

# HealthTracks

The Newsletter of University of Kentucky HealthCare Plans • Fall 2002

**UK** UNIVERSITY OF KENTUCKY

## Communicating With Your Physician Is a Healthy Practice

You and your physician make up one of the most important teams you'll ever be a part of in your life. It is vital that you and your health care provider see yourselves as partners who will confront your present problems, as well as inhibit future troubles. A good partnership is founded on good communication; however, doctors can be hard to talk to at times.

Understandably, many doctors are juggling several demands at once, yet when the two of you are alone in an exam room, a sacred bond is enacted that allows you the attention that you need from your doctor. This environment makes good communication and a team approach even more imperative. On a successful team, each player has specific responsibilities. A patient's responsibility is to provide clear, concise information regarding medical history and present symptoms. The doctor's responsibility is to piece the facts together to provide discovery, diagnosis and a suggested plan of treatment. There are several things you can do to help your physician.

- Be candid about your condition. Your physician needs to know exactly what symptoms brought you to the office.
- Bring your medications or have the names and dosages written down, especially if more than one doctor is prescribing medicine for you.
- Stick to the important issues. Prioritize by concentrating on a few concerns for your appointment.
- Consider bringing a friend or family member if you feel you need moral support or feel that you may need a "second set of ears."

If you need any information regarding the UK-HMO plan, or if you did not receive your new I.D. card, please contact UK-HMO member services at (859) 257-8547 or (800) 955-8547 if you are in the Lexington Service Area (LSA), or (859) 232-8679 or (877) 855-9700 if you are in the Regional Service Area (RSA). You also may e-mail us at [ukhmo@uky.edu](mailto:ukhmo@uky.edu).

- Be sure you understand what your physician said. Summarize what you heard by repeating it back to him. Ask him to write down confusing instructions or complicated diagnoses.

Most doctors like a patient to be involved in his own health care. You have a right to ask questions and expect clear and complete answers. If your physician's appointments leave you feeling confused or with too many unanswered questions, you may need to find a new doctor. A mutually satisfying association is based on healthy communication. When this is achieved, your continuity of care is maximized and you have the best chance of maintaining your health and preventing disease.

– *Connie Jennings, M.D.*  
Kentucky Clinic South

## New UK-HMO Web Site Features

Please check out the new UK-HMO Web site at [www.mc.uky.edu/ukhmo](http://www.mc.uky.edu/ukhmo). We recently have added two new pages – **What's New** and **Primary Care Access**. The What's New page provides members with updates on new issues and procedures, in addition to new University of Kentucky physician introductions, listings of UK physician departures, and overall general information to keep our members well informed.

On the Primary Care Access page, different primary care clinics are listed, with instructions on how to obtain routine and urgent care access for each clinic, as well as the clinic physicians listed with an asterisk beside a name if the physician is accepting new patients. Please check the online Provider Directory or this Primary Care Access button for monthly updates regarding physician information and patient availability.

Again, we encourage you to take a moment to look at our new Web site and give us any suggestions for the site. You can contact us by calling member services at (859) 257-8547 or (800) 955-8547 or by e-mail at [ukhmo@uky.edu](mailto:ukhmo@uky.edu).

## Our Family-centered Approach at the UK Family Medical Center

At University of Kentucky Family Medical Center, located in Kentucky Clinic, we strive to remember the “family” in family practice. We have the ability and knowledge to take care of everyone in your family: newborn infants, young children, teens, adult men and women, and seniors. We love to teach. We make sure our patients know what to do to stay healthy, whether we are treating a first-time mother or a grandfather of three with diabetes and high blood pressure. We really know about family. We all have families of our own. We treat your family like we’d treat ours.

We want to emphasize our expertise in caring for growing families. We treat women and their families before, during and after their childbearing years. Our physicians care for their patients even before they become pregnant. We feel a preconception visit gives our patients the opportunity to start preparing for parenthood. We recommend folate supplements to all our women patients, in addition to stressing the importance of avoiding risky behaviors, such as smoking or drug use, as a means of helping our patients stay healthy. We teach about good health habits because the earlier a patient takes control of her health, the more lasting its effect on that patient and her family.

