



Winter 2003

Healthy Communications

New Year Resolution: A Healthier Lifestyle

1LT Eric L. Phillips, Nutritional Medicine

Once again, a new year is upon us and as we all know this will bring forth many resolutions. Some will join fitness centers for the first time (since last year), others will decide to start jogging, while many will try losing weight. These well-intended changes we strive for each new year seem to all share a similar goal...living a healthier life!

Resolve this year to make 2003 the year for **moderation**. Start managing your eating behavior instead of restricting food. Step out of the sedentary lifestyle and increase the amount of movement in your daily routine! Other new behaviors to incorporate into your new healthier lifestyle include:

- Don't deprive yourself of foods that are enjoyable. Make your favorite foods with tasty, low-calorie modifications and keep the ingredients on hand at all times. Try one new healthy food recipe a week.
- Get up and start moving! Just five minutes of extra movement can add to a more active lifestyle. Even those of us who consider ourselves active are victims of technology; escalators, elevators, and remote controls to name a few. Try activating your daily routine by using the stairs, parking your car farther away in the lots, walking to deliver a message rather than using email at work, and so on.
- Make it a priority to eat at least three meals a day to avoid getting hungry and overeating and try to eat most of your food throughout the day rather than late at night.
- Keep a supply of nutritious snack foods on hand to minimize overeating and impulsive eating on high-fat, high-sugar, high-calorie foods. Examples of good nutrition-packed snack foods are: fruit (fresh and dried), graham crackers, nonfat yogurt, and air-popped or "light" microwave popcorn.
- Take action to manage your stress. A common manifestation of stress is overeating. Other common signs of stress are lack of sleep and overworking.

Now that you've got a plan to build on, make a commitment to a healthier new year. The Nutritional Medicine Flight can assist with your nutrition goals. All classes or appointments are open to active duty, retirees, and dependents with a provider referral. For more information call 256-7672. Together, let us make 2003 a glorious new start!

Important Telephone Changes

- ☎ **Health Care Information Line (HCIL)** phone number remains 1-800-941-4501, but you must say “**Scott**” and then “**Nurse Advice**” to speak to a registered nurse. This should be the first number you should try for advice and health information.
 - ☎ The after hours **On-Call Physician** phone number has changed to (618) 463-6755 for all clinics except Family Practice which is (618) 398-9445.
 - ☎ **Primary Care** (256-7364), **Internal Medicine** (256-7585) and **Pediatric Clinic** (256-7566) appointment lines are open Monday - Friday, 7:30 am - 4:00 pm.
 - ☎ **Flight Medicine** (256-7425) appointment line is open Monday - Friday 7:30 am - 4:30 pm.
 - ☎ **Family Practice** (256-7311) appointment line is open Monday - Friday 7:45 am - 4:30 pm
- Also please note that they have changed their telephone menu options to streamline patient calls. The following are the new options:
- Option 1:** Routine, follow-up, or wellness appointments
 - Option 2:** Acute appointment requests to be seen within 24-hours
 - Option 3:** Cancel an appointment
 - Option 4:** Prescription renewals
 - Option 5:** Lab results, radiology results, or other test result questions
 - Option 6:** Release of medical information
 - Option 7:** Physician to physician calls
 - Option 8:** Primary Care Manager team
 - Option 9:** Hear this menu again



Did you know that the Pediatric Clinic has headed-up a new **Computerized Patient Check-in System**? It has proven to be a great new addition to the clinic! Wait lines at the reception area have virtually disappeared. We are trying our best to improve services for our customers and this system has freed us to provide better care. A survey was given to parents during opening of the system and the majority of our population really like the system. However, some concerns were brought to our attention and we are working on solutions. Please do not hesitate to notify the reception staff at the front desk if you need help checking in.

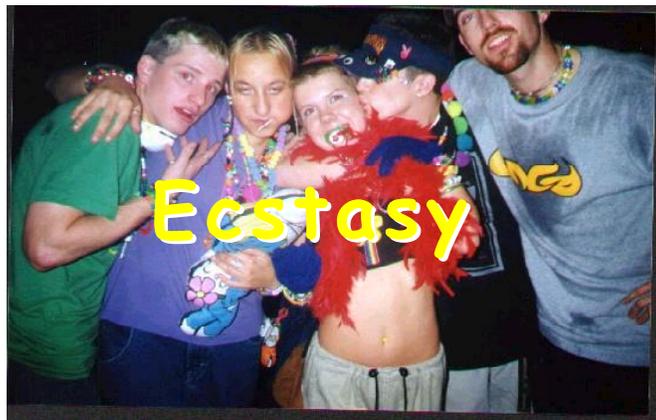
We are also putting forth great effort to recapture routine appointments by opening a new **Walk-in Wart Clinic**! This clinic will be available on Wednesdays and Fridays, from 1:00 pm to 3:30 pm (Holidays excluded). If your child already has a future appointment for wart treatment, please call and cancel, so that someone else may use that appointment, and walk-in to the wart clinic.

