

# NEWS

Lifetime  
From *Health*  
medical group

AfterHours  
EXPANDS!  
See back page.



## Your Feedback Matters: New Patient Survey

Lifetime Health Medical Group is using a new tool to get your feedback – a patient satisfaction survey sent to your e-mail address. The survey is designed to give patients a quick and easy way to openly share their experiences at our health centers. Lifetime Health will then use the responses to help improve the care provided to all patients.

Lifetime Health is working with PatientImpact LLC to administer the survey. If you provide an e-mail address at your next office visit, we will send you an invitation to complete the survey within a few days. Your e-mail address will not be shared with any third parties, and all responses and personal information will be kept confidential according to health privacy laws.

The survey takes about two minutes to complete. You will be able to rate various parts of your experience in the Lifetime Health center including the front desk staff, the facility and, of course, your medical providers. Surveys can also be filled out by parents of pediatric patients, or caretakers of adult patients on behalf of the patients.

We won't send you more than one survey within a short period of time, with the exception of patients who may have received two different types of services in one day; for example, primary care and x-ray services, or patients who were seen at two different locations.

All responses will be kept strictly confidential and won't be tied to information that identifies you. Your open and honest feedback is vital to our efforts to deliver the best possible care. ■

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# A Message from Lifetime Health



Arthur Orlick, M.D.

“The feedback you provide to us will be used to continually improve the care provided in our health centers...”

Our most important goal at Lifetime Health Medical Group is to provide you, our patients, with high quality care and excellent service. Quality care can be measured by several different standards; however, service excellence is sometimes more difficult to measure.

Lifetime Health recently launched a new survey tool to get feedback from more of our patients. The new survey is sent via e-mail, and it allows patients to rate the service we provide to you at every part of the visit, including scheduling an appointment, and interactions with front desk staff and medical providers. The feedback you provide to us will be used to continually improve the care provided in our health centers, and the way in which care is delivered.

We will likely ask you for your e-mail address the next time you visit us, so we can send you an invitation to complete the patient satisfaction survey. Your open and honest feedback is vital to us as an organization. We will not share your e-mail address with any other party, and your survey responses will be kept strictly confidential. Your personal information will not be tied to your responses.

I am excited about the ability this tool gives us to make real-time adjustments to our operations. By viewing the data grouped with feedback from other patients, we will be able to see where we can make improvements. On behalf of Lifetime Health Medical Group, I thank you in advance for taking the time to complete the survey.

Remember that you can always use the contact form on our Web site, [www.lifetimehealth.org](http://www.lifetimehealth.org), to let us know about our service or ask us questions. Simply go to the home page of the site, and click on the “Contact” button in the upper right corner. We will answer any inquiry you have within two business days.

At Lifetime Health, we recognize that you have a choice where to receive your medical care. Thank you for entrusting us with your health. We hope to have the privilege of providing your care for many years to come. ■

## In-House Pharmacies Make Script Pickup Convenient

You may not know that Lifetime Health Medical Group has pharmacies located in most of our health centers. If you are prescribed a medication during your visit, your provider can make pickup convenient for you by sending the prescription over to our pharmacy electronically. Not only can you save yourself an extra trip when you're not feeling well, but our pharmacies also take extra safety measures. Our software systems are designed to flag any possible drug interactions, and our pharmacists are trained to open medication bottles to check that the prescription is correct before giving it to you. We also offer private counseling on your medications. Visit [www.lifetimehealth.org](http://www.lifetimehealth.org) for more information. ■



# New Specialty Care Partnerships Benefit You



Lifetime Health patients can now receive a variety of specialty care services in a more coordinated way, including mammography, orthopedics, and cardiology services. In most cases, our patients will receive priority access to appointments with the providers of these services, with whom we have established relationships.

Mammography patients who show an abnormality in screening may choose to go to Roswell Park Cancer Institute or Western New York Breast Health for further evaluation of their mammogram findings. Lifetime Health has coordinated programs with both of these facilities, so patients can choose the care setting in which they are most comfortable. The radiologists and breast surgeons available at either organization will help patients determine the best treatment for their needs.