We initiate prenatal care as soon as a patient discovers she is pregnant. Our Maternity Care Nurse Coordinator, Marcia Conley, interviews each new patient, introduces her to the Family Medical Center if she is new to our practice, and schedules her to see one of our physicians to begin her prenatal care. We encourage fathers and other family members to come with the patient for her visits. We enjoy meeting our patients’ families and hearing their questions and concerns.

We discuss all aspects of maternity care with our patients: nutrition, exercise, vitamins, labor classes, pain management, and child care, among other topics. Since we follow each of our patients throughout her pregnancy, we try to

determine what her special needs are so her childbirth experience will be rewarding. In working with families, we learn about community and cultural influences that come into play during the transition into a new growing family. We try to be aware and sensitive to the differences that make our UK and Lexington communities so rich.

We want families to be involved in the childbirth process. We like to involve them in everything from birthing classes, to the delivery room, to the introduction of the newest family member to an older brother or sister. Best of all, we continue to care for mom and baby by providing post-partum and well-child visits for them in the Family Medical Center.

We feel our unique perspective in providing maternity care can be appealing to some families. We hope to have the chance to work with you, a member of the UK community, in providing patient- and family-centered care.

*Steve Wrightson, M.D.*

*Jennifer Joyce, M.D.*

*Paul Dassow, M.D.*

*Shersten Killip, M.D.*

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## UK-HMO Member Service Open Forum

UK-HMO member service representatives will be coming to the University of Kentucky campus to help provide you with easier access to our services. We can assist you with:

- member issues or complaints;
- benefit questions;
- preferred drug list and maintenance drug list questions;
- claims investigations; and
- any other UK-HMO related questions or concerns.

Locations:

### **Wednesday, Oct. 9**

10:30 a.m. to 2 p.m.

Student Center - Bridge Hall (across from Starbucks®)

### **Wednesday, Oct. 16**

10:30 a.m. to 2 p.m.

UK Hospital (across from the cafeteria entrance)

### **Wednesday, Oct. 23**

10:30 a.m. to 2 p.m.

Kentucky Clinic Hall of Fame

### **Wednesday, Oct. 30**

10:30 a.m. to 2 p.m.

Lexington Community College - Oswald Building lobby



# Avoid the Flu and Colds This Season

## How can I tell if I have a cold or the flu?

Colds and the flu (influenza) cause many of the same symptoms. A cold, however, is generally mild, while the flu tends to be more severe.

A cold often starts with a tired feeling, sneezing, coughing and having a runny nose. You may not have a fever or you may run a low fever – just one or two degrees higher than usual. You also may have muscle aches, a scratchy or sore throat, watery eyes and a headache.

The flu starts suddenly and hits hard. You will probably feel weak and tired, and have a fever, dry cough, a runny nose, chills, muscle aches, severe headache, eye pain and a sore throat.

## What about medicine?

No medicine can cure a cold or the flu. Antibiotics do not work against viruses. Some medicines can help relieve some of your cold or flu symptoms. Check with your doctor before giving any medicine to children. Many cold and flu products are available without a prescription.

## Ways to treat your cold/flu symptoms

You can help yourself feel better by treating your symptoms while your body fights off the virus.

- Stay home and rest, especially while you have a fever.
- Stop smoking, and avoid secondhand smoke.
- Drink plenty of fluids like water, fruit juices and clear soups.

- Do not drink alcohol.
- Gargle with warm salt water a few times daily to relieve a sore throat. Throat sprays or lozenges also may help relieve the pain.
- Use salt water (saline) nose drops to help loosen mucus and moisten the tender skin in your nose.

