



MONTHLY NEWSLETTER

April 2020

FITNESS FOCUS

“MAKE YOUR BED”

THE VALUE OF ROUTINE

“If you want to change the world, start off making your bed.”

This line comes from a commencement speech at the University of Texas in May 2014 given by Admiral William H. McRaven. He went on to say, “If you make your bed every morning you will have accomplished the first task of the day. It will give you a small sense of pride, and it will encourage you to do another task and another and another. By the end of the day, that one task completed will have turned into many tasks completed. Making your bed will also reinforce the fact that little things in life matter. If you can't do the little things right, you will never do the big things right.”

Our daily routines usually center around these things – eating, working, exercising and personal care, playing, and meeting together. Many of these routines have experienced significant changes because of social distancing measures. Finding ways to establish new routines, through the adaptation of former routines or replacing old with new routines, will go a long way in helping individuals and families continue to thrive and enjoy life in the new normal of the next few weeks.

That said, sometimes we need extra help to successfully adapt individually or as a family.

If you need more ideas on how to stay mentally healthy at this time, please visit [HERE](#) or call your 307Health doctor.

HEALTH TIP



WATCH OUT FOR 'CABIN FEVER'

Isolation occurring from the pandemic-control measure of community social distancing is having similar effects to “cabin fever”. One site defines cabin fever as ... “the phenomenon that occurs when someone is stuck inside for a protracted period of time, unable to get outside into fresh air or to interact with other human beings. The oldest known use of the term *cabin fever* to mean a type of claustrophobia caused by being forced into a period of isolation occurred in the early 1900s... The image is one of a pioneer spending long winters by himself on the Great Plains, where severe weather and distances from neighbors were truly isolating. The term *cabin fever* was coined in the early 1800s and originally referred to the disease of typhus.”

Humans are designed for relationships. Even those of us who are introverts are likely to have a few people that we enjoy visiting in person. But when we engage in social distancing, we miss out on the interactions of seeing others in face-to-face encounters. Pioneers experiencing cabin fever to avoid typhus felt many of the same feelings we are noticing today. Here are a few tips to help you stay connected.

- Pro-actively schedule regular calls or video-chat visits with family and friends.
- Find ways to appropriately help others and limit your “news” intake. Consider self-limiting check-ins on your favorite news outlets to only once or twice a day.
- Find creative outlets and limit social media consumption. Social media is filled with good information, but it can also be a source of negativity and anxiety.



DOCTOR'S NOTE

SERIOUS TIMES, DISEASE, AND DISCUSSIONS

By Dr. Bartholomew

As the pandemic spreads across our country we cannot avoid thoughts and discussions about illness and even death. Daily our social media feeds now feature entertainers, sports stars, politicians, and even healthcare workers who have died from COVID-19. Some hospitals are now asking all patients to complete end-of-life planning documents upon admission so that doctors are not left guessing who may or may not want CPR if they become critically ill.

Serious times with serious disease demand serious discussions. As your physicians, we encourage our middle-aged and older-aged adults to perform end-of-life planning. If we think of a pyramid, the base of planning would be a legal document such as a living will and medical power-of-attorney. The next layer is a generalized end-of-life treatment plan like the “5 Wishes” program ([MORE HERE](#)). Lastly, those who may be in the last years of their lives can complete a WyoPOLST form - this is a physician-completed order form that very succinctly spells out a person's wishes for their medical care at the end-of-life to include CPR, intubation and ventilator use, and comfort care procedures ([MORE HERE](#) and [HERE](#)).

Knowing your wishes in advance will be very beneficial for you, your family and your healthcare community. If we enter troubled waters with COVID-19 in the Bighorn Basin and you become seriously ill with the disease. If you have not completed these steps, please reach out to your physician for guidance.

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BETTER ACCESS = BETTER CARE.