“Operation Moonlight”

TSgt Brenda Allen, Family Advocacy

Ever heard of “Operation Moonlight”? It’s a term used to describe Scott AFB Weekend Drug Testing Program.

Random weekend urinalysis testing became necessary when active duty military members began using “club drugs” on the weekends. These drugs are usually ingested during a “rave” party or concert. “Ecstasy” (also called MDMA) is the second most abused drug in Missouri and Illinois. One dose gives the average person a “high” for 4-6 hours. AF data indicates 80% of AF offenders are between the ages of 17-25 and 89% of military offenders are in the ranks of E1-E4.



Despite the fact that a person can die of heart failure or extreme heat stroke, young people continue to use this drug at an alarming rate. Scott’s weekend testing program is random and unpredictable. The program’s goal is to increase deterrence of these illegal drugs and to ensure our force is mission ready and capable. Beware! If you are a user and are caught you are subject to discipline under UCMJ.

Get Hip on “HIPAA”

Health Insurance Portability and Accountability Act



The HIPAA Rule was enacted by the Department of Health and Human Services to protect the privacy and confidentiality of patient health information. Although the Rule has been in effect since April 2001, it has gotten harder to protect health information because of the complex information networks we have today. All healthcare organizations are subject to the HIPAA law and strict enforcement begins April 2003. The 375th Medical Group has engaged in a vigorous training schedule to ensure all personnel are aware of the HIPAA standards, as well as, the penalties for non-compliance.

Under the HIPAA rule patients have increased access to their medical records, can request copies, ask for special handling of information, and request confidential communication. They also have the right to an accounting of disclosures of their health information and the right to file a complaint if they feel their confidentiality has been breached.

Over the next several months beneficiaries can anticipate more information regarding the HIPAA Privacy Rule and what it means to you. A Notice of Privacy Practice (NoPP) will soon be mailed to all beneficiaries to spell out what we will and will not do with protected health information under the HIPAA law. At future appointments, patients will be asked to acknowledge receipt of the privacy notice by signing a form that will be posted in the medical record.

HIPAA information can be found on the TRICARE Website: <http://www.tricare.osd.mil/hipaa> or if you would like to speak to someone within the 375th Medical Group, please contact Joyce Simmons 256-7392 or Capt Alberto 256-7553.

Where is my doctor?

Lt Corey C. LaLonde, Surgical Operations Squadron

The whole week has been scheduled around your doctor's appointment on Wednesday afternoon. Two hours before your appointment the phone rings and it's the doctor's office telling you the appointment has been cancelled and will have to be rescheduled at another date and time. The office personnel apologize for the inconvenience but kindly explain that the physician has been called out on an urgent Critical Care Air Transport mission.

What is a Critical Care Air Transport Team (CCATT)? A highly medically trained, highly mobile and deployable, elite three-person team, consisting of a physician, a critical care nurse, and a cardio-pulmonary technician. There are approximately 30 individuals at Scott AFB and 288 individuals total within the Air Force qualified for CCAT.

The physician may specialize in cardiology, emergency services, internal medicine, or family care. When the CCATT isn't performing an urgent aeromedical evacuation, they are working in their specialized hospital setting. Working in the hospital essentially prepares them to care for the critical patients flown during peacetime and wartime. The CCATTs at Scott AFB are proving their medical elitensess both here in the CONUS and in the combat zones of Afghanistan.

In summary, the CCATTs may be called away from the hospital setting at a moment's notice to provide swift critical care to the men and women of our country anywhere in the world. The hospital's personnel quickly accept this challenge and compensate for their temporary losses by making sure all patient appointments are rescheduled in a timely manner and inpatient wards are staffed adequately. Furthermore, CCATTs and the hospital staff are dedicated to providing optimal care to all the men and women of our country.



During Hurricane Lili, October 2002, our CCAT teams provided care and transported 38 patients.

Moving?



If you have, or are about to move, please update your DEERS information. This can be done online at <http://www.tricare.osd.mil/deers>, by calling 1-800-538-9552, or by visiting the Military Personnel Flight (MPF). Failure to update DEERS can result in misdirected communication, delayed enrollment and claims payment, problems with the use of retail pharmacies and the National Mail Order Pharmacy (NMOP), etc.

You will also need to update your TRICARE information by visiting your TRICARE Service Center. If you have questions you can call TRICARE Heartland at 1-800-941-4501.

Remember you will need to update all the different systems that affect your TRICARE coverage, even if your move is within the area served by Humana Military Healthcare Services.



Adverse Drug Reactions also known as an Allergic Reaction to Medication



Symptoms can include - but are not limited to:

- Hives/Rash
- Vomiting
- Diarrhea
- Abdominal Pain
- Swelling of the face, tongue or extremities
- Difficulty Breathing/ Wheezing
- Palpitations/ Chest Discomfort

Please report any reactions immediately to your provider for documentation and to prevent recurrence!

HELP US HELP YOU!

