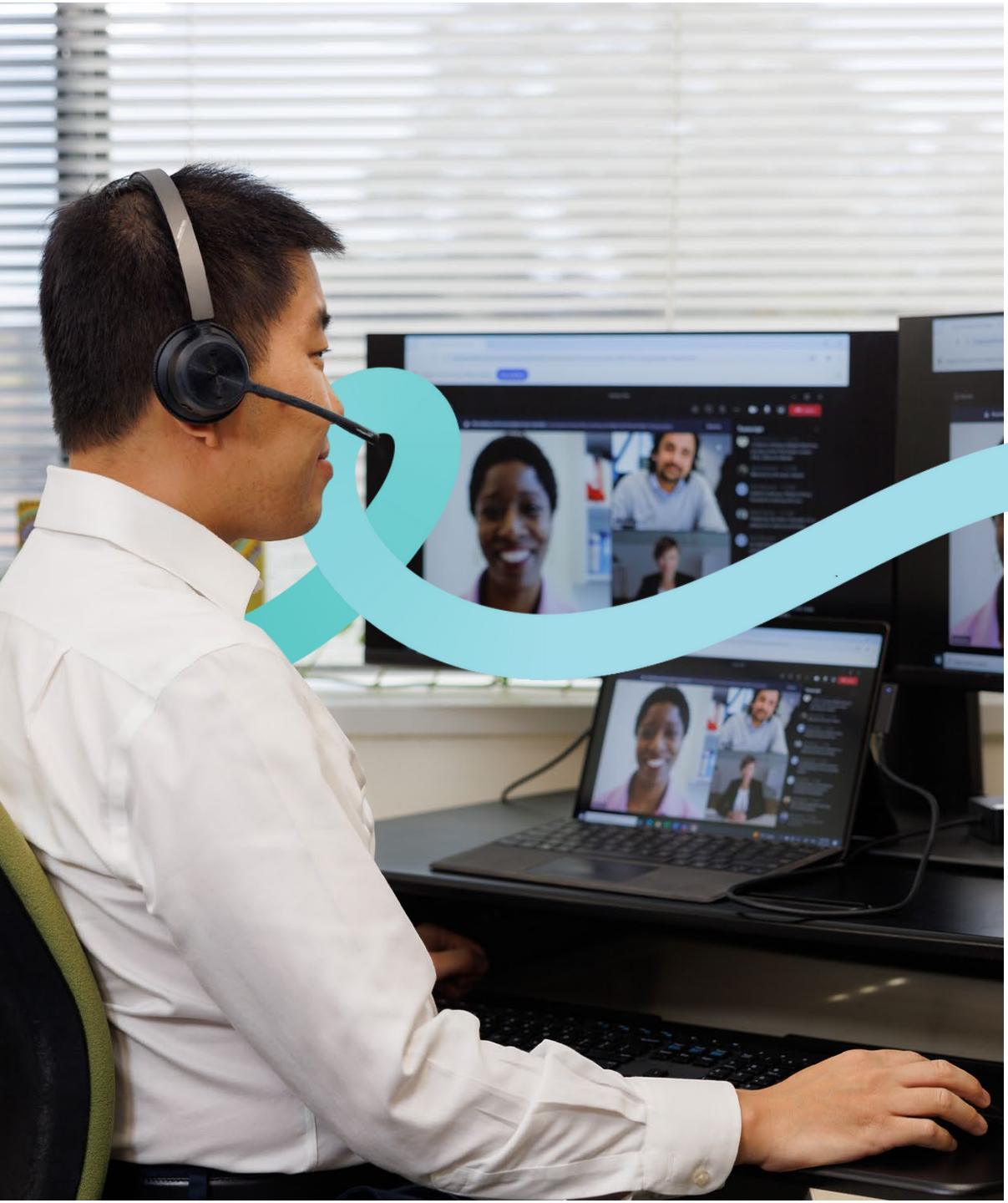
- 85-year-old male in residential aged care
- Complex type 2 diabetes, erratic glucose, frequent hypoglycaemia, falls risk and comorbidities
- GP lacked confidence managing the patient's complex insulin regimen and hypoglycaemia risk.
- GP called Diabetes Connect and was put straight through to endocrinologist ➔ 25-minute phone call
- Withdraw short-acting insulin, move to long-acting insulin and oral medications, and consider SGLT2i if safe.
- GP arranged urgent pathology and planned follow-up to confirm safe medication changes.
- Avoided likely hospital transfer, reduced travel, lowered hypoglycaemia, falls and hospitalisation risk, and built local capability.