Patients in need of cardiology services have the medical professionals at Southtowns Cardiology available to them, including Dr. Michael Chaskes, Dr. Steven Horn, and Dr. Thomas Smith. With two locations available, care is convenient for patients from all over the Western New York area.

For patients in need of orthopedic services, Dr. Keith Stube and Dr. Michael Parentis at the Knee Center of WNY can help manage those conditions. Drs. Stube and Parentis provide a wide range of orthopedic treatment at the Knee Center. Dr. Michael Jordan, who practices sports medicine at Lifetime's Amherst Health Center, can also manage many orthopedic concerns patients may have.

"We are pleased to be working with these providers and are confident in their ability to deliver quality care and excellent service to our patients," says Dr. Arthur E. Orlick, cardiologist and president of Lifetime Health Medical Group. ■

## Lifetime Health Medical Group Welcomes New Physician



Lifetime Health Medical Group is pleased to welcome **Dr. Reena Bose** to the physician team.

She will begin seeing patients at the Mosher Health Center in July and is accepting new patients. Dr. Bose earned her medical degree from Lady Hardinge Medical College in India, and completed her residency in internal medicine at Case Western Reserve University in Ohio. She is board certified in internal medicine.

## Eye Care Professionals Move to New Location

The West Seneca office of Eye Care Professionals of WNY recently moved to a new building at 4703 Transit Road in Lancaster. The new location is less than four miles away from the previous location at 130 Empire Drive. The phone number for this office remains 656-2011, and patients can continue to access care as they always have.

# Enjoy Summer Swimming Safely



**T**he warm weather has arrived, and it is imperative for families to practice pool safety. According to the American Academy of Pediatrics (AAP), most children who have drowned in pools were in the care of a parent at the time, and were out of sight for less than five minutes. Furthermore, the U.S. Consumer Product Safety Commission estimates about 300 children under five years old drown in pools each year.

“Drownings are usually quick and quiet, so parents must monitor children closely while they are in or near a pool,” says Pediatrician Matthew Bartels, Amherst Health Center. “Children should never be left unattended.”

Here are some tips from the AAP on keeping children safe:

- **Kids age four and under should have an adult** within arm’s length at all times, providing “touch supervision.”
- **Keep rescue equipment** (shepherd’s hook and life preserver) and a portable phone close to the pool.
- **Take toys out of the pool after use.**
- **Do not allow children to use air-filled “swimming aids.”** They can give a false sense of security.
- **A four-sided fence** that separates the house from the pool is the only proven way to prevent drowning.
- **Use gates that self-close and latch.** Never prop open gates to a pool fence. Latches should be higher than a child’s reach.

■ **Inspect pools and spas** for missing or broken drain covers, which can lead to entrapment accidents.

■ **Make sure your pool has an alarm that is compliant with state codes.** The alarm is designed to set off a loud, shrill noise if anything greater than 15 pounds falls in the pool.

■ **Be aware** that inflatable pools, hot tubs, ponds and fountains can also be dangerous for children.

Visit <http://www.poolsafety.gov> for more information. ■

## Need Help Managing Your Coumadin Medication?

If you are on Coumadin, a blood-thinning medication, your Lifetime Health doctor will refer you to a program to help you manage it. When taking Coumadin, it is important to have regular blood work to make sure your dosage is still appropriate and best for your health. Your Coumadin medication can be managed over the phone by a registered nurse. The nurse will educate you, suggest needed changes, and communicate with your physician about your status. Call the center where you receive care, or talk to your provider for more information.



## Healthy Habits Help Prevent Disease

**W**e all know that maintaining a healthy body weight is good for us, but about two-thirds of adults in the United States are overweight or obese, according to the Centers for Disease Control and Prevention. Body mass index (BMI), a proportion of height vs. weight, is one of the best ways to see if your weight is within normal range. According to the National Institutes of Health (NIH), a normal BMI is between 18.5 and 24.9. A free BMI calculator is available at [www.nhlbisupport.com/bmi/bmicalc.htm](http://www.nhlbisupport.com/bmi/bmicalc.htm).

