



STANFORD COORDINATED CARE

Care with the Patient at the Center

SCC Chronicle

Stanford Coordinated
Care

211 Quarry Road, #102
Palo Alto, CA 94304

650.724.1800

Hours: 8:30 am-5:00 pm,

Mon, Tues, Thurs, Fri.

8:30 am-7:00 pm, Wed.

January 1, 2014

Volume 1, Issue 2

What You Need To Know About the SHCA by Coleen Travers

For our new patients who have joined us through the Stanford Health Care Alliance (SHCA), WELCOME! This SCC Chronicle is our quarterly newsletter to keep you informed about what's happening in our clinic and what you need to know as an informed patient.

The SHCA is a new health plan offered by Stanford University and Stanford Hospital and Clinics. Blue Shield of California is the Claims Administrator.

We recently learned that there are some updates/corrections that need to be made regarding your SHCA enrollment card.

- Please make sure that the Primary Care Physician (Glaseroff, Lindsay, or Vollrath) that is on your insurance card is indeed one of SCC's three physicians. If not, you need to call the SHCA at **(855) 345-7422** to set that up as soon as

possible. Once you call, the change will be effective immediately in their system.

- Please cross out the phone number under your doctor's name and put our **correct** phone number underneath: **(650) 724-1800**. This way, you will be able to reach us during business hours as well as in the evenings and on weekends (when we have our answering service taking calls, so your doctor is available to you 24/7).
- Your Pharmacy Benefits have changed to the Blue Shield Network. Please write the following information on your enrollment card, to facilitate your getting your medications:
 - SHCA Pharmacy (800) 873-3605
 - BIN #: 600428
 - PCN #: 01910000
 - Mail Order Pharmacy is PRIMEMAIL, 866.346.7200

We thank you for your patience as these quirks in the new system get fixed. Please call your Care Coordinator if you have any questions or concerns, at (650) 724-1800.



Inside this issue:

| | |
|--------------------------|---|
| "MyHealth Q & A" | 2 |
| Stanford Health Library | 2 |
| Salutogenesis | 3 |
| Meet our Patient Advisor | 3 |
| Meet Nastasia Poso! | 3 |
| Our Next Open House | 4 |

SCC Staff

Alan Glaseroff, MD

Ann Lindsay, MD

Kathan Vollrath, MD

Care Coordinators:

Delila Coleman

Nastasia Poso

Samantha Valcourt,

RN, CNS (Clinical Nurse Specialist)

Coleen Travers, LCSW
(Clinical Social Worker)

Deborah Bowes, DPT
(Physical Therapist)

Susan Shughrue, RPh.
(Pharmacist)

Celina Meza, OA
(Office Assistant)

NEW! Advance Directives Seminar by Coleen Travers

Have you ever wondered what you would do if you had a medical crisis? You can make decisions before such an event occurs! On February 24, and March 3, 2014, Stanford Coordinated Care (SCC) will be having a 2 part series on your **Advance Directives**, the process that helps you to

name the person you trust to make medical decisions for you, as well as what you'd want that person to decide. What are your wishes and values? Starting the discussion with those you care about is very important, and this seminar will give you suggestions on how you can address this topic with your

loved ones (e.g., spouse, children, parents, etc.). You are welcome to attend both evenings, or just one of them as your schedule permits. We will have speakers and videos to address this topic. Please call **650.724.1800** to sign up for this important seminar! Space is limited.

“MyHealth Q and A” by Samantha Valcourt

Can I contact Stanford Coordinated Care through MyHealth?

Yes. You can send a message to our clinic. You can select the “**Send a message to your clinic**” button in the center of the home page.

When I send a message, where does it go?

Similar to calling the clinic, messages from MyHealth are routed to your care coordinator, who works closely with your physician. The care coordinator may respond directly or route the message to the physician. All messages sent to the clinic become part of your medical record.

Where can I see my visit notes?

On the left hand tab, select **Appointments** then select **Recent Visits and Contacts** then select the date of the visit you would like to view. This is only available for visits with your primary care doctor.

How can I view my upcoming appointments?

From the home page, select **Appointments** then select **Upcoming Appointments** to view your upcoming scheduled appointments.

Can I schedule or reschedule an appointment through MyHealth?

Unfortunately Stanford Coordinated Care appointments are not set up in MyHealth. Due to the unique nature of your visit being scheduled with your doctor and your care coordinator and the varying length of time depending on the nature of the visit, we are unable to provide online booking at this time.

Can I cancel an upcoming appointment through MyHealth?

Yes. You may cancel your appointment by going to the home page and selecting **Appointments** then **Cancel Appts.**

My doctor or care coordi-

nator said they sent me a message in MyHealth. Why didn't I receive an e-mail notification? Where can I see that message now?

The email notification to let you know that you have a new MyHealth message may have been routed to your email spam or junk folder. If you see the message in your spam folder, make sure to add the sender's email address to your safe list so future messages go to your inbox. To view messages at any time, go to the home page, then go to **Message Center** and select **Inbox**. You can review all messages you have received from your team at Stanford Coordinated Care.

Can I print information from MyHealth?

Yes. MyHealth offers a "Printer Friendly Page" feature to print your information in an easy-to-read format. Simply click the printer icon that is located in the upper right side of most screens.



Have you been in the Stanford Health Library lately? By Jean Johnson, librarian

Just one floor above Stanford Coordinated Care (SCC) you'll find the beautifully renovated Stanford Health Library. The library is available to SCC patients as a free resource for scientifically-based information about your health and health care. Drop by to admire the art deco details, browse the collection and find a book or DVD to check out.