Case Study

- Woman in her mid-70s in regional WA
- Type 2 diabetes and emerging cognitive issues, longstanding raised HbA1c on longstanding multiple dose insulin injections, Ozempic and dapagliflozin.
- Recurrent hypoglycaemia 2-3 times a week, despite input from local CDEs.
- GP booked a scheduled endocrinologist call; 30-minute phone consultation held with the GP.
- Type 1 Diabetes antibodies advised given longstanding use of insulin. Discussed common causes of recurrent hypoglycaemia in insulin-using older patients with cognitive issues and the general approach to management.
- Type 1 Diabetes antibodies checked with positive result. Changed patient's diagnosis on NDSS to type 1 diabetes. Dapagliflozin to be ceased with risk of ketoacidosis.
- Improved GP approach to suspected type 1 diabetes and hypoglycaemia, faster care access, reduced travel and costs, supporting ongoing engagement with local teams

Case Study

- Woman of Asian descent in her late teens in metro Perth with new diagnosis of diabetes. Negative T1DM antibodies.
- Father has type 2 diabetes diagnosed age 21. Multiple other paternal aunts and uncles with young onset type 2 diabetes.
- Suspicion of non-type 2 diabetes and in particular MODY
- How to assess risk using the online MODY risk calculator and how to access genetic testing for MODY in Western Australia.
- GP to obtain further details of family history, performed MODY risk calculation (high) and then referred for genetic testing, with an eventual positive test for HNF1a-diabetes.
- Improved GP knowledge about how to suspect and assess risk of MODY and of the local testing pathways. Faster access to appropriate testing and care for the patient (tertiary hospital outpatient referral would mean a long wait and delayed implementation of appropriate medication choices).



diabetesWA
by your side

How to CONNECT with us.

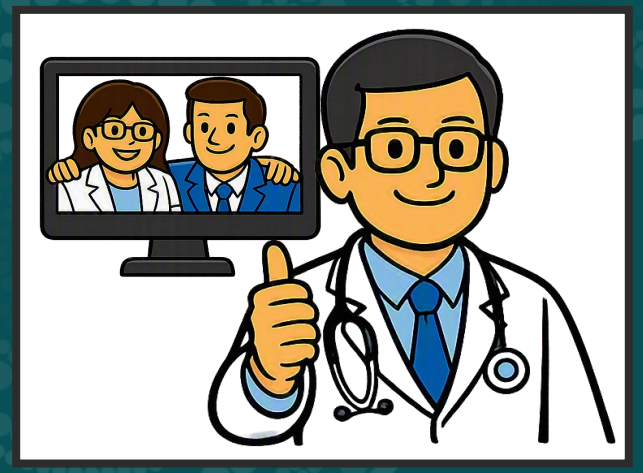
1. GPs call **9436 6270** or **visit our website**
2. Speak directly to an **endocrinologist** or book a call back
3. Arrange a **multidisciplinary case conference**
4. You can be connected with the full range of **Diabetes WA services**, including diabetes educators, dietitians, telehealth and our dedicated clinic.

Diabetes WA Connect

One connection. Complete diabetes care.

diabetesWA
by your side

Diabetes WA Connect for GPs



For more information:

Diabetes WA Connect

9436 6270

Diabetes WA Connect is supported by:

Government of **Western Australia**
Department of **Health**

WA Primary Health Alliance
Better health, together

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PERTH NORTH, PERTH SOUTH, COUNTRY WA
An Australian Government Initiative

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www.diabeteswa.com.au

QIC Quality Innovation Performance ACCREDITED