

PLEASE LOOK FOR US AT THESE UPCOMING EVENTS

JULY

AUGUST

8-14 National Health Center Week

- 11 Wednesday—Turners Falls Farmers Market 2—6
- 12 Thursday—Orange Farmers Market 3—6
- 14 Saturday—Turners Falls BLOCK PARTY
- 19 Thursday—Northfield Farmers Market 4 - 7
- 21 Saturday—Greenfield Farmers Market 8-12:30
- 21 Saturday—Leyden Woods 1- 4

SEPTEMBER

- 9-12 Franklin County Fair
- 25 **1st Annual Community Health Fair - will be at Greenfield High School - 10:00-2:00 Saturday, September 25, 2010**

OCTOBER

- 2 - 3 North Quabbin Garlic & Arts Festival

HOLIDAY CLOSINGS

- JULY 5 Closed**
- September 6 Closed**
- October 11 Closed**

When the CHC is closed, callers will be advised how to reach our answering service



Community Health Center of Franklin County
Desmond Callan Community Health Center

SEPTEMBER 25, 2010
10:00 am - 2:00 pm

1st Annual HEALTH FAIR

will be held at Greenfield High School
Share Your Message With Your Community
Network With Other Agencies

Table Reservation Required

413-772-3748

Cameron Carey x147 or Elissa Rose x169



Health Care Is A Right

OUR PROVIDERS

DENTAL

- Lynne Bennett, RDH
- Joseph DeLeon, DMD
- Risha DeLeon, DMD
- Steve Johnson, DDS
- Bernard Matute, DMD
- Kiran Naik, BDS
- Stephanie Perkins-Stange, RDH
- Marcelo Prebianchi, DMD
- Celeste Wondoloski, RDH

MEDICAL

- Anne Chipperfield, MD
- Jefferson Dickey, MD
- Diane Grasso, FNP
- Amy Jacobson, PA-C
- Sarah Kemble, MD, MPH
- Kathy Kerr, MD
- Flora Sadri, DO
- Ian Schein, MD
- Russ Thomas, MD

MENTAL HEALTH

- Angelique Lauren, LICSW
- Ileana Miranda, CNS/APRN
- Sarah Serwa, LICSW
- Louis Velázquez, MD

NURSING

- Laurie Bergem, RN
- MaryJo Korfhage-Poret, BSN,RN
- Haley Maxwell, LPN
- Anna Pearson, RN
- Pat Pierson, RN
- Jeannie Raymond, LPN
- Claire Sagor, RN
- Cathy Snyder, RN
- Diane Vitello, RN
- Patty Zywna, RN

NUTRITION

- Mary Sieruta, RD



HEALTH CENTER NEWS

Community Health Center of Franklin County Desmond Callan Community Health Center

Patient Publication
Volume 2 Issue 3
SUMMER 2010

Health Care



is a Right!

www.chcfc.org

Bridgette's Buzz.....

Many of us tend to forget about going to the Doctor or Dentist when the weather is nice as we get busy with our daily activities. It is very important to keep up with your primary medical and dental care needs. Have fun this summer but just make sure you put your self first and get the care you need at any of our health centers located in Turners Falls, Northfield and Orange.

*****QUALITY IMPROVEMENT*****

We received and reviewed the results of the medical patient satisfaction survey that were completed in May 2010 by medical patients at every location. The surveys have the same questions that we ask about every 3-4 months. The

surveys are handed out for one week and most patients fill them out as they are there for their visit. On average we get back about 200 total surveys each time we administer a survey for all our locations. We are developing ways to monitor and evaluate the data we receive and we share it with the management team, staff, and our Board of Directors. The top areas we are working on improving to increase patient satisfaction are:

- Promptness to return patient calls
- Decrease patient wait times in the waiting room
- Decrease patient wait times in the exam room
- Improve time for tests to be performed
- Improve time for test results
- Improve ability to get through on the phone

Immediate changes that are in effect: We have made efforts to change the medical patient visit flow at the Turners Falls

location. If you are a medical patient at this site, please take notice to the change in where reception is located, a nurse will be checking you in, and the Providers are working very hard to finish everything for your visit while you are still there, the medical assistants will assist in checking you out if needed and if so, send you to the Check Out area to process your referral, x-ray, lab order, etc. It is important to realize that most visits are 20 minutes and to decrease the time in the waiting room you may need to schedule another appointment if the Provider can not get to additional concerns you brought into the exam room.

We appreciate your feedback and will continue to make efforts to improve as much as possible for all locations.

*****LOOKING FOR NEW SPACE FOR THE TURNERS FALLS SITE*****

We are seriously considering a space in Greenfield and are working towards a final lease agreement. If all goes as planned, we will begin working immediately to relocate to this space by the beginning or early spring of next year. Dental will not immediately relocate but adult medical, pediatrics, behavioral health, support services and administration will. This is very exciting to have more space for the staff and patients- so keep your fingers crossed!

