



March 2017

MONTHLY NEWSLETTER

## FITNESS FOCUS

### Sit or Stand?

#### A Case for Movement

Do you sit at a desk at work? Or maybe at home when “working” on household details, watching tv, or doing your favorite hobby? If so, here is some surprising news that will motivate you to stand more – studies over the past five years have confirmed that sitting is one of the leading contributors to fatal illness - including heart disease, obesity, diabetes, dementia, and some cancers.

Surprisingly, sitting is even so detrimental to a person's health that the effects are almost impossible to exercise away. In other words, regular exercise does not counteract the negative health effects of extended sitting.

So, what can you do? Try these practical tips....

- Install a standing desk in your work space.
- Alternate standing and sitting, working up to longer standing than sitting periods.
- Take walk breaks around your office – inside or out – during the day.
- Make screen time & television time active – move or exercise during commercials or intentional breaks.
- Walk to work and use stairs.

For more information and ideas, visit this WebMD article - <http://www.webmd.com/fitness-exercise/news/20140407/sitting-disease-faq#3>

## HEALTH TIP

### WINTER FALL & INJURY PREVENTION – SERIOUS BUSINESS

A recently circulating video on YouTube shows a “humorous” situation where a man and woman are attempting to enter a vehicle parked on an icy driveway. The woman is struggling to keep her feet under her while sliding down the driveway grasping at the car door handle and the man is trying to help her while himself struggling to keep his footing. The apparent problem – extremely icy conditions in which neither person has appropriately prepared for the surface conditions. The concern – each person has significantly increased their risk of fall and injury.

While most of us can relate to this struggle at one time or another, here are a few ideas to reduce fall risk in winter weather conditions ...

- Wear footwear appropriate for the surface conditions – traction and safety should take priority over style or comfort in winter.
- Keep hands out of pockets when walking on icy or uneven surfaces to help keep your balance and break a possible fall.
- Stay on cleared and de-iced paths when possible.
- Check for black ice with a test step before walking onto possibly icy surfaces.
- Take small steps – not large ones – and use handrails as available.
- Ask for help and have a buddy.
- Let someone know where you are going whenever stepping out alone.

## DOCTOR'S NOTE

### EMAILING YOUR DOCTOR

#### *Leveraging Technology and Service*

Last month this column focused on the why's and how's of your 271-xxxx Physician Access phone number. Like the phone number, a doctor-specific email is provided to our members to help facilitate direct communication with us. Like texts, all member emails become part of the patient record. In this way, you are partnering with us in keeping your health record up-to-date in your words.

However, unlike phone calls and texts which are checked and returned every hour by your doctor, emails are checked only once a day. **When requested, a response to your email can be expected within 24 hours.** If you do not receive a response within that time frame, please check your email to be sure the message was sent, then – if so – please call or text your doctor to be sure he received your emailed message. Technology glitches have been known to happen.

Email communication is best used for non-urgent communications such as ....

- follow-up information or questions following a recent physician visit,
- medication refill requests,
- general medical questions, and
- updates to your medical history.

For more information about email and text services for 307Health members, please see Appendix 1, Section B of your Patient Member Agreement.

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**BETTER ACCESS = BETTER CARE.**

**PRACTICE NEWS**

**STANDING COMPUTER DESKS HELP US HELP YOU**

*Leveraging Technology and Service*

New standing desks have been installed at the front reception counter for Karrie and Cassie in an effort to counter the hazards of prolonged desk sitting. This work space enhancement is consistent with our intention to leverage technology and service in health care delivery.

Today's computer-based technology solutions are wonderful tools, but they can lead to an unintended increase in this harmful activity - sitting for long periods of time. If this hazard is something you must deal with, visit this article for a few ideas beyond the standing desk - <http://www.livescience.com/36200-tips-sitting-work-day.html> .

**CLOUD-BASED EMR PLATFORM POWERS 307HEALTH**

*Optimizing the patient and provider experience*

When we were growing up, a visit to the doctor involved a paper "chart" for each patient that held patient records. These documents were hopefully filed in a consistent method that was easily accessible to the patient care team. Often, the patient could look over a receptionist's head to shelves of neatly organized patient files. Privacy regulations ensured secure on-site document storage at all times.

The times have changed. Today, patient health records are commonly stored digitally in secure cloud-based servers through contracted EMR providers. 307Health has partnered with industry-leader Atlas.MD for its EMR, patient communication, and billing services which allows 307Health doctors secure and mobile access to patient care details.



**MEMBER SERVICES FOCUS**

**APPOINTMENT OR PHONE CALL – HOW TO DECIDE**

*Optimizing the Patient and Provider Experience*

A 307Health hallmark is convenient access to your doctor when a health care need or question arises. Access in the Direct Primary Care practice model means members can contact their doctor via text, email, or phone anytime. When you reach out to your doctor in these ways, he will help you decide if your situation can be handled over the phone or if an office visit is needed. Many care situations or questions are easily and appropriately handled over the phone, so please use your Physician Access number the next time you would like to consult with your doctor. If you do not have this phone number, or wish to confirm you have the right number, please contact our main office number 307-764-3721.

**“IS THE DOCTOR BUSY?” - THE DROP-IN VISIT**

*Leveraging Technology and Service*

We are always glad to see our members in person and we appreciate your help in meeting your care and service expectations. In this season of colds and flu, we are seeing an increase in members stopping by the office to request a drop-in consult if the doctor is not already seeing a patient.

If you find yourself in this situation, please help our receptionists meet your need by allowing us the flexibility to schedule a visit or phone call with your doctor to discuss your concerns. Consult requests can usually be accommodated within a 24-hour period if an appointment is necessary, though many urgent care concerns can be efficiently met with a same day phone call from your doctor.

**DPC Consumer Quotes**

**Optimizing the Patient and Provider Experience**

From the *Direct Primary Care Consumer Guide, Third Edition*, here are real consumers' quotes about why they chose a direct primary care subscription practice over the traditional fee-for-service medical practice ....

*Not often does anyone have the opportunity to have this kind of doctor that you feel is part of your life.*  
- Priscilla D. / Ohio

*I'm looking for a doctor that is old fashioned.*  
- W.Y. / Tennessee

*I'm looking for personalized care as I am getting a bit older.*  
- Brien / California

*I prefer a personal relationship with a doctor that knows everything about me.*  
- E.N. / Ohio

*It provides better care for my chronic illnesses.*  
- Greg / Indiana

*Provides better service and no waiting for an appointment.*  
-Harper / Ohio

*Disgusted with 5-minute medicine.*  
- V.R. / California

*I can not get the attention of my various physicians.*  
- W.G. / Florida

*I need a higher level of service and faster response times.*  
-Richard / Florida

*I need a doctor that actually reads my chart.*  
- South Carolina