DO

- Call the office if you’re going to be late for the meeting.
- Decide on a loose structure of the meeting before going in (who’s saying what?).
- Walk right into the office and introduce yourself.
- Have your business card handy to give to the receptionist.
- Say you’re with DPAC.
- Say how you are affected by diabetes (patient, provider, caregiver, etc).
- Say if you are a constituent of the member with whom you are meeting.
- Speak with confidence.
- Relax! These meetings are a lot less pressure than most people think.
- Ask if they have questions.
- Leave behind information for them to read through.
- Thank them for their time.
- Take a photo with the Representative/Senator and send it to DPAC.
- Promise to follow up on any questions you couldn’t answer on the spot.
- Get a business card for follow up.
- Thank the receptionist for their help.
- Take the tunnels between meetings that are both on the same side of the Capitol.

DON’T

- Don’t photograph things/people without express permission.
- Don’t be late.
- Don’t go into the office too early. They’re small offices.
- Don’t chew gum or eat anything that smells before the meeting.
- Don’t wear heavy perfumes, lotions, or colognes. (See small offices above.)
- Don’t be intimidated by closed doors- walk right into the office (don’t knock).
- Don’t plan on having a “cheat sheet.” Don’t read from your notes.
- Don’t become flustered if you can’t answer every question.
- Don’t speak down to a member of staff- they’re generally well-versed in healthcare issues.
- Don’t promise more than you can deliver.
- Don’t be upset if the staff cannot give you a definite answer or commitment.
- Don’t go off the speaking points for requested asks. (DSMT & Access to Affordable Insulin).
- Don’t go outside in between meetings unless you have a meeting on the other side of the Capitol. (You’ll have to go through security again!)
- Don’t take the ‘members only’ elevators- there are tiny signs on top that will designate them.
- Don’t go into the ‘members only’ dining rooms.
- Don’t get flustered if you get lost. Follow the signs!

Diabetes Patient Advocacy Coalition (DPAC) is an alliance of people with diabetes, caregivers, patient advocates, health professionals, disease organizations and companies working collaboratively to promote and support public policy initiatives to improve the health of people with diabetes. DPAC seeks to ensure the safety and quality of medications, devices, and services; and access to care for all 30.3 million Americans with diabetes. For more information, visit www.diabetespac.org.