

# LILLY DIABETES 1800 LILLY D SUPPORT SERVICES (1800 545 593)<sup>†</sup>

## Patient Enrolment Form

Your Doctor has prescribed a Lilly insulin for you. We know that starting a new insulin medication can be challenging, so we invite you to register for personalised diabetes educator support services to help you.

As you work to manage your diabetes, there may be times when you need some extra help. Lilly Diabetes Support Services (LDSS) has been designed to provide you with personalised support – as you get started with your Lilly insulin injections, and along the way if you have any questions.

LDSS is funded by Eli Lilly Australia Pty Ltd (Lilly) and managed by Aesir Health Pty Ltd (Aesir Health), an independent provider of medical education and patient support services. Lilly may engage other third parties to conduct the administrative elements of this program such as the processing of enrolment and feedback forms.

By registering for LDSS, you will have access to an Aesir Health nurse who will personalise support services to meet your needs. These services include access to a Diabetes Educator who can teach you about your insulin - either in the comfort of your own home or at a clinic, educational literature and a free-call nurse hotline<sup>†</sup> for any questions you may have along the way. You can choose the structured 12 month program or individual services.

Please be assured that Aesir Health regard your privacy as paramount. Aesir Health will not disclose your personal details or health information other than as stated in our Privacy Statement below. If you agree to participate, an Aesir Health nurse will collect information about you, your health and medical treatments.

This program is voluntary and, regardless of registration, you are still eligible to access other relevant support materials and services via your doctor. Following registration for LDSS, you can opt out anytime and should you no longer wish to participate in these services, please notify the Aesir Health nurse or contact Aesir Health using the contact details below.

### Privacy Statement

#### Purpose

You, your GP and/or Endocrinologist (Doctor) or other healthcare professional, has identified you as someone who may benefit from participating in the Lilly Diabetes Support Services. If you agree to participate by signing this enrolment form, the Aesir Health nurse or contracted diabetes educator will collect your personal and sensitive personal information (Personal Information).

Aesir Health collects personal information relating to you to provide to the Lilly Diabetes Support Services. Providing Personal Information is voluntary but failure to do so may mean that you are unable to participate in the Lilly Diabetes Support Services. Before you submit any information, you should be aware of how your Personal Information may be used.

#### How your personal information may be used

Your Personal Information may be used to provide a report to your Doctor and if necessary, discuss the details and outcomes of your interactions with your Doctor, and may otherwise be disclosed as required by law. Your Personal Information may also be provided to a third party diabetes educator or nurse (contracted by Aesir Health) to provide you with Lilly Diabetes Support Services.

Any adverse event you report to the Aesir Health nurse or contracted diabetes educator or an adverse event that may occur during your participation in the Lilly Diabetes Support Services will be reported to your Doctor and Lilly's Product Safety Department.

Aesir Health may provide your de-identifiable personal information to Lilly or another party for Lilly to assess quality and effectiveness of the Program(s) and to inform doctors of patients' experience with Lilly Diabetes Support Services.

After your participation in the Lilly Diabetes Support Services concludes, Aesir Health may retain your personal information for its records.

Aesir Health may transfer your Personal Information to a third party (who may be located outside Australia) if that third party is later requested by Lilly to operate the Lilly Diabetes Support Services.

#### How is your personal information stored

All Personal Information collected from you in relation to the Lilly Diabetes Support Services will be securely stored and only accessed by Aesir Health's authorised employees and its contracted diabetes educators and nurses in Australia.

The servers on which your Personal Information is held may be located in Asia and/or the United States.

#### How do I access my personal information

For a full copy of Aesir Health's privacy policy, or to access or request the correction or deletion of the Personal Information Aesir Health holds about you, or to make a complaint concerning your privacy, contact Aesir Health on the number below.

If you have any questions about any element of the Lilly Diabetes Support Services, about how Aesir Health handles personal information and complaints or if you wish to withdraw from the Lilly Diabetes Support Services, please contact Aesir Health, 85 Argus Street, Cheltenham, Vic 3192 (03) 8526 2500 AUIDT00563 Date of preparation May 2016 FR6720

<sup>†</sup>Mobile charges may apply.



To register for Lilly Diabetes Support Services  
**CALL 1800 LILLY D (1800 545 593)<sup>†</sup>**  
or FAX your form to Aesir Health on **1800 891 403**

For more information visit [lilly.com.au](http://lilly.com.au) or [aesirhealth.com.au](http://aesirhealth.com.au)

Lilly

aesir  
health

# Patient Enrolment Form

This patient is being enrolled by (please tick)  Doctor  Diabetes Educator  Pharmacist  Other

## Patient details

Full name   
Address   
DOB         State    Postcode      
Email   
Home phone no (  )  Mobile no

## Doctor details (who prescribed this medication for you)

Title Dr  Prof  First name   
Last name   
Clinic address   
Email address  State    Postcode      
Clinic phone no (  )  Dr's mobile\*

If you don't know your doctor's details or they haven't agreed to participate, services available to you may be limited.  
\*Only for purposes of updating them on patient programs

## Medication and instruction (as instructed by the treating HCP)

Insulin  Device   
Dose  Frequency   
Special instructions from the prescribing doctor

## Services required (tick which are required)

Device/pen education by a Diabetes Educator  Phone support  Educational materials (specify below)

## Current readings

HbA<sub>1c</sub>  % Fasting Plasma Glucose (FPG)  mmol/L Postprandial Glucose (PPG)  mmol/L  
Additional instructions

## Diabetes Educator details:

If you have a preferred Diabetes Educator please complete with their details below, otherwise Aesir may allocate someone

Full name   
Phone no (  )  Aesir Health to allocate Diabetes Educator

## Patient confirmation

I wish to enrol into the program and to be contacted by an Aesir Health nurse for Lilly Diabetes Support Services. I consent to the nurse contacting my doctor for the purposes of carrying out the service, providing a report to my doctor and if necessary, discussing the outcomes of my session/s with my doctor. I have read and agree to the Privacy Statement over page.

Signature  Date   /   /

If you require further information please call **1800 LILLYD (1800 545 593)**<sup>†</sup>



Lilly Diabetes Support Services (Service) is funded by Eli Lilly Australia Pty Ltd (Lilly) and managed by Aesir Health Pty Ltd (Aesir Health), an independent provider of medical education & patient support services. Eli Lilly Australia Pty Limited, ABN 39 000 233 992, 112 Wharf Road, West Ryde, NSW 2114 Australia. Aesir Health, 85 Argus Street, Cheltenham, Vic 3192 (03) 8526 2500 AUDBT00563 Date of preparation May 2016 FR6720 \*Mobile charges may apply.