In addition to the browsing collection, our principal advantage to patients is the customized research we provide. You can ask us a question, and on your behalf we will search our many resources including subscription journals and databases. Our medical librarians are trained to research and delve deeply into those resources. We can provide answers to health questions that range from basic overviews to complex treatment options and best of all it's free. Ask us in person, via telephone (650.725.8400) or email healthlibrary@stanfordmed.org, or use our website to submit an online request <http://healthlibrary.stanford.edu>. We look forward to helping you.

Stanford Health
Library
(650)
725-8400

Salutogenesis by Deborah Bowes

I'd like to introduce you to a word that may be new to you: *salutogenesis*. Salutogenesis comes from the Latin word for health, *salus*, and the Greek work for origin, *genesis*. The 'salutogenic model' considers the relationship between health, stress and coping. It focuses on what you can do to improve your health and support your well-being. This concept goes back to the ancient Greeks who had several gods of healing including Hygeia, the goddess associated with the prevention of sickness and the continuation of good health. The word hygiene comes from her name.

Like those in the ancient world, you, too, may have questions about what creates health, and may seek guidance for what you can do to feel better.

The care providers at SCC all practice a form of salutogenic medicine. That is, the art and science of managing chronic diseases. We want to help you with your health goals and with developing your own optimal health plan for a salutogenic lifestyle, for the new year and beyond.

"Meet Our Council": An Interview of Janice Flowers-Sonne by Sheryl Michelson

"Meet Our Council" is an ongoing column in which we introduce you to the members of the SCC Patient Advisory Council.

Janice is a member of the Patient Advisory Council (PAC) for SCC, a patient in the clinic and also a member of the Stanford Family. Janice was one of the initial volunteers who took the survey identifying if there was a need for a specialty clinic for patients with chronic care issues at Stanford. At that time, she said she was 100% committed

to PAMF (Palo Alto Medical Foundation) and her MD there. When asked why she chose to be a member of the PAC, she stated, "I have a real interest in healthcare and the cost of healthcare". She was intrigued with a system that could keep prices down and the over-use of services, which she feels is being accomplished at SCC.

I asked Janice if she felt her involvement on the Council as well as the advisory group as a whole had

an impact on the operations of SCC. She said she was asked to go to a training course and, in preparation, reviewed her Council minutes and was amazed at how much the Council had accomplished!

"Together we created the monthly "Open House" so people can meet the doctors and tour the clinic; we review marketing materials, and we ended the Televox calls to patients because the staff makes daily calls to people who are having appointments the next

day."

When asked why she decided to join SCC since she had a 15 year relationship with PAMF, she stated she had a medical issue, was shuffled among doctors for over 6 weeks. That frustrated her and she decided to try Stanford Coordinated Care. She further stated when the issue occurred while a patient at SCC, through coordination and consistency of care, it was resolved in 3 days!

Welcome Nastasia Poso, our New Care Coordinator! By Nastasia Poso



"It is an honor to be a part of the Stanford Coordinated Care Team! I am so delighted to serve and help our patients fulfill their healthcare goals!

I have been a medical assistant for about 6 years now. My past experience is in internal medicine, family medicine, pediatrics, geriatrics, gynecology, oncology and bone marrow transplant. I came from the Stanford Cancer Center where it was a joy to serve patients there in the infusion treatment area.

I have been studying Ayurvedic medicine for the past 2-3 years and find fulfillment helping patients live a balanced healthy life that brings them fulfillment mentally, physically and spiritually. I am passionate about the mission of our department and excited to grow with the patients on their healthcare journey. "

Stanford Coordinated Care

211 Quarry Road, Suite 102
Palo Alto, CA 94304
Phone: (650) 724-1800
Fax: (650) 736-2550

A Book You May Want to Read:

[100 questions & answers about osteoporosis and osteopenia](#)

eBook. Author: Ivy Alexander and Karla Knight
Publisher: Sudbury, MA: Jones and Bartlett, ©2006.
WE 250 A42 2006

Off campus: from <http://healthlibrary.stanford.edu/>, click on Books & Videos, type Ivy Alexander, click on "View Now" link.

Visit us on the Web:

<http://stanfordhospital.org/coordinatedcare>

REGAIN YOUR HEALTH!

Stanford Coordinated Care is a primary care clinic that has been exclusively designed to meet the needs of the employees (and their adult dependents) of Stanford University and Stanford Hospital and Clinics who are experiencing ongoing, persistent health conditions. Through excellent care, individualized service and action plans, as well as attention to your needs, we hope you will be able to say that you have regained your health!

If you have any questions about our two programs, Primary Care Plus and Care Support, please call us at 650.724.1800. We take Stanford UMR, Stanford Blue Shield, and Stanford Health Care Alliance insurances.

Our Next Open House: Tuesday, February 18, 2014, from 5:30 pm-6:30 pm!



Come join us! Tell a coworker! Attend our Open House on Tuesday, February 18, 2014, from 5:30-6:30 pm in Suite 102 of the Hoover Pavilion!

Do you have a coworker at Stanford University, SLAC, Stanford Hospital, or the Lucile Packard Children's Hospital that would benefit from knowing about Stanford Coordinated Care?

We're having our next Open House on Tuesday, February 18, 2014, from 5:30-6:30 pm in our offices (Suite 102 of the Hoover Pavilion).

Only people with Stanford UMR insurance or Stanford Blue Shield are eligible. We're sorry that we cannot accept Kaiser or Medicare patients at this time.

Invite a coworker! We have had current patients bring their coworkers to an Open House and they decided they wanted what our patients had—excellent care and services. If a more personal invitation is better than a group option, we can set up a fifteen minute appointment for a prospective patient to meet with any of our doctors.

Please call 650.724.1800 if you have questions, or to let us know if you are coming to the Open House (and how many people you may be bringing).

Regain your health with SCC!