If a person's BMI is more than 25.0, Lifetime Health Medical Group offers these ideas to improve eating habits and control weight:

- **Make healthy food choices** including vegetables, fruits, whole-grain starches, low-fat dairy and lean protein.
- **Decrease portion size.**
- **Avoid eating because of stress, boredom or habit.**

- **Substitute water for fruit juices, soda or other sweetened beverages.**
- **Plan meals and snacks.** Keep healthy foods readily available.
- **Enjoy less-healthy foods in moderation.**
- **Maintain balance between calorie intake and exercise.** Think of it as a budget. When we take in and burn the same amount of calories our weight stays stable – our budget's "in the black." Our budget goes "into the red" when we take in more than we burn, and our body stores these calories as fat.
- **Nutritious doesn't mean expensive.** Take advantage of farmers' markets and public markets that are available in the summer months.

Obesity can lead to serious health complications, including heart disease, stroke, and diabetes. Talk to your medical provider about changes you can make to achieve a healthy weight and reduce your risk for disease. ■



## Summer Guacamole

- 4 ripe Haas avocados (soft, but not mushy)
  - Juice of one fresh lime
  - 1/4 c. red onion – chopped finely
  - 1 clove fresh garlic – crushed, or finely chopped
  - 1/3 c. jarred salsa
  - 1/4 tsp. salt (kosher is best), optional
  - Hot sauce to taste
  - 1 Tbsp chopped fresh cilantro or parsley, optional
- (All ingredients may be adjusted to taste)

1. Slice avocados lengthwise, remove pits and scoop out flesh into a large bowl.
2. Mash avocados with a potato masher, whisk or fork, leaving some chunks (a food processor is not recommended as it will purée the avocados).
3. Squeeze juice from lime, and fold into avocados.
4. Fold in remaining ingredients.
5. Serve immediately with tortilla chips. If making ahead of time, cover well, so that no air touches guacamole. Refrigerate.

**Serves:** 8

### **Nutritional info per serving of guacamole:**

Approximately 120 calories, 10.5g fat, 1.5g saturated fat, 143mg sodium, 4.5g fiber, 1.7g protein

Visit our Web site! [www.lifetimehealth.org](http://www.lifetimehealth.org)

## AfterHours Medical Care Returning to Mosher

**A**fterHours Medical Care will be returning to the Mosher Health Center, located at 899 Main Street, in the coming months. Same-day appointments to treat minor injuries and illnesses will be available afternoons, evenings and weekends at this site. AfterHours is also available at the Amherst and West Seneca health centers, including holiday hours.

“We are extremely pleased to be able to offer urgent care services at Mosher, as it fills a need for residents in the surrounding area and helps people avoid the emergency room when it is not truly necessary,” says Dr. Richard Dudrak, medical director of AfterHours.

The AfterHours appointment line opens at 11 a.m., and patients can call 656-4040 to reserve a time to be seen on the same day. Save this number in your cell phone to be prepared for future urgent care needs.

Examples of urgent care needs include ankle sprains, flu-like symptoms, strep throat, fever, earaches, minor cuts or minor burns. All local insurances are accepted including Aetna, BlueCross BlueShield of Western New York, Fidelis, Independent Health, Univera Healthcare, Medicare and Medicaid. Visit [www.lifetimehealth.org](http://www.lifetimehealth.org) and click on “AfterHours” for more information.



### NEWS Lifetime Health From Lifetime Health Medical Group

NEWS From Lifetime Health Medical Group is published by the marketing and public relations department of Lifetime Health Medical Group. We welcome comments and ideas you may have about the contents of this publication.

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## Sabres Fan Wins Miller Jersey at Buffalo WellFest



Lifetime Health Medical Group participated in Buffalo WellFest this past spring. It's one of the area's biggest wellness fairs. Cheryl Kirschner, of Buffalo, was one of the attendees at WellFest that stopped by the Lifetime Health table, and she was also the winner of a signed Ryan Miller Sabres jersey! Cheryl's name was picked at random from hundreds who entered. A long-time Buffalo Sabres fan, Cheryl planned to display the goaltender's jersey in her home. Check [www.lifetimehealth.org](http://www.lifetimehealth.org) for future contests and special offers. ■