

NEWS

Lifetime
From *Health*
medical group



What You Need To Know About H1N1

News about H1N1 flu is everywhere. But what do you really need to know?

Symptoms are similar to the seasonal flu and include: fever over 100°F, cough, sore throat, runny or stuffy nose, body aches, headache, chills and fatigue. Many people with the H1N1 virus also have reported diarrhea and vomiting. Remember, the H1N1 flu is transmitted the same way as seasonal flu. Take the same precautions you would otherwise take to keep from getting sick. Use common sense and follow the Centers for Disease Control and Prevention's (CDC) recommendations to help avoid the flu and prevent the spread of illness.

- Cover your nose and mouth with a tissue when you cough or sneeze.
- Wash your hands often with soap and water, especially after you cough or sneeze. Use hand sanitizer if soap and water is not available.
- Avoid touching your eyes, nose and mouth, as germs spread this way.
- Try to avoid close contact with sick people.
- Get a flu shot. Visit www.lifetimehealth.org for session information.
- Follow public health advice.

If you have flu-like symptoms, the CDC recommends staying home at least 24 hours after your temperature goes below 100°F without fever-reducing medications. Call your health center before coming in if you suspect you have the flu. You can also call 716/656-4040 to speak to a registered nurse on afternoons, evenings and weekends.

Visit www.cdc.gov/h1n1flu/ for more information. ■

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A Message from Lifetime Health



Arthur Orlick, M.D.

“We hope to see reform efforts that pay doctors and other medical personnel for the care they provide based on standard quality measures, instead of how many patients they see.”

Health care reform is a hot topic. As a primary care medical group, reform efforts have the potential to directly impact how Lifetime Health Medical Group provides care. The reform issues are complex in nature because they involve something that is precious to all of us – our health. Our group supports changes that we believe will help our patients get the best, most appropriate medical care for their needs.

Care Coordination

Significant reductions in the cost of the system could be achieved through better coordination of care and education. This means providing the right care in the right setting. Take for example, a simple sprain that presents in the ER. The most appropriate setting for an injury like this is really urgent care,

such as Lifetime’s AfterHours program. Care given in an inappropriate setting increases costs to the health care system as a whole, and our country can’t sustain those costs. However, if the education is not in place and people are not aware of the available services, they may end up getting an unnecessary level of care.

Inappropriate use of specialty services is another problem. Seeing a specialist without a referral is convenient, but sometimes it means getting unneeded care or duplicate tests; because our primary doctor isn’t aware of the specialist’s care we are getting.

Quality, Not Quantity of Care

More care is not necessarily better care. The current provider reimbursement system pays for volume and not value which has led us to the point where health care is rapidly becoming

unaffordable. We hope to see reform efforts that pay doctors and other medical personnel for the care they provide based on standard quality measures, instead of how many patients they see.

The central theme of national reform efforts is to create value for patients and payors, and provide high quality and effective therapies in a cost efficient way. Lifetime Health is developing programs that are designed to improve the way effective therapies are delivered, how patients’ chronic conditions are managed, and provide coordinated, patient-centered care that leads to better health outcomes. ■

Do You Know Your Payment Options?

When you are seen in our offices, please remember to pay your copay at the time of service. These payments go directly toward providing your care. Paying when you come for your appointment also helps us maintain efficient billing processes. If you are unable to pay your balance in full at the time of service, several options are available to you, including monthly installment plans and discounts. For more information, Buffalo patients can call 1-800-585-1270, and Rochester patients can call 1-800-582-4117. You can also pay bills or ask the billing department a question by visiting www.lifetimehealth.org and clicking on “Services” and then “Online Bill Pay.” ■





AfterHours Returns to Downtown Buffalo!

AfterHours Urgent Care returned to the Mosher Health Center at 899 Main St., this past September.

