

A PUBLICATION BROUGHT TO YOU BY MEMORIAL HOSPITAL OF UNION COUNTY

# wellaware

SPRING/SUMMER 2012

The Importance  
of Patient/Physician

*Relationships*

How to Get Your  
Recommended  
Daily Allowance

Food and Medicine:  
Some Items  
that Don't Mix

  
MEMORIAL HOSPITAL  
UNION COUNTY

# Affordable Access to **Laboratory Testing**

For many people, especially those who are underinsured or uninsured, laboratory tests can carry a high cost. Direct Access laboratory testing by Memorial Hospital of Union County helps patients monitor their health affordably.

Direct Access offers more than 30 lab tests, without a physician's order, on a walk-in basis. The service is offered at Memorial Hospital's Damascus Lab at 388 Damascus Road, and test prices range from \$4 to \$70.

"The purpose of Direct Access is to offer patients an affordable solution for lab testing," says Eric Keifer, MT(ASCP), Laboratory Director at Memorial Hospital. "For uninsured individuals or people whose insurance carries a high deductible, Direct Access is an inexpensive way to monitor things such as prostate-specific antigen [PSA] and cholesterol levels."

Tests available through Direct Access include:

- cholesterol
- fecal occult blood testing
- glucose
- HDL
- lipid profile
- potassium
- pregnancy test
- PSA
- triglyceride
- venipuncture

A lab technologist processes each person's test results and sends the patient—as well as his or her physician, depending on the patient's request—a report within 24 hours.

"The cost effectiveness of Direct Access allows people to take ownership of their health," Keifer says. "They are empowered to make good decisions based on the knowledge acquired through laboratory tests."

*Visit Direct Access today to manage your health with affordable lab tests. Call (937) 578-4032 for more information.*

## *Easy Ways* to Boost Your RDA

Don't prepare another bland smoothie or bare salad! Incorporating an assortment of fruits and vegetables into your favorite recipes can help you achieve the United States Department of Agriculture's recommended dietary allowance (RDA) and liven up your meals.

"Our bodies obtain essential minerals and vitamins through food," says Glenna Bell, registered dietitian at Memorial Hospital of Union County. "Simple modifications to your daily diet, such as adding strawberries to a salad or granola to your afternoon yogurt snack, can help provide the necessary nourishment your body needs."

Try these variations on popular foods for a nutritional boost:

### SMOOTHIES

These creamy treats made with low-fat dairy products benefit the nervous system and bone health with vitamin D, calcium, and protein.

**TRY THIS:** Add more vitamins and minerals with a handful of spinach, ground flaxseed, and/or carrot juice.



### FRENCH FRIES

This starchy side is beloved, but high fat and calorie content and low nutritional value make it one we should eat in moderation.

**TRY THIS:** Slice sweet potatoes into sticks, drizzle with olive oil, sprinkle with salt and pepper, and roast at about 450 degrees for 25–30 minutes, turning each stick after 15 minutes.



### TUNA SALAD

Tuna, a fish high in heart-healthy omega-3 fatty acids, is often enjoyed blended with mayonnaise on a sandwich, but substituting mayonnaise with a more nutritious condiment can make this lunchtime staple even better.

**TRY THIS:** Mix tuna, chopped carrots, bell peppers, cucumbers, and red onion with olive oil, a bit of mustard, garlic, and lemon juice and serve over a bed of spinach.

*For more easy ideas to boost your fruit and veggie intake, visit [memorialhosp.org/RDA](http://memorialhosp.org/RDA).*



