

# STANFORD COORDINATED CARE

Care with the Patient at the Center

## SCC Chronicle

Stanford Coordinated  
Care

211 Quarry Road, #402  
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

September 2015

Volume 2, Issue 1

### Meet One of SCC's "Patient Partners"—Our Ongoing Series

Hello, my name is Cecelia, and I've been a patient of Stanford Coordinated Care (SCC) for over three years. I think it's incredibly valuable to have a clinic that understands my medical history and treats me in the context of both my chronic and acute health issues. I appreciate the continuity of care I've had with my SCC providers over time, as well as referrals within the team for a particular issue.

One of the earliest, and most impactful, experiences I've had at SCC involved my upcoming visit to see a specialist in my rare condition with whom I'd previously had communication difficulties. My doctor gave me support, wrote me a letter for the specialist about our current concerns, then referred me to the SCC social worker, who helped me prepare myself and my message. This noticeably improved my patient experience.

SCC's "Care Transitions" program really helped me after a surgery in 2014. The SCC nurse saw me in the hospital then made a home visit after I was discharged. She made sure my caregiver (family member) knew how to reach SCC if I developed a problem, which took stress off me. It helped me realize my healing really was the top priority for my team—a team that included my family and

the clinic.

Another aspect of SCC's approach occurred when an outside specialist told me I should go to the ER. Based on my symptoms and previous experience, I thought the advice was "over the top," so my first call was to my Care Coordinator. Together, she and my SCC team came up with a plan. I was seen that day in SHC's Radiology Department, after which we made treatment decisions based on those results, tailored to my specific situation and needs. This gave me a stronger sense of control, taking the chaos out of a complex and frightening situation.

When I was nominated to become a member of SCC's Patient/Family Partner Program (PFPP), I thought it would be a great opportunity to learn about clinic operations and design from my perspective as a health researcher, as well as give my perspective as a consumer. Seeing the clinic "in action," implementing our suggestions (like extended hours, modifying communication materials, etc.), asking us to participate in training national organizations on its innovative care model, I've seen that SCC truly values patient satisfaction and feedback.

Through working with SCC, I have a better sense of my voice as a consumer—as well as agent of design—of my health care.

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### NEW: Home Delivery & Coordination of Your Prescriptions!

Are you tired of having to make multiple trips each month to pick up your prescriptions from the pharmacy? If so, NimbleRx is for you!

NimbleRx is an independent, California licensed pharmacy that provides our SCC patients **same day** prescription delivery (by 8 pm).

With this service, you can get all your prescriptions, delivered directly to your home for the cost of your regular copay with no additional delivery costs or tipping!

NimbleRx provides proactive refill management (you can schedule your medicine to arrive on a regular date

each month), as well as your prescription authorizations.

If you have questions, or want to learn more about NimbleRx, please contact your SCC Care Coordinator by phone (650.724.1800) or MyHealth message. You can also visit their website: <https://nimblerx.com/faq>.

## NEW: Scheduling Return Appointments with Your SCC Providers, Online Through MyHealth!

As you may have already heard, Stanford Coordinated Care (SCC) is now offering appointment scheduling via your MyHealth account! Since nearly 95% of our patients utilize MyHealth, we've decided to open up the convenience of online scheduling!

When scheduling a return visit to SCC online, you may select either an in-person visit, a telephone visit, or a telemedicine visit depending on your needs. You also have the option of cancelling an appointment on line in MyHealth.

What type of SCC visits are you able to schedule via MyHealth?

⇒ **Return visits with your primary care physician** (60 minutes long)

- See your SCC doctor to follow up on your current health status or discuss a new health concern

⇒ **Return visits with your Care Coordinator** (15 minutes long)

- Reasons for this visit type might include lab draws, immunizations, or a recheck of your blood pressure

◇ Please note that a physician will not be present during this visit type

⇒ **Dietician visits** (60 minutes long)

- Schedule time with Jessica Shipley RD, clinical dietician, to review eating habits and set healthy nutrition goals
- Please let us know if you want to bring a friend or family member

⇒ **Visits with Pharmacist/Certified Diabetes Educator Susan Shughrue** (60 minutes long)

- Review your medications and make sure your current drug therapy is both safe and effective
- Meet for diabetes-

specific education and counseling

- Please let us know if you want to bring a friend or family member

We would like you to keep in mind that SCC's online appointment scheduling via MyHealth is set up for our patients in order to schedule *routine, non-urgent* visits. If you have a need to be seen soon (e.g., on the same or next day), please call our clinic at 650-724-1800 so we may accommodate you. In order to maximize the chances of your finding an available date and time to schedule your follow-up

visits, we recommend you not limit your options to a preferred day and time. If you are unable to find an appointment date or time that will work via MyHealth, please call our clinic so we may see if we are able to accommodate you.

As an additional reminder, your SCC doctor is available by telephone 24 hours a day, 7 days a week by calling SCC at (650) 724-1800. Please limit calls made after-hours, or on weekends/holidays to urgent issues that cannot wait until regular business hours.



## We'd Like to Hear Your Ideas and Suggestions...

One of the reasons we developed Stanford Coordinated Care (SCC) was in direct response to feedback from employees of Stanford University and SHC that said, "We want our doctors to talk to each other!" In this spirit, we've made great efforts to coordinate and facilitate our patients' treatment since we opened in 2012. It's been a challenge to get specialists to correspond with us, however, especially after the first visit. We've also noticed specialists may not read your PCP's referral that requested the consultation or the reason it's needed. Lastly, we don't consistently receive the specialist's notes to inform us they've met you, as well as what the "next steps" are. Particularly challenging for us, if the specialist recommends an additional specialist for our patient, they do not notify your SCC Care Team.