*****ELECTRONIC RECORDS ARE COMING*****

Last year we had over 35,000 visits and over 7,000 patients- so can you imagine the amount of paper that comes through each location? We get mounds of paper from patient test results, medication refill requests, records transferring in and out of the health center, and much more. Healthcare is moving towards electronic medical records and we are next in line to make this

change. We received a grant to help with the capital expenditures (computers, servers, faxes, etc.) and many of us have experience in electronic records which will help the change. The first part of the change (by the end of summer/early fall) will effect scheduling and billing. We will have this part of the system active at all the sites and work out all the "bugs." Then we plan on having the Northfield site change from paper to electronic records first at the beginning of next year. It will be different for everyone but I know this staff will get through it and in the end the visit will be more efficient for everyone.

*****PROVIDER NEWS*****

Beginning in July, Dr. Fusonie, MD will be joining us in the Turners Falls location one day a month to provide general surgical procedures for the health center's medical patients. If you are a candidate for Dr. Fusonie services, your Primary Care Provider will generate the internal referral and you could have your services done right here in the Turners Falls medical clinic.



Bridgette Madden, MBA, Executive Director

HOURS OF OPERATION

TURNERS FALLS

413-772-3748

MEDICAL

M/W/F- 8:00 am- 5:00 pm
Tues & Thurs - 8:00am-9:00pm

DENTAL

M/T/W/TH - 8:00 am- 9:00 pm
Friday - 8:00 am - 4:00 pm

ORANGE

MEDICAL

978-544-7800

Monday, Tuesday, Weds,
Thursday, Friday
8:00 am - 5:00 pm

DENTAL

978-544-1576

M/T/W/F 8:00am - 5:00pm
Thursday: 8:00am - 9:00pm

PIONEER / NORTHFIELD

413-498-2502

Mon - 8:00am-12:00 pm
Tuesday - 8:00 am - 3:00 pm
Wednesday -1:30 - 4:30
Thurs & Fri - 8:00 am- 3:00pm

These hours are subject to change

OUR MISSION
is to maintain a community owned, responsive health center which promotes public health and well-being, and provides comprehensive preventive and primary care services to all who need or desire such services without regard to income, insurance status, ability to pay, or past medical history.

OUR VALUES

- **Excellence:** We are committed to excellence in both clinical practice and customer service
- **Communication:** We strive to communicate effectively, respectfully and consistently with all members of our community
- **Honesty:** We act in a manner that demonstrates openness and truthfulness
- **Respect:** We are committed to respecting the value of every individual
- **Teamwork:** We work in a professional, collaborative manner to achieve shared goals
- **Service:** We are dedicated to serving others with compassion





Cameron's Corner... Diabetes Care

Summer is here and what a great time to get off on the right foot! Before you head out to enjoy all the sunshine you can find it's a good idea to take some pretty simple steps to keep yourself out of trouble. Some sort of identification bracelet, necklace or wallet card to let others know that you have diabetes aren't just for those hopefully rare instances when you are unconscious. They can help in situations when you have been walking, hiking or playing Frisbee and you find that you can't form words the way you expect to because your blood sugar level has dropped. (www.medicalert.org) While you are thinking about preparing for summer activities do yourself a favor and grab some glucose tablets to take along with you before you head out to have some fun in the sun. Almost every pharmacy or grocery store sells them! I also find summer parties, barbecues and get-togethers are a great time to share with others what you have learned about managing your diabetes, to help educate them about new products that make it easier to live and effectively manage your diabetes or even just to tell them more about how to recognize warning signs of low or high blood sugar levels. I have found that many people have heard of diabetes, but don't know all that much about it. This is a great opportunity to be the authority on the subject since you are living with it every day. And if you feel like you don't know enough about diabetes and would like to learn more we have a number of renowned resources right here in Massachusetts, from camps to workshops to special events. Here is a quick list of a few I know about:

- Camp Kyle** - <http://www.diabetesma.org/> (508) 672-5671
- Elliott P. Joslin Camp** - www.campjoslin.org (508) 248-5220
- The Barton Center for Diabetes Education, Inc.** - <http://www.bartoncenter.org> (508) 987-2056
- The Center for Excellence in Diabetes Education, Northampton, MA** - (413) 585-0039



PARTNER PORTAL

Text **BABY** to **511411**

Text **BABY** to **511411**

BEBE para Espanol

& get **FREE** messages on your cell phone to help you through your pregnancy & your baby's first year.

Turners Falls

338 Montague City Road 413-772-3748

The Turners Falls site is undergoing a transformation of patient flow to enable efficiency of patient care and hopefully, decrease the amount of waiting time our patients are experiencing. We are trying to provide the patients with all appointments and follow ups needed at the time of that day's visit. The Nursing staff will be providing the patient set up for the exam by taking a brief history, doing vital signs and placing a special emphasis on reviewing each patient's current medication list to ensure accuracy and completeness of those records. This will assure ease into our plan to implement electronic medical records sometime within the next 1-2 years. Please bring your medication bottles to each visit to aid us in this effort. Our Medical Assistants will be providing testing needed, blood draws, transportation assistance, normal notes and assistance in guiding the patients through the end of the visit and assuring follow up. Janine Crowningshield will be our check out person, getting prior authorizations, scheduling tests, scheduling referrals to specialists and a variety of other supportive work. Let us know how we are doing with our new process!

