



May

Volume 8—Spring Edition

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Be Safe and Have Fun During the Summer

Dehydration

Warm weather means fun under the sun! While having fun outdoors, be careful not to let a heat related illness spoil the day. If the body does not cool right or enough, that means that your body is losing more fluids than it is taking in. Our bodies lose water when we sweat, use the restroom, and even when we breathe. The main cause is being out in the sun for too long. It can be unsafe for people of all ages.

Look out for these signs:

- Dry, sticky mouth
- Urine is dark yellow instead of clear
- Sunken eyes
- Wrinkly skin that does not snap back when pinched
- Weakness
- Faintness or confused
- Thirst

If you feel any of these signs, you should start drinking fluids to avoid worse problems.

Remember:

- Drink water, juice, or sports drinks often when you're out in the sun
- Drink water before you go out to play or work out.
- Stay away from tea and soft drinks. These drinks can in fact make you lose more fluids because they make you use the restroom more often.

Source: American Red Cross
<http://www2.redcross.org/services/hss/tips/heat.html>



What are Eating Disorders?

There are different levels and types of eating disorders. A bad case of eating disorder is over eating or feeling bad about themselves. Eating disorders start by eating smaller or larger amounts of food that would cause the body to get out of control. It is mostly seen in teens or young adults while it can grow during childhood or later in adulthood. Women and girls are much more prone than males to build up an eating disorder.

Eating disorders are real and treatable medical illnesses. They are often seen with depression, drug abuse, or worry. Other concerns are heart problems or kidney failure, which can lead to death.

Treatable Diseases

Treatments for eating disorders may include mental and medical treatments. There are no exact cures for chronic cases. Treatment plans often are made to order for patients with a chronic case. Some patients may also need to be put in the hospital to treat malnutrition, to gain weight, or for other reasons.

For the most up-to-date information on this topic, please check the NIMH website at:

<http://www.nimh.nih.gov>

SOURCE:
 U.S. DEPARTMENT OF HEALTH AND HUMAN SERVICES
 National Institutes of Health
 NIH Publication No. 07-4901
 Revised 2007

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IMPORTANT NUMBERS

MIAMI-DADE NUMBER:
 305-447-8373
 AFTER HOURS SERVICES:
 305-648-4003
 MEDICAID MEMBER SERVICES:
 305-648-4012
 FRAUD AND ABUSE HOTLINE:
 305-648-4026
 COMMUNITY OUTREACH DEPT.:
 305-648-4009

FORM: PMPNWSPPR(05/09)

Your Safety is Our Main Concern Prevent Medical Errors: Get Involved

In response to public concern about medical errors, the U.S. Department of Health and Human Services joined with the American Hospital Association and the American Medical Association and designed a patient fact sheet called the "Five Steps to Safer Health Care". This fact sheet tells what you can do to get safer health care.



It is your duty as a patient to ensure that the care you receive is as safe as possible.

The steps are:

Talk up if you have questions or concerns.

Ask questions and make sure you know the answers.

Keep a list of all the pills you take.

Give your doctor and pharmacist a list of all the pills that you take, including over the counter pills.

Make sure you get the results of any test or procedure. Don't assume the results are fine if you do not get them when expected, be it in person, by phone, or by mail.

Talk with your doctor and health care team about your options if you need hospital care. Be sure you know the orders you get about continued care when you leave the hospital.

Make sure you know what will happen if you need surgery. Ask your surgeon:

What will you be doing?

About how long will it take?

What will happen after the surgery?

How can I expect to feel during recovery?

Tell the doctors who are treating you if you have any bad reactions to anesthesia, and the pills you are taking.

Another helpful Web site on preventing medical errors is:

www.ahrq.gov/qual/errorsix.html

SOURCE: www.quic.gov.

Be Involved in Your healthcare

Your doctors and other health care staff play a key role in your health care. But doctor's orders



alone will not make you well. You too, are in charge for knowing what is involved and following through with suggested care.

Each healthcare member's main concern is for you to receive the safest and best health care. You can do your part to stay healthy and stop mistakes in the care you receive as well by being up to date, having hands-on, and staying involved:

TALK TO YOUR DOCTOR

Talk to your doctor about your family and your health background. Make sure your doctor knows about all the pills, vitamins, and any other treatment that you take. Talk to your doctor about anything that you think he or she should know or that you are concerned about.

DO NOT BE AFRAID TO ASK

Speak up if you have questions or doubts. At times people feel rushed during their short time with their doctor. They may leave the office feeling like they did not get the full story. If you do not know what the doctor is telling you, do not be afraid to admit it. If you do not remember the things your doctor says, take notes or bring a friend or family member with you. Do not be afraid to ask for your test results.

BE IN THE KNOW

Ask about any test or process you are having so you know why you need it and what is going to happen. Learn all you can about any health problem you may have or you may ask him or her where you can find more information.

If you have any questions please contact your Case Coordinator at (305) 648-4004 or email us at information@pmpmho.com with your concerns.

Source: *U.S. Agency for Healthcare Research and Quality*

Youth Depression

Youth depression happens during the teenage years. It is marked by constant sadness, loss of self-worth, and loss of concern for life. It is common in youth.

Other signs may include constant sad mood, changes in school routine, problems with his or her friends and family, drug abuse, over sleeping, change in eating habits, wrong conduct (like shoplifting) and either thoughts of killing themselves or fears about death.



Prevention

Talking with your teen can help spot depression in an early stage. Counseling may help teens deal with times of low mood. Treatment teaches how to deal with their feelings to see the signs.