TSgt Leslie Bramlett, Quality Services

At the 375th Medical Group, we strive to provide “Legendary Customer Service” by providing the right treatment and treating patients appropriately. To make certain we have accomplished our goal, it is necessary for our customers to provide feedback. We have two processes in place to ensure your voices are heard, the Patient Advocate program and the WOW form.

Each unit in the hospital has a designated Patient Advocate. They are responsible for fielding, working, and resolving patient concerns. Pictures and contact information for each advocate is posted in their section. A list of all the Patient Advocates is on the hospital's Website <https://hospital.scott.af.mil> under the Patient Services link. If the patient advocate cannot assist you in resolving the issue, your concern will be addressed by the respective section/clinic's NCOIC, Element Chief, or the Flight Commander. Issues that are still unresolved will be elevated to the Squadron Commander. You are also invited to bring your concerns and issues to the attention of the Quality Services office at quality.services@medgrp.scott.af.mil or 256-7369 if you feel they have not been suitably addressed to your satisfaction.



The WOW program may also be used to provide both positive and negative feedback to the Medical Group. Patients are invited to complete the short form and deposit it into the marked lock boxes that are mounted throughout the facility. For your convenience, the WOW form is also available online at the above Web address and link.

The Right Care Right Here

Do you find yourself worrying a lot?

Do you seem emotional?

Could stress be the blame for your health problems?

We are here to help you.

The Life Skills Support Flight now has Behavioral Health Consultants (BHC) available at your assigned clinic to help you get through your tough times. The BHC will be a psychologist or a social worker specially trained to work as a member of your primary care team. They will ask you specific questions about your physical symptoms, emotional concerns and other behaviors you are experiencing to assess how the factors might be related. They will then provide you with solution-focused skills and techniques to help you improve your health and mental well being. The assessment should last no longer than 30 minutes and the recommendations will be documented in your outpatient medical record, not in a mental health record. If you would like to be seen by a BHC, please contact your Primary Care Manager.



Herbal Supplements: Should I worry?

1Lt Julie Nehl, Nutritional Medicine Flight



Why are people taking supplements? Approximately 60% of Americans take some form of dietary supplement, according to the American Pharmacy Association. Some want to improve athletic performance, recover quicker after exercise, improve their endurance, burn fat, or because they do not eat balanced meals. The U.S. Food and Drug Administration (FDA) estimates that more than 29,000 different supplements are on the market, with an average of 1000 new products added yearly.

How do you know what you are taking is safe? Herbal and dietary supplements are not regulated by the FDA. This means there are no quality checks on herbal supplements, and manufacturers can place unsubstantiated claims on the label. There is a 50% chance of receiving a product that is accurately labeled. So, half of the time, what you read on the label may not be what you are getting. This SHOULD worry you. You may see ads that say a supplement is “clinically proven” to do something. Some of the studies done may not be scientifically valid; what appears to work on five rats may not work the same in humans.

What is the Air Force Policy on dietary supplements?

The United States Air Force does not endorse the use of dietary supplements.

Where can you find factual information on herbal supplements? If you are taking any kind of supplement (herbal, dietary or sports/ergogenic aids), let your doctor, pharmacist or dietitian know. Some can be harmful and interfere with medications you are taking, and some can make certain medical conditions worse. Nutritional Medicine can access a reputable database to identify any potential adverse reactions your herbal supplements could cause. In January 03, there will be an herbal class offered through Nutritional Medicine and you will not need a medical referral for the class. Please bring your list/bottles of supplements with you to have them analyzed in the database. Call 256-7672 in January 03 for more information (POC: Lt Nehl).

Helpful Resources Online

Office of Alternative Medicine (NIH): <http://altmed.od.nih.gov>

Quackwatch: www.quackwatch.com

Consumer Labs: www.consumerlab.com

Facts About Dietary Supplements for Aircrew, Special Operational and PRP Personnel:
<http://www.brooks.af.mil/web/af/altmed/HOMEFRAME.htm>

FITNESS/NUTRITION 101

The Health and Wellness Center (HAWC) is on a mission to enhance your quality of life by helping you get fit and trim with our 2-hour lifestyle change class called “**Fitness-Nutrition 101**”. We will teach you how to follow a proper diet, increase exercise, and establish a balanced lifestyle.

Our nutrition experts will teach you how to calculate calorie intake for weight loss/maintenance, how to properly select from the food pyramid, how to avoid saturated fats while increasing fiber and water intake, the importance of eating meals and snacks, and tips on healthy cooking and eating out. During the fitness portion of the class, we will discuss the three major types of exercise (aerobic, flexibility and muscle toning), how to set up a balanced exercise program, and the importance of a routine exercise. Each attendee will receive a great take home package containing tools to help you reach your healthy lifestyle goals.

Poor nutrition and a lack of physical activity are among the most serious risk factors against wellness. Our program strives to maintain the well being of the Air Force warriors, their family members and retirees. For anyone wanting the basics on a healthy way of living, Fitness Nutrition is the class for you! For additional information, call the **HAWC at 256-7139**.