

Financial Help during COVID-19 Restrictions

Please be aware that due to COVID-19 restrictions, we at the Diabetes Centre Calgary are unable to provide insulin and diabetes supply samples. If you require supplies, please consider one or more of the following options.

1. If you need a prescription, contact:

- a. Your doctor
- b. A walk-in clinic
- c. Your pharmacist, if able to prescribe (Most deliver to your home. Please call them to explain if your delivery needs are urgent.)
- d. Urgent care or emergency

2. If you cannot afford supplies:

- a. Contact a social worker. If you are a patient of our program you may book with our social worker if available. If you are not, please call 2-1-1 to ask to talk with a social worker for financial assistance. Or visit: <https://www.ab.211.ca/>
- b. Call Alberta Works Income Support at 1-866-644-5135 for an emergency phone assessment to see if you qualify for immediate help with medications or glucose testing supplies.
- c. Ask your pharmacist about programs that may assist you.
- d. Insulin:
 - i. Ask your doctor's office to investigate compassionate programs or insulin sample cards. There may, or may not, be a compassionate program for your insulin. In all cases a physician is required to sign forms that the company will provide.
 1. Lilly Insulin 1-800-268-5123
 2. NovoNordisk Insulin 1-800-465-4334
 3. Sanofi Insulin 1-800-265-7927
 - ii. Your diabetes educator may be able to mail you insulin sample cards (if available).
- e. Glucose Meter/Test strips:
 - i. Abbott (Libre sensors): Have the prescriber and patient fill in the [Libre Compassionate Supplies Request](#). It involves verification of income.
 - ii. Ascensia (Contour Meters) Compassionate Program: Call 1-800-268-7200 for a maximum of 50 strips one time only and if requested, a meter and limited lancets.
 - iii. Brands with less expensive strips: Ask about brands with less costly strips at your pharmacy, including [GE200 meter which also has reductions though Innovicares Card](#).
 - iv. Roche: [Main Roche Webpage](#) has link to obtain free meter with 10 strips.

3. If you need insulin today your options are:

- a. Purchase it from a pharmacy. A prescription is not required.
- b. Visit urgent care or emergency for an injection.
- c. Call Alberta Works Income Support at 1-866-644-5135 for an emergency phone assessment to see if you qualify for immediate financial help.

Please let your educator know if you require assistance in getting insulin so they may review your options with you to keep you safe. Diabetes Centre Calgary patients please call our central number to leave a message 403-955-8118,

Thank you,

Diabetes Centre Calgary
Endocrinology and Metabolism Program