*Source: American Academy of Family Physicians*

*Watch the What's New page on UK-HMO's Web site at [www.uky.edu/ukhmo](http://www.uky.edu/ukhmo) for information regarding flu shots this fall.*

## UK-HMO Co-payments

Please remember that when you have any type of out-of-pocket co-payment, such as for services at a specialist, emergency room, urgent treatment center, physical therapist, psychiatrist, etc., this co-payment is due at the time the services are rendered. This is very important to remember, because a UK-HMO member who is unable to pay at such time can be refused non-emergent care by these services.

## Anthem Rx Direct Prescription Mail Order

The new UK-HMO mail-order pharmacy, Anthem Rx Direct, provides a convenient way to receive a 90-day supply of maintenance medications covered by your benefit plan. Simply have your doctor write a prescription for a 90-day supply, and fill out the order form according to the terms of our mail-order vendor. Refills may be obtained by calling Anthem Rx Direct customer service at (800) 962-8192 or can be ordered online at [www.anthemprescription.com](http://www.anthemprescription.com).

From Anthem's Web site, [www.anthemprescription.com](http://www.anthemprescription.com), you also have the ability to track order status and check order history. To protect your privacy, Anthem Rx Direct mails your filled prescription back to you in a package that doesn't reveal its contents.

Please contact UK-HMO member services at (859) 257-8547 or (800) 955-8547 for an Anthem Rx Direct mail-order packet. To print an Anthem Rx Direct order form, go to our Web site at [www.mc.uky.edu/ukhmo/prescriptions/anthem.pdf](http://www.mc.uky.edu/ukhmo/prescriptions/anthem.pdf).

Please contact UK-HMO member service at (859) 257-8547 or (800) 955-8547 if you have questions regarding this procedure or to check if a medication is on the 90-day maintenance medication list. Furthermore, you will find our preferred drug list on the UK-HMO Web site at [www.mc.uky.edu/ukhmo/prescriptions/druglist.htm](http://www.mc.uky.edu/ukhmo/prescriptions/druglist.htm). If there is a (90) beside the name of the drug, the medication is available as a 90-day supply for two co-payments at the Kentucky Clinic Pharmacy on a walk-up basis or by mail order through Anthem Rx Direct. You also may obtain 90-day supplies of maintenance medications from a Kroger pharmacy for three co-payments.

*HealthTracks* is published by the UK HealthCare Plans office. The information is intended to educate members of UK-HMO about subjects pertinent to their health and health coverage, not as a substitute for consultation with a personal physician.

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**UK-HMO**

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## BeH.I.P., and take a step toward improving your health!

### What is BeH.I.P.?

This self-paced program is designed to encourage an individual to adopt a healthy lifestyle behavior. Since the percentage of sedentary behavior is on the rise, plus the fact that 32 percent of Americans are smoking, the faculty and staff of University of Kentucky Health Care Plans now are offering BeH.I.P. interventions that may help you. The two interventions available are Exercise for Health and Start to STOP.

Exercise for Health is self paced and personalized for sedentary individuals who need a structured program. Start to STOP is a smoking cessation program that focuses on withdrawal symptoms and relapse prevention.

### Who is eligible?

All UK employees, retirees or spouses are eligible for BeH.I.P.



### What are current BeH.I.P. participants saying about the program?

#### *Exercise for Health*

“This program has helped me a great deal – I have lost approximately 20 lbs. The BeH.I.P. program has made me more aware of how exercise can help me achieve my goals. The weekly phone calls give me that extra support I don’t get from other programs. It has helped me, and it can help you, too!” – *BeH.I.P. participant*

#### *Start to STOP*

“Every week, a new topic is available to help me stay smoke free. The BeH.I.P. counselors are understanding and have helped me through some of the trying times. After smoking for 40 years, it’s now Day 80. If I can stop smoking after so many years of failing, anyone can!” – *BeH.I.P. participant*

### How do I enroll?

To begin, ask your doctor about BeH.I.P. If you and your doctor think you may be a good candidate for the program, call (859) 257-1000 to enroll. A personal health counselor then will contact you.