

# ENHANCING PATIENT ACCESS TO DIABETES EDUCATION THROUGH QR-ENABLED APPOINTMENT CARDS

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## DESCRIPTION

The Diabetes Education Clinic (DEC) at Humber River Health (HRH) supports patients with pre-diabetes, type 1, and type 2 diabetes through individualized education on disease management, self-care tools, lifestyle modification, and complication prevention. Registered nurse (RN) educators also provide education and support for inpatients with new diagnoses of diabetes and/or insulin switches. To strengthen patient self-management, HRH developed electronic diabetes education handouts tailored to the local population and housed them in the Patient Education Catalogue. However, limited patient access was identified as a barrier to engagement with this handout. To address this, the patient appointment card was redesigned to include direct access to these resources, improving availability and supporting patients in achieving their self-management goals.

## OBJECTIVE

To improve patient access and engagement with diabetes education resources through Quick Response (QR) code-enabled appointment cards at HRH.

## ACTIONS TAKEN

The interprofessional diabetes team implemented a multi-step approach:

- Engaged staff and patient family advisors to identify barriers to accessing diabetes education resources.
- Selected a QR code-enabled appointment cards linking to 14 online educational materials.
- Implemented the redesigned appointment cards in June 2025.
- Monitored web engagement and collected patient feedback to evaluate accessibility and user experience.

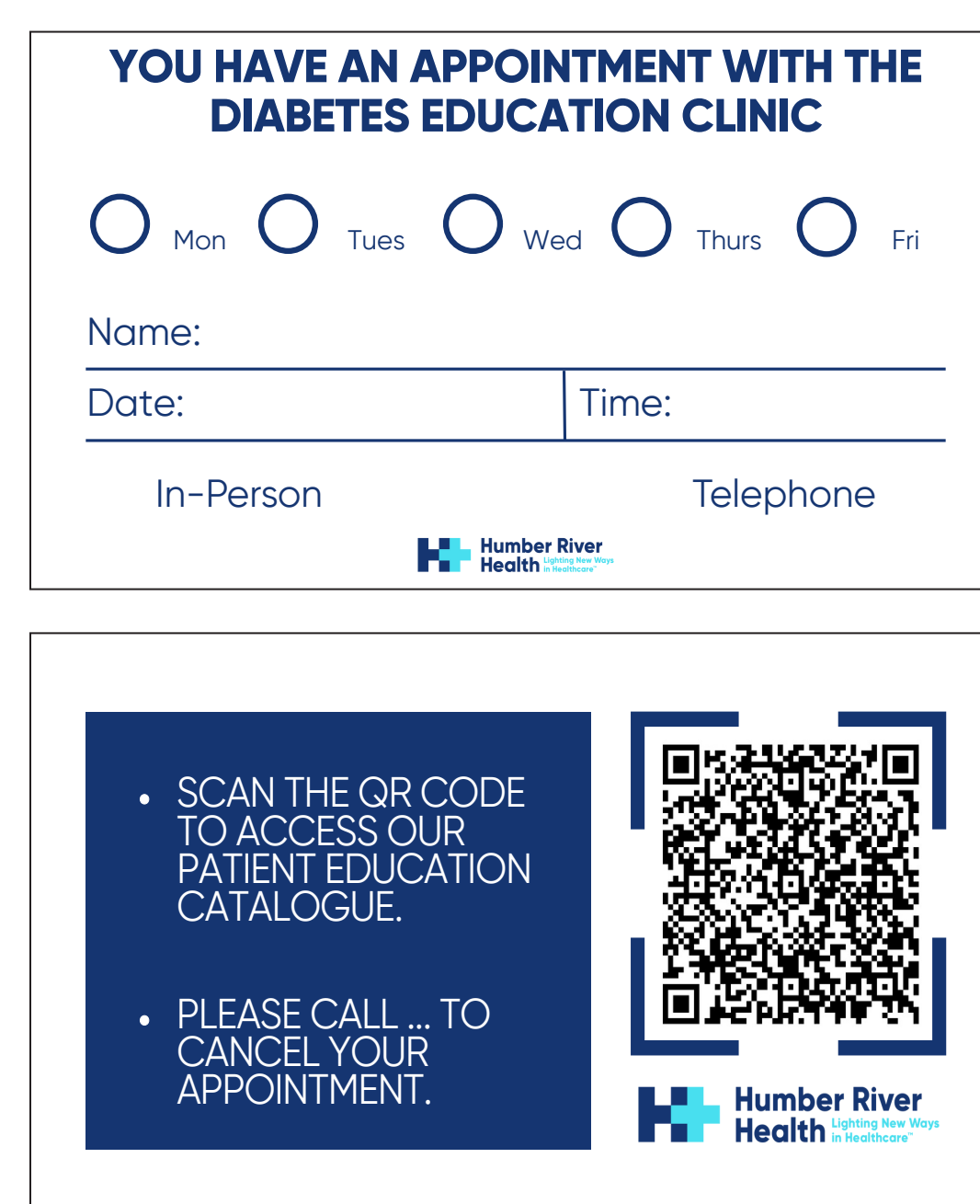


Figure 1. An example of the patient appointment card re-designed with the QR code.

