**Technology implementation requires adaptability amongst patients attending Hospital based clinic serviced by Integrated Care:**

**Background**

The Integrated Care (IC) service at Westmead Hospital range of services for people with diabetes. In the hospital there is two clinics serviced by Integrated Care Services:

Rapid Access Clinic: This clinic caters to patients with acute or subacute deterioration of diabetes, operating twice a week. Referrals come from general practitioners (GPs), emergency departments (EDs), outpatient clinics (including oncology and hematology), or post-discharge from hospital wards. Patients typically receive care for up to three months.

High Risk foot clinic: It is a multidisciplinary clinic that focuses on the assessment, and management and prevention of complex diabetic foot complications, aiming to reduce hospital admissions and prevent amputations. Clinic runs once a week

**Study Design and Methods:**

This study aimed to evaluate the ability of patients attending the Rapid Access and Foot Clinics to utilize mobile applications required for continuous glucose monitoring (CGM) as part of their diabetes management. Between December 1, 2024, and April 30, 2025, patients attending these clinics who agreed to use a FreeStyle Libre sensor for treatment intensification were provided with the CGM. Patients were instructed to download the associated mobile app to monitor their blood glucose levels. For those who were unable to download or use the app, a dedicated reader was provided, and they were asked to manually record their blood glucose levels in a diary for insulin titration during the following week.

**Results:**
A total of 105 patients attended the clinics during the study period. Of these, 41 patients were unable to use the mobile application and required the reader. This group represented approximately 7.8% to 10% of the clinic population and was classified as uncontactable via digital means.

**Conclusion:**
The findings highlight the need for flexibility in the provision of diabetes-related technology. Tailored approaches, including alternative devices and support for non-digital users, are essential to ensure effective diabetes management for all patients.