NYC Care Calls is a study by the New York City Health Department and the Albert Einstein College of Medicine to learn how to improve care for patients with type 2 diabetes. The study started in fall of 2014 and will continue until 2018.

**How does the NYC Care Calls study work?**
Type 2 diabetes patients who participate in the study will be randomized to two groups:
- Patients in the **both groups** will:
  - Receive diabetes education materials in the mail including useful health tips, a pedometer and a pill box.
  - Speak with Health Department staff by phone three times to complete study surveys.
- Patients in the **second group** will also speak with a health educator by phone at least four times to talk about their specific diabetes care plan.

All patient information and services provided through the study are **free**.

The Health Department and Albert Einstein College of Medicine will study the effectiveness of these approaches.

**Who can participate?**
**Practices:** The study is open to primary care practices participating in the Primary Care Information Project (PCIP). Practices must have at least 100 patients eligible for study enrollment and agree to work with PCIP for at least two years to implement study activities.

**Patients:** The Health Department will work with participating practices to recruit patients with type 2 diabetes who speak English or Spanish and who have an A1C of 7.5% or higher.

**How long will the study last?**
Practices that participate in NYC Care Calls must agree to work with PCIP for at least two years. Patients that sign up for the study will receive health education over one year but can decide to leave the study at any time.

**If my patients are participating in the study but want to withdraw, what should they do?**
The Health Department and Albert Einstein College of Medicine respect your patients' privacy. Your patients should call (347) 396-4333 or 311 and ask to be taken off of the NYC Care Calls diabetes study list if they do not wish to participate.