

The New York City A1C Registry: Supporting Providers & Patients in Diabetes Care

In January 2006, the New York City Health Department launched the New York City A1C Registry, which contains A1C test results from clinical laboratories serving New York City residents. This initiative was established to enable the Health Department to respond to the current diabetes epidemic and to offer tools for providers and patients to help support diabetes management.

Tools for Health Care Providers

Quarterly A1C Registry reports are sent separately to facilities and their treating providers. Each facility and provider report contains:

- A summary of glycemic control among their patients having diabetes in the previous 12 months, which allows for monitoring of trends in performance over a calendar year. This is compared to a NYC Benchmark, which consists of a group of New York City providers with the highest proportion of patients with A1C \leq 9% and collectively serves 10% of the NYC diabetes population.
- A patient roster to help the facility and its providers identify patients at high risk for diabetes-related complications. The reports provide a list of patients who received an A1C, grouped according to A1C category: A1C < 7%, A1C 7-9% or A1C > 9%. Patient identifiers on the report include: previous A1C result (even if at another facility), date of birth, sex, medical record number and name of last ordering provider.

Currently, approximately 1600 providers at 149 health care facilities throughout New York City are receiving A1C Registry reports, including hospitals, community health centers, and private practices.

Letters to Patients with High A1C Levels (defined as A1C > 9%)

The Health Department mails letters to individuals 18 years of age and older if they have a high A1C and/or are overdue for an A1C test to inform them of their A1C levels and encourage them to schedule an appointment with their provider. At the authorization of the facility, letters can be mailed under the facility's letterhead at no charge.

- High A1C letters – are mailed to patients with an A1C > 9% within 2-4 weeks. Began September 2008.
- Overdue letters – are mailed to patients whose last A1C was > 9% and was more than eight months ago. Began March 2010.

All letters are sent in English and Spanish. Letters in other languages (e.g., Bengali, Chinese, Creole, Korean, and Russian) can be accessed from the Diabetes Program's website.

Currently, 140 health care facilities throughout New York City receive the patient letter service. On average 570 High A1C letters and 110 Overdue letters are mailed each week.

For more information or to see examples of the NYC A1C Registry reports and letters:

Call (212) 788-4125 or visit: www.nyc.gov/health/diabetes.