The urgent care service is the only of its kind offered in the city of Buffalo, and the first in the area to offer patients a specific time to receive care, a policy which significantly reduces wait times. Individuals can call 716/656-4040 to make a same day appointment for minor injury and illness on afternoons, evenings, weekends and holidays. The Mosher Health Center offers urgent care appointments from 2 to 10 p.m. on weekdays, 1 to 8:30 p.m. on Saturdays, and 2 to 5:30 p.m. on Sundays.

“Lifetime Health Medical Group is proud to bring this much needed service back to the city of Buffalo, making it more convenient for people who live or work downtown to get the care they need,” says Dr. Richard Dudrak II, medical director of AfterHours.

Dr. Wajeeh Sana has joined Lifetime

Health full-time to staff AfterHours at Mosher, along with several nurse practitioners and physician assistants. Dr. Sana earned his medical degree from Allama Iqbal Medical College and has several years of experience in urgent and emergency care. He is board certified in family medicine, and sees patients of all ages.

AfterHours accepts all local insurances, Medicare and Medicaid, and is open to everyone in the community. If you are seen in AfterHours, a report of your visit will be forwarded to your primary care doctor within 48 hours.

The Mosher Health Center has provided primary care to the Buffalo community since it opened in 1993, and also offers lab, x-ray, pharmacy, Ob-Gyn, pediatrics, a dental center and behavioral health services. For more information, visit www.lifetimehealth.org. ■



Urgent Care vs. Emergency Care

Same day treatment centers, like AfterHours Urgent Care, are a much less expensive and time-consuming option for minor injuries and illnesses than the emergency room. If you are unsure whether you can be seen in urgent care, call 716/656-4040 to speak to a registered nurse.

However, if you are seen in the emergency room, please follow up with your regular doctor at Lifetime Health within a few days. Simply call your health center and speak to a patient service representative.

Letting us know about any hospital or emergency room admission helps us stay aware of your medical conditions, and we want to be aware because we care about your health.



New Partnerships for Breast Health

Breast cancer awareness month in October reminds us that regular mammograms are one of the most important things a woman can do for her health. They allow early detection of any potentially harmful irregularities in the breast tissue.

Lifetime Health Medical Group offers mammography at the Amherst, Hamburg, Mosher, and West Seneca health centers. We have also established strong relationships with providers in the community for follow-up mammography care.

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 with which they are most comfortable. The radiologists and breast surgeons available at either organization will help patients determine the best treatment for their needs.

The Multidisciplinary Breast Cancer Center at Roswell Park provides comprehensive, individualized care to patients with premalignant and malignant breast disease. The WNY Breast Resource Center, provides information and support to anyone with concerns about breast cancer, from risk and prevention, through treatment and advanced cancer care.

Western New York Breast Health is a comprehensive breast health center that was designed to provide

the most advanced, dedicated and compassionate care to patients with breast disease. Many amenities and services are available including breast biopsy, massage therapy, physical therapy, a boutique specifically for women who have had breast surgery, and support groups. WNY Breast Health was founded in early 2009 by Dr. Vivian L. Lindfield, a breast surgeon and specialist.

Talk to your radiologist or primary care doctor for more information, or visit Roswell Park at www.roswellpark.org, and WNY Breast Health at www.wnycfbh.com. ■

Flexible Spending Accounts Now Accepted at In-House Pharmacies

Lifetime Health Medical Group once again accepts flexible spending account (FSA) cards at our in-center pharmacies. So if you have money you need to use up in your FSA account, you can use it fill any prescriptions you may have between now and the end of the year, and stock up on over-the-counter medications and even vitamins. All Lifetime Health pharmacies offer a wide range of over-the-counter products at competitive prices.

In addition, if you are prescribed a medication at an office visit, it can be filled on a priority basis if you alert your provider that you'll be picking it up on site. Visit www.lifetimehealth.org for more information on pharmacy services.



Fitness at Any Age

Staying active yields health benefits no matter what your age, but it is especially important as we get older. Dr. David Shuttleworth, retired pediatrician and former medical director for Lifetime Health Medical Group is an excellent example of this.

