



MONTHLY NEWSLETTER

April 2023

FITNESS FOCUS

REDUCE FAINTING RISKS

When Exercising

Many factors can increase your risk of fainting. Fainting is caused by not getting enough blood flow and oxygen to your brain. This may be caused by low blood pressure, a rapid pulse, dehydration, or any combination of these factors.

Here are a few suggestions to minimize your risk of fainting while exercising:

- Drink enough water. The appearance of your urine provides a simple way to gauge if you are adequately hydrated. If your urine is yellow, your body is hanging on to water and you need to increase your intake. However, if your doctor has you on medications to remove fluid (called “diuretics”), you should have a conversation with your doctor about the right amount of fluid intake for you.
- Eat regular meals without skipping meals. Exerting yourself with an empty fuel tank increases your risk of fainting. This is especially true if you have diabetes and are on medication to lower blood sugar.
- If you have to stand still in one place without moving, try to pace or shake your legs every once in a while to encourage blood flow.
- If you have a history of fainting, know your triggers and modify your activity accordingly. Some medications, overheating, and sudden pain are a few of the variable triggers of fainting. (mt)



HEALTH TIP

WHAT TO DO WHEN FEELING FAINT

Fainting (also called “syncope”) is most often caused by a sudden drop in blood pressure. Causes of fainting can include excessive heat, pain, and the sight of blood. Signs that fainting is about to happen include feeling light-headed, vision changes, feeling clammy, and feeling dizzy. What is happening to your body when you feel faint and what should you do?

Feeling faint is the body's way of telling you that your brain is not getting enough blood and oxygen. Your brain needs blood and oxygen. If you do not lay down when feeling faint, your body will make you lay down or “faint”. Unless there are complications such as a head injury from falling, the loss of consciousness is usually brief after fainting. It can be scary to watch a person faint because they may be confused and may have brief seizure-like movements.

So what can you do if you feel faint? The best thing to do is lie down flat on your back. This will quickly solve the problem of your brain not getting enough blood and oxygen. While this may be embarrassing to do in public, it is much more embarrassing and problematic to have a full blown episode of fainting and an uncontrolled fall. When a person faints, they lose the ability to protect their body from injury on the way down which can lead to concussions and broken bones. If you are in a position where it is nearly impossible to lay down (such as on an airplane), then try leaning forward with your head lower than your knees if you can. More on “First Aid for Fainting” [HERE](#). (mt)



DOCTOR'S NOTE

YOUR HELP IS NEEDED IN CARE COORDINATION

By Dr. Bartholomew

As Dr. Tracy has correctly said, “No news in healthcare is ... just no news!” Meaning, you should **never** tell yourself that “no news is good news” when awaiting a healthcare-related follow-up call. This is true now more than ever. Why? Because the healthcare industry is in a strange and concerning post-Covid space in which healthcare worker shortages, specialty physician shortages, hospital bed shortages, and even nursing home closures are being experienced throughout the system.

“Care Coordination” is an area that is highly impacted. The U.S. healthcare system is built in silos which do not readily or efficiently share patient information. At best, the ability to quickly share findings and act upon those findings is lacking. At worst, assumptions are made that findings have been shared from one doctor to another.

Being a hyper-vigilant patient about care coordination is more important now than ever whether you are the patient or a caregiver for another person. Know what treatments and medications have changed or been ordered. Ask questions like - “Where were those orders sent? Am I supposed to call to get a procedure scheduled or will the hospital call me? When should I hear back on my question or test?”

The current trajectory of the healthcare system makes our patient-centered work at 307Health all that much more important. We want to be the hub of your care and connect all of the spokes. This goal is taking an immense amount of care coordination by our team. We can use your help. Please let us know if you have not received an expected test result, a phone call, etc., from within 307Health or elsewhere.

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BETTER ACCESS = BETTER CARE.

PRACTICE NEWS

ANNUAL UPDATE 2023 – 307HEALTH BY THE MEMBER NUMBERS

Just like asking our members to “know their numbers” by completing an annual wellness lab profile, the management team at 307Health looks to know our business health by digging into our numbers once a year. We find these numbers to be interesting as we plan for the future. Maybe you will find them interesting, as well.