PRACTICE NEWS



MODIFIED DELIVERY PATTERNS BUT SAME GREAT SERVICE

We hope this newsletter finds you adjusting to the collective and unexpected “new normal” we are all learning to navigate. As part of our adjustments, we have taken the following steps:

- **Physician Access** – Primarily offered through our existing telehealth features of phone, text or email. Virtual video visits and physical office visits are also available when needed.
- **Building Access** – Visitors from the public are commonplace during regular business hours. To better screen walk-in visitors, our inner door is now locked with a two-way voice monitor in our foyer. Please call ahead when coming to the office so we can watch for you.
- **Drop Box** – Payments, reports, forms, and labs can be left in the foyer drop box when delivering these in-person. Complimentary envelopes are provided for security purposes. The box is usually emptied after each visitor.

We miss our friendly front-desk interactions with our members and look forward to the day we can return to a more welcoming open-door environment.

MODIFIED STAFFING PATTERNS

Our seven-person staff has been divided into a team rotation that will switch weekly between working from home and working in the office. The purpose of staff rotation is to follow the social-distancing guidelines recommended by the Centers for Disease Control and Prevention.

HOLIDAY HOURS NOTICE

The 307Health clinic building will be closed in observance of Good Friday on April 10. Members may still reach their doctor via their physician access email or phone number should an urgent medical concern arise over the holiday weekend.



MEMBER SERVICES FOCUS

MEDICATION FILL SERVICE

Medication fills continue as usual. Supply delays are resolving fairly quickly as they arise. Medication orders can be mailed out for home delivery for an additional \$3--\$4 to cover postage, or they can still be picked-up in person. When picking up medication orders, members are asked to call from their vehicle when they arrive so the order can be brought out to their vehicle.

DOT PHYSICALS

The Wyoming Department of Transportation has officially granted a 90-day extension of all driver licenses that expire between March 15th and June 1st 2020. More information about this extension can be found [HERE](#). Drivers who fall in this group are advised to carry the official extension letter available on the WYDOT website [HERE](#).

ROUTINE VACCINATIONS

Public Health offices have suspended routine vaccinations, including scheduled well-child vaccinations. We are tracking well-child exams that come due during this time and will alert affected members when these are again available.

COVID-19 BUDGET WOES? GIVE US A CALL

Our doctors invest significant time to establish a working relationship with each of their members and family cohorts. The relationships that develop through this investment are highly valued by 307Health. We recognize that the unexpected and extended pandemic control measures may have an impact on the usual household budgets of our membership. If your ability to pay your monthly membership fee has come into question because of this situation, please contact Karrie to discuss your specific needs and tailor a plan that works for your household.

LESSONS OF A PANDEMIC

TWO COVID-19 LESSONS

The value of the telephone acknowledged.

It took a highly contagious new virus to make the government, and the insurance companies that follow their lead, admit there is value to a telephone conversation between a doctor and a patient. The term “telehealth” includes the ability to use video conferencing, but often a telephone call between two people who have a relationship may be used to address a medical need. It took this pandemic to get Medicare and others to say that a telephone call between a patient and a physician is a worthwhile and billable exchange.

This is important. Many patients have had to drive to Billings, Denver, and beyond for a follow-up doctor visit that could have been achieved with a simple phone call. Many reasons have been given to explain the need for such a long drive (or plane flight), but the unspoken answer always includes the fact that insurance companies do not allow money to change hands without a face-to-face visit. This requirement has temporarily been waived and we can only hope it is a lasting change.

The value of pandemic planning

Planning for a pandemic is truly a community effort. The medical community, public health agencies, and hospitals all must come together. Future funds earmarked for pandemic planning need to be thoughtfully considered to include changes in the medical community that allow a focus on how to mobilize and respond to people in their home environment rather than building more immobile structures with administrative overhead. What will be needed in the future is a healthcare system that focuses on rapid reaction, mobile response, and centralized communications. We hope these lessons will be used wisely to benefit future generations.