“I figure it’s never too late,” says Dr. Shuttleworth, who recently lost 28 lbs in the months leading up to his 70th birthday.

His journey started after a doctor’s appointment where test results showed that his blood sugar was slowly increasing. His physician noted that weight loss could really make a difference, so Dr. Shuttleworth set out to change his diet and exercise habits. He made the commitment to better health along with his wife, and both started hitting the gym six days a week, and improving their food intake through portion control.

At the gym, the Shuttleworths do 30 minutes of moderate, uphill walking on

the treadmill. “Aerobic exercise is really the secret. You don’t have to run, or be 28 years old to do this,” he says.

Dr. Shuttleworth not only saw his weight come down, but his cholesterol, blood sugar and blood pressure numbers are now within normal range. With more energy, he finds activities like golfing and stair climbing much easier.

“If you want to stick with exercise,” he says, “make it interesting, such as going with a friend, and schedule it into your day.”

Dr. Shuttleworth also notes how regular exercise can fend off pre-diabetes and diabetes, America’s most common obesity-related disease.

The sooner you make regular activity a priority, the better. However, people at any age can benefit from consistent physical activity, as evidenced by Dr. Shuttleworth’s recent success. ■



Butternut Squash Soup

- 1 quart and 1 c. reduced-sodium vegetable broth
- 2 ½ tsp. vegetable oil
- 3 ½ oz. chopped carrots
- 3 ½ oz. chopped Spanish onion
- 3 ½ oz. chopped celery
- 2 ½ tsp. peeled, minced ginger root
- 1 lb, 4 oz. diced butternut squash, fresh
- 13 oz. canned sweet potatoes, drained
- 1 ¼ tsp. pumpkin pie spice
- ¾ tsp. Kosher salt (optional)
- ½ tsp. ground black pepper
- ½ tsp. ground nutmeg
- ½ tsp. minced fresh thyme

1. In stockpot, over medium-high heat, heat oil.
2. Add carrot, onion, celery and ginger.
3. Saute until tender, 4-6 minutes.
4. Add broth and remaining ingredients and bring to a boil.
5. Reduce heat.
6. Simmer until squash is tender, 20-25 minutes.
7. Purée soup until smooth in food processor or blender.
8. Cover to keep hot until served.

Serves 10

Recipe courtesy of *ARAMARK*.

Visit our Web site! www.lifetimehealth.org

Tips for Dealing with “Bullying” at School

Bullying is a serious issue for many children. Dr. Matthew Bartels, a board-certified pediatrician with Lifetime Health, says “Bullying can be defined as teasing, calling names, and degrading someone in front of others. It isn’t necessarily being threatened with violence.” He notes about 20 percent of kids report being bullied at school, and offers parents strategies they can share with children to help them avoid being a frequent target – both in person and online:

- **Talk to an adult that you trust.** Kids need to not be afraid to tell someone what’s happening, such as a parent, teacher, school counselor, or any adult the child trusts.
- **Stand up to the bully in a nonviolent way.** A child can say, “I don’t like that” or “Cut it out.”

■ **Join a club or group.** “Being with kids who share interests and concerns surrounds the child with peers – and that’s not the kind of situation a bully wants to enter.”

■ **Work with school employees and other children to set up or join a group** that talks to kids about bullying and tries to reduce its incidence. Many schools are already adopting these programs.

“Online bullying is of particular concern for today’s students,” Dr. Bartels says. Children are now victimized through online social networking sites and email messages. Kids need to know not to reply to any threatening message and to tell a trusted adult.

Whenever bullying is brought to an adult’s attention, it should be treated seriously and addressed promptly.



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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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Receive Good Service? Tell Someone!

At Lifetime Health Medical Group, we strive for exceptional service in every patient interaction. If you have recently had a good experience in one of our centers, please share it with the practice manager on-site, or call or write your location. We also encourage patients to share an email address with us, so we can send you our patient satisfaction survey.

You can also send comments through the “Contact Us” page on our web site. Your feedback is one of the best ways for us to continually improve the services we offer to you.