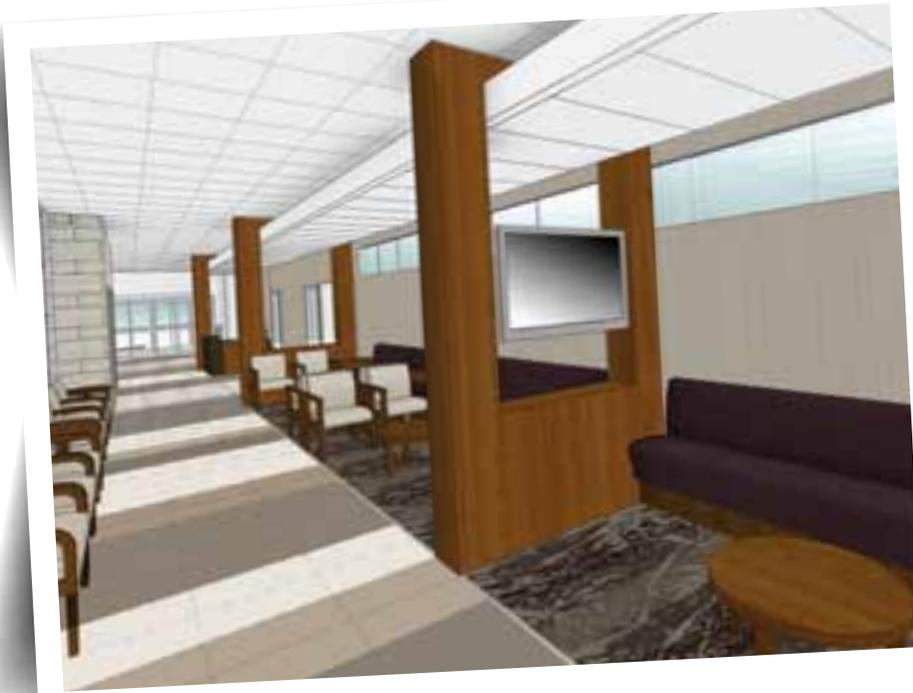
**Our Mission:** To promote wellness and improve the health of people in our community.

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**ON THE COVER:** DAWN GOLLA ENJOYS A FRIENDLY VISIT WITH HER PRIMARY CARE PHYSICIAN, DR. LAURA KILOFLISKI, OF OPTIMAL FAMILY HEALTH.



## Progress Update

Thanks to mild temperatures this winter, progress on the new pavilion has gone even better than expected.

In February, the construction team finished erecting the pavilion's steel infrastructure and marked the installment of the final steel beam with a "topping out" ceremony celebrated by physicians and staff. Later in the month, employees who made donations to the project were able to sign their names on one of the structural beams before it was installed, memorializing our commitment to the health of our community. To date, employees have provided more than \$120,000 for the project.

"Since February, the crew has been installing all underground mechanical, electrical, plumbing, and fire suppression systems," says Corry Mason, Director of Facility Services at Memorial Hospital. "We're excited about the new, modern look the pavilion will give the hospital, allowing the exterior of the building to reflect the state-of-the-art services and technology inside."

The pavilion is slated for completion in late 2012.

*To follow progress on the new pavilion, visit [theheartpartnership.org](http://theheartpartnership.org).*

# Constructing a Home for *Your Heart*

At Memorial Hospital of Union County, our dedication to cardiovascular care runs deep. This year, we're expanding on that commitment with the construction of our new heart and surgical pavilion.

The pavilion will serve as the hub for The Heart Partnership, a relationship between Memorial Hospital's heart care team and the Wexner Medical Center at The Ohio State University. This new space will increase collaboration within the team through proximity, and also boost the efficiency of our diagnostic services, which include a multi-purpose catheterization lab, stress test suites, tilt and echo study suites, and an anticoagulation clinic.

## ROOM TO CARE

Attached to Memorial Hospital's existing facility, the new pavilion will provide a separate entrance for patients undergoing cardiac diagnostic procedures, outpatient surgery, endoscopy, and interventional radiology services. It will also eliminate the need to transport patients down the main corridor from our existing outpatient surgery rooms to the surgery suites.

The pavilion's exterior will feature an attractive, modern façade, while the interior design will include modern décor and plenty of natural light. The size of the pavilion will allow for:

- a multi-use catheterization lab
- renovation of the current operating rooms

- a third, larger operating suite
- two new endoscopy suites
- relocation of our Post-Anesthesia Care Unit with four private areas
- 16 private surgery waiting rooms with their own restrooms
- additional consulting rooms
- a large, comfortable lobby area
- two private registration areas

"The heart and surgery pavilion is designed to streamline patient care," says Olas A. "Chip" Hubbs III, FACHE, President and CEO of Memorial Hospital. "The efficiencies gained with this new space will allow our staff to spend more time on what matters most—providing the best possible care to every patient."





Dr. Susan Delman, of Optimal Family Health, meets with patient Janet Woodworth to maintain health and wellbeing.

# Building a Relationship with Your Physician

You invest time and effort into relationships with family and friends. Don't forget to make a connection with another person who cares—your physician.

A study published in the *Annals of Internal Medicine* examined patient/physician relationships to detect changes in the quality of healthcare. Researchers found that patients who had stronger relationships with their physicians were more actively involved in their healthcare, practiced preventive care—such as receiving regular mammograms and colonoscopies—and more readily followed physician recommendations.