We want to be in the loop, and help you manage your care. One way you can help us is to remind the specialists you see to route their report or letter to your SCC physician. Please let us know, too, how you think your referral went.

What suggestions do you have so we can improve the communications between your Primary and Specialty Care providers? Would it be helpful if we sent you a copy of our referral request before the specialty visit to hand the specialist? Would you like your PCP's business card so the specialist will have our contact info and a visual cue to follow up?

We'd love to hear what you think—please send us your ideas through MyHealth, or by giving us a call at 650.724.1800!

## If You Often Feel Worried About Your Health...There's Relief Available

Stress these days is a part of life; it's not uncommon for people to say, "Relax! You're too stressed," or "Try not to think about it."

But what happens if the stress is about your *health*, and/or how you feel about it? We certainly can't take a "time-out" from our body! When we're overly focused on how our body (or different aspects of it) feels or is functioning, we may be unaware we might be creating—or increasing—the signs/symptoms that have caused us concern in the first place.

"**Health Anxiety**" is the term now used when people:

- are often preoccupied or distracted with how their body or a body system feels, looks, etc.
- may interpret physical signs or symptoms in a negative, rather than a

neutral, way when something new occurs

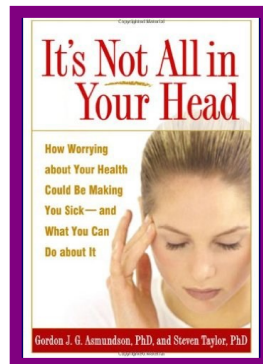
- learn about a disease or condition, even if it's rare, then worries that they're going to get it
- find it difficult to be, or stay, reassured when the doctor says, "There's no reason to worry."
- are afraid of getting ill

Health Anxiety is real. It can affect people's peace of mind, or sense of self, as well as relationships. It can occur when someone has, or once had, a serious health issue, as well as when someone's not sick but often feels unwell. Then, when trying to obtain further information (e.g., talking with friends, searching the Internet, etc.), worry may not be lowered but instead increased.

Coleen Travers, LCSW, SCC's social worker, will be presenting a series of classes on this important topic.

She'll utilize a combination of presentations, discussions, and experiential activities to help people identify and **reduce** the frequency and intensity of their health worries or anxieties.

Coleen will be using [It's Not All In Your Head](#) (Amazon, \$15.44 or less) as a reference during the seminar. Stanford's Health Library has several copies.



Details about the Seminar:

**WHEN:** 5:30 pm-7 pm on all of the Mondays in October 2015\* (the 5th, 12th, 19th, and 26th)

**WHERE:** Hoover Room # 408 (free parking is available behind the building after 4:00 pm)

**COST:** Free to SCC patients

Registration is **REQUIRED**, due to the limited space.

Please call SCC, or speak with your Care Coordinator at 650.724.1800 for further information

\*If you can't come to all four of the sessions, please call; we'll offer you the option of adding your name to our waiting list for our next offering.

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*"If I am not for myself, who will be for me?"*

*And if I am only for myself, then what am I?"*

*And if not now, when?"*

~Hillel (30 BCE to 10 CE)

## Get to know our newest Patient Care Coordinator (PCC), Jennifer!

My name is Jennifer and having worked in health care for almost 15 years, I feel honored and privileged to be a part of our patients' care team at SCC.

Having the opportunity to work with, and motivate, patients regarding their health goals is one of the reasons I wanted to be a PCC. For example, one issue that many people struggle with, is how to lose weight and keep it off. Having worked to lose a significant amount of weight, I know first-hand the challenges of maintaining healthier habits, and dealing with set-backs and stressors by "walking the talk," as they say. I enjoy discussing problem-solving strategies, as well as meal preparation, how to begin and sustain healthy eating habits, as well as how one's self-esteem can be affected by all this.

Since I joined SCC last December, I've learned how to become a patient advocate, which I'm discovering is a strength of mine. Being able, through our unique clinic, to support patients permits me to attend specialty visits and/or procedures, as needed, so I can provide support for the patient with my presence; I often take notes, which I'll give to the patient when we're done, discuss thereafter what the patient's understanding of his or her next steps are, whatever that patient may need that day, as well as coordinating with his/her PCP. One person recently told me, "It means so much to me that you've been so encouraging and involved in my journey; you've worked magic! I don't feel so alone." Working at SCC reminds me why I chose health care!

In my free time, I enjoy spending time outdoors with my family, hiking and going to the beach. I'm passionate about my community volunteering, holidays, and I love teaching my three young children how to cook for fun. I look forward to meeting you; I'm happy to offer my assistance in any way.



## Stanford Health Care

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Visit us on the Web:

<http://stanfordhealthcare.org/medical-clinics/coordinated-care.html>

### *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 Health Care (SHC) 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 SHC's UMR PPO, Stanford University's Blue Shield EPO/PPO/HDHP, and Stanford Health Care Alliance (SHCA).

## Our Next Open House: October 13, 2015—Open Enrollment is Coming!



***Come join us! Tell a coworker! Attend our Open House on Tuesday, October 13, 2015, from 5:30-6:30 pm in Suite 402 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, October 13, 2015, from 5:30-6:30 pm in our clinic (Hoover, Suite 402).

*Only* people with Stanford Health Care Alliance (SHCA), UMR PPO, Stanford University Blue Shield, or University Health Care Advantage (UHCA) plans are eligible. We're sorry that we cannot accept Kaiser or "traditional" Medicare patients at this time.

OPEN ENROLLMENT IS NEAR! Invite a coworker to our Open House! Some of our patients have brought a coworker to our Open House because he/she wanted what our patients have—excellent care and services. If a more personal invitation is better than a group option, we offer a free 15 minute appointment for a prospective patient to meet with any SCC doctor in a "Meet & Greet".

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!**