

## FIGURE 18.1. DIGMA Appointment Introduction

**Introduce the team:** discuss the roles of each person present

- BHC paces and manages the group.
- Discuss types of medical care the physician will provide.
- Explain what is expected of patients during the group appointment.
- Complete confidentiality forms and paperwork.

**Describe the DIGMA:** extended medical appointment, meets weekly, 90 minutes

**Benefits of DIGMA:** more time, faster access, physical and behavioral aspects, closer follow-up care, more social support

**Explain that medical services are provided during the DIGMA:** medical questions will be answered, prescriptions can be changed or refilled, procedures (e.g., foot check if diabetic) and referrals will be ordered, test results may be discussed

**DIGMAs are voluntary:**

*It is your choice to be here today, and we are happy you made it. You can attend this group today or see Dr. Franzos individually as before. Many people will have times when they want to meet with Dr. Franzos individually, but most things can be handled well in this setting. Please let us know if you do become uncomfortable at any time.*

**Confidentiality and sensitivity in group:** confidentiality form must be signed, brief private time with physician can be available at end of group per physician's discretion or patient request

**Reminders:**

- Groups are held every week, but the physician may be gone during some weeks.
- Active participation is always welcome.
- Beverages are provided if available, and there are bathrooms.
- Ask patients to bring a list of questions and any medications they want the physician to review.
- Ask patients to keep questions or issues for the physician to two main concerns. If time is available later on, additional questions can be asked, or patients are welcome to attend the next convenient group to get their questions answered.
- Patients can ask about their medical, emotional, or behavioral concerns.
- Patients may briefly break away from the group so a nurse or medical technician can take and record their vital signs if needed.
- After patients have seen the physician, they should stay until they get their patient instruction sheet from the technician. This sheet will have all the information about follow-up scheduling, lab work, or medication adjustments.
- Patients may need to get up and stretch or walk around. Ask if there is anyone who needs to leave early.

*Note.* DIGMA = drop-in group medical appointment; BHC = behavioral health consultant.

**FIGURE 18.2. Provider Resources**

Type	Location	Description
Resources	University of Massachusetts Chan Medical School MGVT Training ( <a href="https://www.umassmed.edu/cipc/continuing-education/MGVTraining/">https://www.umassmed.edu/cipc/continuing-education/MGVTraining/</a> )	This link will take you to a webpage where you access MGVT course curriculum and training and 11 MGVT guides developed by different health systems.
	American Diabetes Association Starter Kit ( <a href="https://www.sfh.org/wp-content/files/Diabetes_Medical_Group_Visit_Toolkit.pdf">https://www.sfh.org/wp-content/files/Diabetes_Medical_Group_Visit_Toolkit.pdf</a> )	This 41-page group medical visit starter kit is designed for health care teams who want to begin offering group medical visits for their patients. It contains information on (a) what are group medical visits, (b) why they are useful, (c) how to plan and implement the visits, (d) a task list and timeline, (e) who does what, (f) a sample letter for patients, (g) sample agendas, (h) information on a "Patient Workbook" for the participants, (i) group medical visit norms, (j) a vitals record for patients, (k) a clinic information sheet, (l) a list of resources to help you get started, (m) sources for patient education materials, and (n) tips on facilitating groups.

*Note.* MGVT = medical group visit.