Susan Delman, MD

“Although health benefits for patients increase when a strong connection with physicians exists, some patients still remain distant from healthcare providers,” says Susan Delman, MD, family medicine physician at Optimal Family Health. “This can occur due to patient intimidation, bad experiences with prior physicians, or a lack of discussion time with physicians during appointments.”

## REACHING OUT TO PATIENTS

Physicians at Memorial Hospital of Union County desire to have strong, meaningful relationships with patients and are diligent in ensuring successful connections are made.



Delia Herzog, MD

“To make my patients feel more comfortable, I sit down when I meet with them to remain at eye level, reinforcing the idea that I'm their partner in healthcare and here to help,” says Delia Herzog, MD, family medicine physician at Damascus Family Medicine and chair of Memorial Hospital's Department of Medicine.

To help learn how to relate to patients, physicians are often trained in communication techniques while in medical school. From these classes, they learn how to encourage patients to relax, start meaningful conversations, and build lasting relationships.



Laura Kilofitski, MD

## NOW IT'S YOUR TURN

Relationships depend on continued input from both parties. As physicians practice connecting with patients to provide quality care, certain roles and responsibilities must be accepted by patients for the relationship to work well.

# Top 5 <sup>2</sup> Questions to Ask Your Physician

When visiting your physician for an appointment, consider asking some of the following questions:

1. What preventive measures should I currently be taking to benefit my health?
2. Why did you recommend this medication, and what does the medication do?
3. What side effects might I experience from this medication/procedure/treatment?
4. Why do I need to have this test, and what will it determine?
5. Are there any alternative treatment plans that we could consider to restore my health?

“When a strong relationship exists, it promotes excellent communication, benefiting patients’ health,” says Laura Kilofliski, MD, family medicine physician at Optimal Family Health. “When patients are comfortable with their providers, they grow to trust them. Trust is the foundation from which any strong relationship is built, and that goes for the patient/physician relationship as well.”

## RELATIONSHIP BUILDING 101

If you’ve realized that you need to improve the relationship with your physician, these tips can help you get started:

- Be curious and ask plenty of questions. Physicians are there to help you and provide as much feedback as possible. Your questions can also help them more easily diagnose health problems.
- Bring all current medications to your appointment.
- Don’t depend on communicating all of your health concerns through phone calls. Schedule an appointment to allow the physician to properly examine you to give more accurate diagnoses.
- During your appointment, write down any recommendations, medications, or treatment plans from your physician.
- If you are a parent of a teenager, offer space and privacy when he or she is speaking with a physician. Sometimes teenagers are more willing to discuss health concerns away from their parents.
- Inform your physician about any pertinent health information that has occurred since your last visit, including visiting a specialist, following a new treatment plan, or taking different medications.
- Make certain that you thoroughly understand treatment plans. If the plan is unclear, explain your confusion to the physician and continue to ask questions until you feel confident.
- Prepare written questions before a visit with your physician. Share your most important concerns first.
- Record your family health history and bring this document to your appointment.
- If you need help with these habits, take someone with you to help remember the details of your visit.

*Start building a relationship with your physician by scheduling an appointment today. To find a local physician who can provide trusted, quality patient care, call the Physician Referral Line at (937) 578-2320 or visit [memorialhosp.org/physician-finder](http://memorialhosp.org/physician-finder).*

## Physicians You Can Trust

Take the first step toward becoming a partner in your healthcare management today by scheduling a yearly physical with one of the following healthcare providers:

### FAMILY MEDICINE

**Damascus Family Medicine**  
388 Damascus Road  
(937) 578-4040

- Daniel Badenhop, MD
- Delia Herzog, MD
- Jeffrey Moore, MD

**Family First Medicine**  
1140 Charles Lane  
(937) 578-4291

- Anna Clem-Badhwar, DO

**Linscott Family Medicine**  
225 Stocksdale Drive  
(937) 644-2070

- Joseph Linscott, DO

**Marysville Primary Care**  
1044 Columbus Avenue  
(937) 644-1441

- David Applegate II, MD
- Laura Sorg, MD

**McConnell Family Medicine**  
118 Morey Drive  
(937) 578-2796

- Susanna Johnson, MD
- Thomas McConnell, DO

**Optimal Family Health**  
WARTHOG OFFICE

498 London Avenue,  
Ste. B (937) 578-4004

- Susan Delman, MD

### MILL VALLEY OFFICE

17853 State Route 31  
(937) 578-4004

- Laura Kilofliski, MD

**Richwood Family Practice**  
19 W. Ottawa Street  
(740) 943-2302

- Holly Recob, DO

**Tornik Family Medicine**  
209 N. Chillicothe Street  
(614) 873-6700

- Steven Tornik, DO

### INTERNAL MEDICINE

**Internal Medicine Physicians  
of Central Ohio, LLC**  
660 London Avenue  
(937) 642-1550

- Timothy Coss, DO
- Kevin Henzel, MD
- Prasanna Muniyappa, MD

**Marysville Primary Care**  
1044 Columbus Avenue  
(937) 644-1441

- Mary Applegate, MD
- Justin Krueger, MD

# When Food and Medication Don't Mix

Chocolate is great paired with strawberries or blended into a shake, but did you know that eating it while you are on certain medications could be unsafe? Being well informed about diet and drug interactions can help keep you feeling good and allow your medications to work as they should.

Specific compounds in the food we eat can alter the effectiveness of prescription medications. While some changes are hardly noticeable, others can be dangerous or fatal.

**Chocolate** can cause high blood pressure in patients taking a monoamine inhibitor (MAOI) for depression, increase the effect of Ritalin® (taken for attention deficit hyperactivity disorder and narcolepsy), or decrease the effectiveness of Ambien® (insomnia).

**Grapefruit juice** can alter the way your body breaks down medications, which could result in a higher amount of the medicine in your bloodstream. For some organ rejection and blood pressure lowering medications, consuming grapefruit could raise the incidence of side effects. It has a similar effect on anti-depressants such as Zoloft®, as well as Buspar (anti-anxiety), Halcion (insomnia), and Quinite (anti-malaria).

**Licorice**, a flavorful plant, can increase the risk of toxicity for patients taking congestive heart failure medication such as



Clinical pharmacist Craig Baker, PharmD, is one of three pharmacists to offer consultation and counseling through the Anticoagulation Clinic at Memorial Hospital.

Lanoxin (arrhythmia and heart failure). Candy made with licorice can also limit the effectiveness of diuretic and blood pressure medications.

**“Vitamin K**—found in leafy green vegetables and supplements such as Boost®, Carnation® Breakfast Essentials®, and Ensure®—can cause fluctuations in the effectiveness of anticoagulants such as warfarin,” says Craig Baker, PharmD, clinical pharmacist at Memorial Hospital of Union County.

Baker notes that these warnings do not mean you should feel as though you can't eat foods you enjoy. The key, he emphasizes, is to discuss interactions with your physician and maintain consistent levels of problematic foods, such as drinking no more than six ounces of cranberry juice or two alcoholic beverages daily, so dosage can be properly maintained through monitoring.

## Your Health Prescription

The dedicated providers at the Pharmacy and Anticoagulation Clinic at Memorial Hospital are here to help patients with short- or long-term medication management. Patients who require lifelong management, such as those with atrial fibrillation, and those who need short-term management, such as patients with blood clots due to peripheral vascular disease or those recovering from a heart attack or stroke, will find the care they need here.

“We are a pharmacist-run clinic and can answer questions about any medication the patient is taking,” says Craig Baker, PharmD, clinical pharmacist at Memorial Hospital of Union County. “We do a simple finger stick instead of a venous blood draw for testing and provide immediate results. Our focus is on each patient's wellbeing, and we individualize treatment to provide optimal health outcomes.”

*Talk with your primary care physician about scheduling an appointment at the Anticoagulation Clinic, open Monday through Friday, 7:30 a.m. to 4 p.m. With your referral, call (937) 578-4281.*

### Take Medication Safely

Whenever you are prescribed medication, it is important to follow instructions from your physician and the pharmacist. Here are tips from the U.S. Food and Drug Administration to help take over-the-counter and prescription medications safely:

- Ask your physician questions about possible interactions with each new drug prescribed.
- Carry an up-to-date list of medications and supplements for visits to healthcare providers and to have on hand in case of an emergency.
- Consult your pharmacist or physician before trying an over-the-counter medication.
- Dispose of old, unused medications properly.
- Inform healthcare providers of every prescribed or over-the-counter medication you take.
- Keep medicine and supplements in their original packaging.
- Read labels carefully.
- Understand the warnings associated with each medication.
- Get all your prescriptions from a single source, so they can watch for drug interactions, too.



Suzanne Selvaggio, Komen Columbus Project Director at Memorial Hospital received a check for \$50,747. The funds will help Memorial Hospital offer support services to breast cancer patients and preventive services for un- and under-insured women in the community. Presenting the check are Katie Carter and Megan Savage from Komen Columbus.

