



## Responses to Patients' Concerns<sup>9</sup>

Patient says	Clinician response
I am not sure about taking insulin	What concerns you about insulin?
My aunt took insulin and she lost her leg/became blind/had a heart attack	Insulin did not cause your aunt's problems; it is most likely that in your aunt's case the insulin was started too late. By starting insulin earlier and reducing your glucose we are reducing the risk that those complications will happen to you.
Insulin is a dangerous drug	Insulin is good for you: pure, natural (same as the body produces).
Taking insulin means that I must be a failure; my disease is very bad	Needing insulin is not your fault or a sign of failure - everyone needs insulin to survive. Supplemental insulin is commonly needed to help patients make up for what body can't produce. So as your diabetes changes over time, you may not produce enough insulin on your own.
I failed with diet and exercise and pills; I don't know if anything will work for me	Let's find out for a few weeks- are you willing to give insulin a try and we'll see how it goes?
Will I have side effects?	You may experience hypoglycemia; you may gain weight. We will discuss how to prevent or minimize the risk of these side effect.
Insulin will make me lose my job	There are only a few occupations where requiring insulin is prohibited. Certain occupations have guidelines and we can collaborate to facilitate work flexibility, increase awareness of diabetes, and provide a safe work environment. If necessary, the ADA has a legal advocacy group to assist you.
I'm afraid of needles	Lots of people feel that way. Let's you and I do an injection and you will see that it is nearly painless.
How long will I have to be on this?	Let's try this for 2-4 weeks and then evaluate how it's going.
It's a lot of work for a long-term result	Yes, you are right. I think that you will feel better and will be in better control of your diabetes. Do you think it is worth a try so we can see?



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Patient says	HCP response
There are a lot of new things to do	Yes, there are. You may feel a little overwhelmed. Are there any questions I can answer now? Remember we are going to do this together.
I don't know if I can remember all that	You don't have to remember everything at once. We will take this slowly together and make sure that you are comfortable with each step along the way.
I don't have time for breaks during my work day	Let's choose a regimen that fits your lifestyle.
I missed a dose and I felt fine	Often patients with diabetes feel no different when their blood sugars are high. But if the blood sugars are high, damage is being done to your body whether you can feel it or not. It's important to get your blood sugars to goal so we can reduce risk of complications.
I don't really understand what insulin does and why I need it	Insulin is a hormone that your body makes naturally; it helps the body use and store glucose for energy. For someone with diabetes their insulin is no longer working the way it should. This is a hormonal replacement therapy.
Who do I call if I don't remember something or if I have a problem	Here is our office number, so call any time. If it is after hours (define), then call this number.
What do I do if I have hypoglycemia?	We will teach you how to identify, treat, and avoid hypoglycemia – give us a call if you need to.
I feel so alone in this	Would it be helpful to have another meeting with your partner in the next week or so?