307Health Direct Primary Care opened its service doors on July 1, 2015. In nearly eight years of operations, 2,890 members have joined the practice. Of those, 1,820 are currently active members while 1,070 are now inactive members. The most common reason people inactivate their membership is relocation. Other reasons include change in family, employment, and/or insurance coverage circumstances.

Learning how-to “right-size” each doctor’s patient panel size has been a learning curve for 307Health in this initial start-up phase. In the past two years, physician panel-sizes have been fine-tuned as is apparent from the active member number trends reflected on December 31 for the past seven years:

2015 = 778 2016 = 1,107 2017 = 1,309 2018 = 1,499
2019 = 1,863 2020 = 1,873 2021 = 1,850 2022 = 1,820

New members are brought into the practice through three channels – family members of active 307Health members, sponsored members from our 15 corporate accounts, and the general public from an established wait list. Next-month access is given to new members entering through an immediate-family connection with an active member or within 30-days of employer-benefit eligibility.

New-patient inquiries from individuals are added to the new-member wait list. This list currently contains approximately 175 names that date back to 2021. The list moves about 10 names a month with a 50% positive response rate. There is no cost to join the wait list and can be done by simply calling the 307Health office number or sending an email to CARE@307HEALTH.ORG with your name and contact info. (kt)



MEMBER SERVICES FOCUS

YOUR PROFILE IMAGE HELPS SECURE YOUR RECORD

Every 307Health member has a place in their record for a photograph of their image that appears with their name and medical record number. Client photographs are only visible internally to authorized 307Health staff members when they are working within the patient record. Client photographs are never shared outside our facility and only one image is kept at any given time. Replaced images are not saved.

The patient’s image is cognitively and psychologically helpful to the doctors and staff members when working with patient information as it helps us tie the data and words to a known person. Because we are a small clinic and know many of our clients personally, your photo also helps us verify we have the right person when we are making entries to the record. If the image on our screen does not match the image in our memory of the client whose record we are interacting, the mismatch prompts us to clarify the disconnect.

The patient profile image is only one of the safeguards we have in place to ensure a correct match between patient and record. Other safeguards include a unique medical record number (MRN), the patient date of birth (DOB), and an automatic system-alert when names are a close or a duplicate match. (kt)

ADD OR UPDATE YOUR PROFILE IMAGE

Human facial features and image change over time as we age or change styles. You can help us keep your or your family member’s profile image up-to-date – and therefore your record more accurate – by submitting updated images via email to CARE@307HEALTH.ORG. We will crop images as needed to fit the record once the new image is received. Alternatively, we can take your photograph anytime when you come in-person to an appointment or to pick-up a medication purchase at the clinic.

Just give us a little reminder and a smile ... Cheese! (kt)

**HEALTHCARE NEWS
And RESOURCES**

**WYOMING MEDICAID
OFFERS SCAM ALERT**

By Wyoming Department of Health
March 23, 2023

Following reports of fake texts and bogus calls seeking money, Wyoming Medicaid is alerting residents about current Medicaid renewal scams that are targeting program clients. Wyoming Medicaid is part of the Wyoming Department of Health (WDH),

“Some of our clients are receiving text messages claiming their Medicaid coverage was at risk for cancellation or they have actually already lost benefits. When clients call the listed number, they are threatened and asked for \$500 to continue their benefits,” said Lee Grossman, state Medicaid agent and Division of Healthcare Financing senior administrator with WDH.

Wyoming Medicaid and the related Kid Care CHIP program never charge or ask for money from individuals to enroll or re-enroll. No one should share banking or credit card information with anyone that calls claiming to be from Wyoming Medicaid or the Wyoming Department of Health.

While WDH does send legitimate text messages to clients with important information regarding updating contact information, completing renewals and taking surveys, these do not discuss a specific person’s potential loss of coverage and do not seek money.

“If someone pushes for money so you can continue to be covered by Wyoming Medicaid, they are not a real representative of our program,” Grossman said. “Rather, they are likely to be a criminal.”

Medicaid is a joint federal-state insurance program that pays for the medical and long-term care of low-income and medically needy individuals and families. Learn more about Medicaid online [\[HERE\]](#).