There are a number of ways you can tell when the state of sadness is severe. It can be with the things they do, say, and act. Children may say things like; I should not be here, I am going to run away, I wish I was dead, he or she hears voices, etc. Some clues on the way the child may act are, talking and joking about killing themselves, give away costly items, and buying guns and knives. Children who are at high risk are those who do not know the real meaning of death, think that there is a better place, and feel like they are doomed to failure.

Call your doctor if you see warning signs of suicide. Want to know more on this topic? Contact your Case Coordinator at (305) 648-4004 or email us with your concerns.

NEVER IGNORE A SUICIDE THREAT OR ATTEMPT!

SOURCE:

<http://www.floridahealthfinder.gov/> or <http://www.save.org/index>

Cultural Competence



Let us know your Cultural Needs, We Work for you

Many people have special needs based on their race, faith, or ethnic background. PMP is always working to better meet your cultural needs. If you have special values or faith that you think could help us better the service we give to you or your family members, please let us know by calling Medicaid Member Service at (305) 648-4012 from 8 am to 7 pm Monday through Friday. (for TDD, call 800-787-3224). Please email us at information@pmphmo.com with your needs.

Case Coordination

Message from your Disease Management Case Coordinator

Things to keep in mind when you go to the doctor:

People with diabetes have a lot to keep in mind. Using this checklist at your next doctor visit may help.

- A yearly check-up will help you measure your progress.
- Visit your doctor four times a year so he or she can assess any lifestyle changes and see how you are managing the disease.
- Have your doctor check your feet every time you visit.
- Make sure each year when you get a full foot exam, it includes nerve testing.
- A hemoglobin A1c should be done four times a year. An A1c should be done at least two times a year.
- Have your urine tested once a year.
- Get an eye exam once a year.
- Get a cardiovascular exam, cholesterol, and triglyceride profile and LDL at least once a year.
- Get a flu shot once a year.

Contact your Diabetes Case Coordinator at (305) 648-4004. They can help you set up a program to manage your diabetes and avoid health problems. Email us at information@pmphmo.com with your questions.

Source: American Diabetes Association (ADA)

Coordination of Care, Doctors Communication

Quality health care relies mostly on doctors having correct information. That is why it is very important for your doctors to be in touch with each other about your care. When doctors share notes, you gain in the following ways:

- Better outcomes.
- Better work done.
- Safer care.
- Lower costs.

If you are seeing a doctor who practices in a special field, make sure that your doctor is also kept in the loop on any urgent room visits or hospital stays. At all times ask for reports to be filed with the doctor(s) who are in charge of your routine care. Please call us with your concerns (305) 648-4004.



Make the Right Choice

An Urgent Care Center or Emergency Room is the place to go in case of a crisis.

If you are not sure where to go, call your doctor. Urgent Care Centers see patients with minor illnesses and wounds like sore throats, ear aches, simple cuts, sprains and strains.

Preferred Medical Plan (PMP) wants to keep you informed about your urgent care options. Keep the list of PMP Urgent Care Centers close at hand. Be sure to call the office to get the hours they are open.



Cervical cancer starts in the lower part of the uterus (womb) that opens at the top of the vagina.

Worldwide, cervical cancer is the third most common type of cancer in women. It is much less common in the United States because of daily use of Pap smears.

The growth of cervical cancer is more often than not very slow. It starts as a precancerous form called dysplasia. This form can be spotted by a Pap smear and is 100% treatable. That is why it is so vital for women to get Pap smears each year. When a woman starts having sex, or by the age of 21, they should get a pelvic exam and a pap smear once a year.

SOURCE:

<http://www.floridahealthfinder.gov.com/EnrollmentPublic/Home.aspx>



A Friendly Reminder to ALL Members

File Edit View Tools Message Help

From: mscommercial@pmphmo.com; msmedicaid@pmphmo.com
Date: Monday, December 1, 2008 12:00 PM
To: All Members
Subject: Member E-mail Addresses
Attach: Member Newsletter.pdf

Preferred Medical Plan, Inc. (PMP) is always looking for ways to better our outreach to you. We want to make sure that you get important news, right away. You can now get your PMP Member Newsletter through our web page at: www.pmphmo.com. We can also send you an email copy of the newsletter. Simply call our Member Services Department at (305) 648-4012 for Medicaid or (305) 648-4011 for Commercial. Call us anytime from 8:00 AM to 7:00 PM Monday through Friday to give us your email address, or email us directly at mscommercial@pmphmo.com and msmedicaid@pmphmo.com to be added to our emailing list.

Thank You.
Sincerely
Nancy Garcia
Director of Operations
Preferred Medical Plan, Inc.



Child Health Check-Up (CHCU) Program

Good health starts with routine check-ups! Routine check-ups help to spot health problems before they become acute.

The CHCU program is a complete service for children birth through 20 years of age. The CHCU program provides for routine health check-ups that include a complete physical exam; nutritional and growth review; vision, hearing and dental screenings; lab tests (including lead poisoning); correct shots; health education; finding and treatment; and referral and follow up, as needed. A referral to a dentist begins before or at 2 years as needed then every 6 months, or more often as agreed by a dentist.

Children and young adults should have a health check-up at: birth; 2-4 days for newborns discharged in less than 48 hours after delivery; by 1 month; 2 months; 4 months; 6 months; 9 months; 12 months; 15 months; 18 months; and once every year for ages 2-20. Individuals may also request a Child Health Check-Up at other times if they think their child needs it.

Is it time for your child's check-up? Call your child's doctor today to schedule an appointment.

<http://ahca.myflorida.com/Medicaid/childhealthservices/chc-up/index.shtml>