# Caring for *Women*

Memorial Hospital of Union County was recently awarded \$50,747 from the Columbus Affiliate of Susan G. Komen for the Cure. The Komen funds will be used for mammograms and breast ultrasounds and help breast cancer patients who need assistance with transportation and financial aid. The program also provides educational information about breast cancer for the newly diagnosed breast cancer patient.

“Receiving funding from Komen Columbus allows us to continue offering important preventive services, like screening mammograms, to women in our community who would otherwise not be checked due to lack of insurance. We are proud to receive funding for another year,” states Suzanne Selvaggio, Project Director for Memorial Hospital.

**To learn more about the program for those who are uninsured or underinsured, please call (937) 578-2488.**

# Pain Relief on the Horizon

Every day, more than 100 million Americans face the burden of chronic pain—pain that lasts longer than six weeks—which is more than the total affected by diabetes, cancer, and heart disease combined. The Pain Management Center at Memorial Hospital of Union County will bring relief to those who suffer from pain later this summer.

The center will feature a specially trained staff to help you control pain by using less-invasive measures, allowing you to live your life more normally and with less pain. Constantly looking for the latest advancements in pain management, the team will work to utilize a variety of treatment options for pain from arthritis, headaches, work-related injuries, and other causes. The center will provide a comprehensive program that addresses chronic pain with treatments such as:

- Medication management
- Physical therapy
- Psychiatry
- Steroid injections

Patients seeking treatment will need a primary care physician to refer them to the center and coordinate with the center physicians.

***The Pain Management Center will start this summer.***

## Neurology Services to Expand This Spring

Memorial Hospital of Union County welcomes neurologist Gloria Galloway, MD, to its team.

Dr. Galloway is excited about the opportunity to provide her services to the community, and she looks forward to serving patients in both inpatient and outpatient settings. Her specialties include nerve conductions and electromyography.

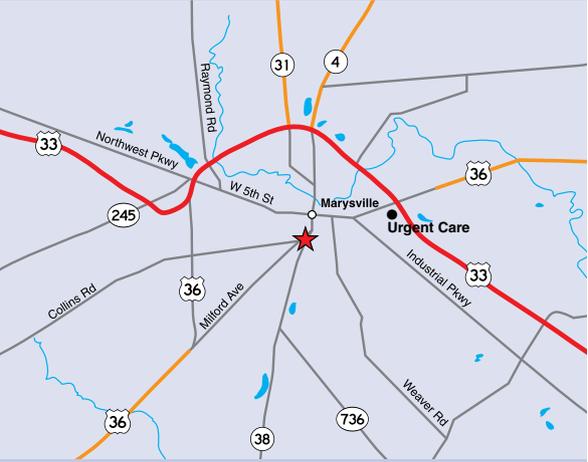
Dr. Galloway completed medical school at St. George's University School of Medicine along with an internship at Jersey Shore Medical Center. She completed her neurology residency at Penn State Milton S. Hershey Medical Center.

After her residency, Dr. Galloway refined her expertise through two fellowships, one in clinical neurophysiology at the University of Iowa, and another in clinical neuromuscular disorders at the University of Pittsburgh.

**Call (937) 578-2020 to schedule your appointment.**



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*Conveniently located, with minimal disruption to your everyday life, outpatient surgery allows you to return home the same day as your procedure. Our advanced equipment and quality care offer minimally invasive procedures, to diminish discomfort and speed your recovery. No matter your age or condition, Memorial Hospital helps keep you close to home and those you love.*

## OUTPATIENT SURGERY – BLENDING QUALITY CARE WITH CONVENIENCE

*Hannah Edwards, age three, doesn't let things slow her down. After having tubes placed in her ears at Memorial Hospital, she's back up to speed chasing after her older brothers.*

Offering state-of-the-art technology and personalized care, a variety of outpatient surgery services are available for pediatric and adult patients, including:

- ACL repairs
- Carpal tunnel release
- Cataract surgery
- Ear tube placements
- Foot and ankle surgeries
- Gallbladder removals
- Gynecology surgeries
- Hernia repairs
- Rotator cuff repairs
- Sinus procedures
- Tonsil removals
- Urology procedures

To determine if you are a candidate for outpatient surgery, consult your primary care physician. Additional information about Memorial Hospital's outpatient surgery and surgical specialists can be found at [www.memorialhosp.org](http://www.memorialhosp.org).