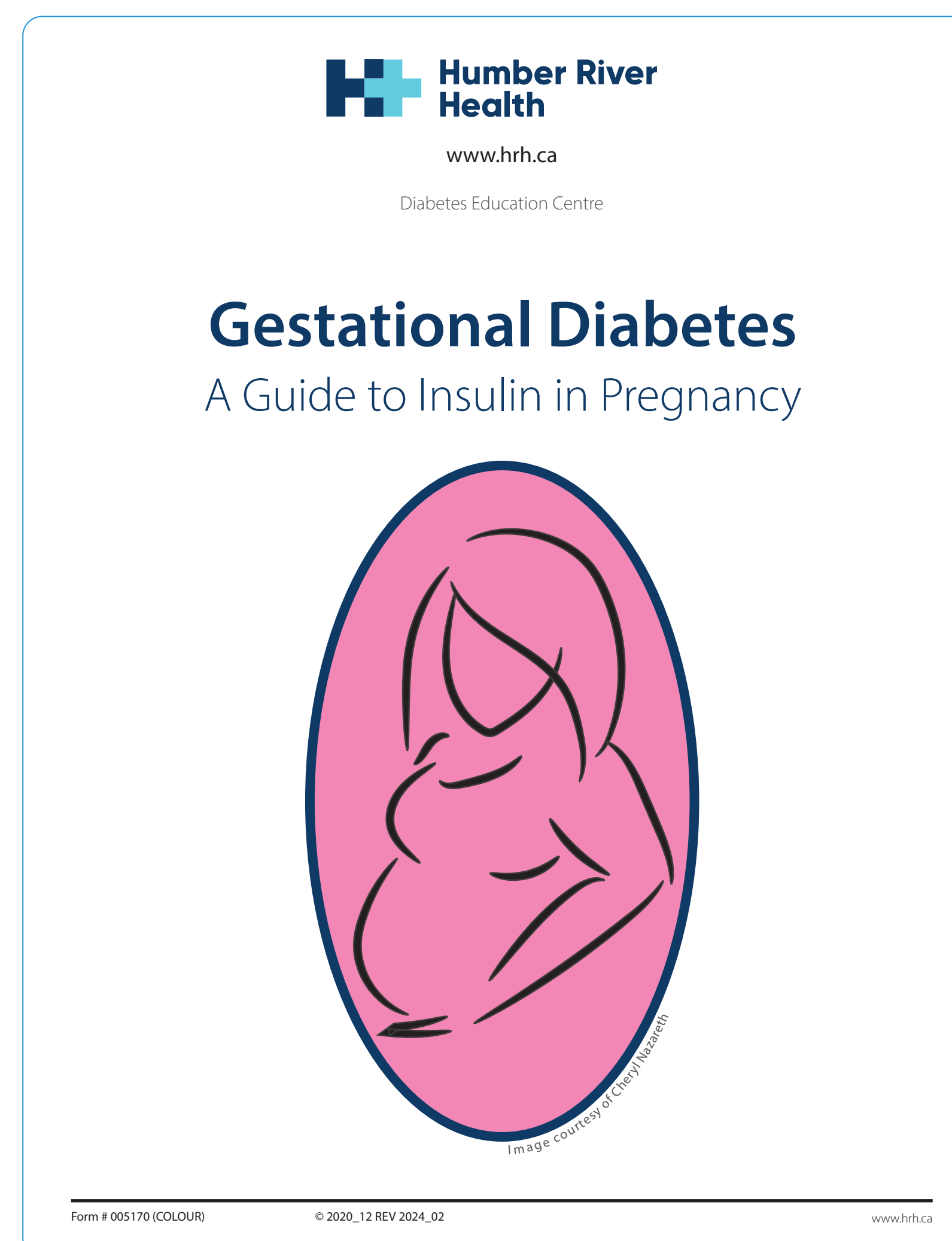


Figure 2. Screenshot of the diabetes education resources to promote patient self-management.



## SUMMARY OF RESULTS

The QR code-enabled appointment cards improved access to 14 trusted diabetes education resources, available anytime and anywhere for the patients. Early feedback indicates that patients appreciate the convenience and ease of use and navigating the materials. Engagement metrics show increased utilization of online resources, reflecting improved accessibility and sustained patient interest. This initiative supports HRH's mission to empower patients and extends education beyond clinic visits.

## LESSONS LEARNED

Embedding a QR code on patient appointment cards proved to be a simple yet effective way to improve access to electronic diabetes education resources, enhancing patient engagement and promoting self-management.

