What occurs during and directly after diagnosis of type 2 diabetes has a large impact on a patient’s well-being and disease management. If a patient does not receive understanding and support from their doctor and/or social network, their steps toward care can be stunted. A key to healthy coping and management is social support: the physical and emotional comfort given to us by our family, friends, colleagues, and others, as well as knowing that we are part of a community who care for and value us.

Unfortunately, social support isn’t always provided by doctors, family and friends. Providing social support after diagnosis helps the patient learn daily management skills, provides emotional support and motivation, and leads to overall improvement. With my thesis, I will be exploring service systems and new technologies to design a social support intervention for patients directly after diagnosis.

**ETHNOGRAPHY OF ONLINE DIABETIC COMMUNITIES**

- **Shauna**
  - **Denial**
  - **Healthy Food**
  - **Exercises**
  - **Social Support**
  - **Medication Usage**

- **Jason**
  - **Reluctant**
  - **Healthy Food**
  - **Exercises**
  - **Social Support**
  - **Medication Usage**

- **Caitlin**
  - **Achiever**
  - **Healthy Food**
  - **Exercises**
  - **Social Support**
  - **Medication Usage**

- **Frank**
  - **Late-loomer**
  - **Healthy Food**
  - **Exercises**
  - **Social Support**
  - **Medication Usage**

**INSIGHTS**

- Internet as largest source of information
- Support is critical directly after diagnosis for healthy coping and developing a care strategy
- Diabetes is very individual
- Identity is questioned
- Feeling knowledgeable, in control, and responsible leads to empowerment
- Support leads to better management
- Family and doctor may have different views of illness than patient; this can cause serious problems