Dr. Dickey will be out of the office on a 2 month medical leave. He plans to return to patient care—late summer or early fall.

Dr. Douglas Fusonie, (a retired local surgeon) will be seeing patients - by referral from PCP - on the last Tuesday evening

Pioneer School
Sumner Turner Rd Northfield 413-498-2502

Orange 450 West River Street
Medical - 978-544-7800 Dental - 978-544-1576

The Desmond Callan site is starting a new walking group. The goal is to guide prevention through efforts in the community and facilitate delivery of a 'group lifestyle balance' program. This program emphasizes comprehensive diabetes prevention through training, intervention delivery and support. The group will meet at Mahar Regional School on Thursday's at 5:30 pm - beginning on a *date to be announced*

Additionally our Satellite Site in Orange is hosting two students. Dr. Flora Sadri is hosting, Abeer Aziz, a 4th year Medical Student from Des Moines University of Osteopathic Medicine for a clinical rotation in Family Practice from 7/6 through 7/30. Diane Grasso, NP, is hosting Nicole Kuchyt, a student in the Yale University four year Nurse Practitioner program. She will be completing 135 hours of clinical rotation work from 7/6 into early August if needed. Welcome Students and thank you for the generosity of time and spirit of the entire Desmond Callan clinical team.

At all sites we will be offering Fluoride Varnishing to all of our patients up to 20 years of age. This is a 10 minute procedure with the fluoride painted onto the teeth by the nursing staff who have been trained in proper application. This service is covered by Mass Health and can be safely applied at every office visit which will provide extra protection against developing caries.

www.chcfc.org www.chcfc.org www.chcfc.org

Monthly Observances - Monthly Observances



JULY

U.V. Safety Month

During July, UV Safety Month, the American Academy of Ophthalmology and Eye M.D.s around the country encourage everyone to protect their eyes from UV-related damage.

- The same UV-A and UV-B rays that can damage your skin can harm your eyes as well. When you protect yourself from the sun, don't just think sunscreen – think sunglasses and a wide brimmed hat.
- Excessive, prolonged UV exposure may be linked to the development of eye conditions such as cataracts and age-related macular degeneration.
- Extensive or intense exposure to UV rays can cause "sunburn" on the surface of your eye. Similar to a skin sunburn, eye surface burns usually disappear within a couple of days, but may lead to further complications later in life so protect your eyes.

To protect your eyes, wear a brimmed hat and the right kind of sunglasses when you are going to be exposed to UV light.

- Wear sunglasses that block 99 to 100 percent of UV-A and UV-B rays.
- If you spend time on the water or in the snow, consider purchasing goggles or sunglasses that wrap around your temples because they block the sun's rays from entering on the sides, offering better protection.
- Remember sunglasses don't have to be expensive to offer the right kind of UV protection. Even inexpensive glasses can protect your eyes if they offer 99 to 100 percent UV-A and UV-B protection.
- Don't forget the kids. Protect their eyes with hats and sunglasses. In addition, try to keep children out of the sun between 10:00 a.m. and 2:00 p.m. when the sun's ultraviolet rays are the strongest.

It's important to protect your eyes when UV light is most intense.

- Generally, UV light is at the greatest level at midday (10:00 a.m. to 2:00 p.m.), but you need to protect your eyes whenever you're outside for a prolonged period, even when it's gray and overcast.
- Reflected sunlight off water, snow and pavement can be the most dangerous type of UV light because it is intensified. Your eyes can be harmed by UV light sources other than the sun, such as welding lamps or tanning lights. So remember to wear eye protection when using these

AUGUST



Why are immunizations important?

Immunization is one of the most significant public health achievements of the 20th century. Vaccines have eradicated smallpox, eliminated wild poliovirus in the United States, and significantly reduced the number of cases of measles, diphtheria, rubella, pertussis and other diseases. But despite these efforts, people in the U.S. still die from these and other vaccine-preventable diseases.

Vaccines offer safe and effective protection from infectious diseases. By staying up-to-date on the recommended vaccines, individuals can protect themselves, their families and friends and their communities from serious, life-threatening infections.

Who should be immunized?

Getting immunized is a lifelong, life-protecting community effort regardless of age, sex, race, ethnic background or country of origin. Recommended vaccinations begin soon after birth and continue throughout life. Being aware of the vaccines that are recommended for infants, children, adolescents, adults of all ages and seniors, and making sure that we receive these immunizations, are critical to protecting ourselves and our communities from disease.

When are immunizations given?

Because children are particularly vulnerable to infection, most vaccines are given during the first five to six years of life. Other immunizations are recommended during adolescent or adult years and, for certain vaccines, booster immunization are recommended throughout life. Vaccines against certain diseases that may be encountered when traveling outside of the U.S. are recommended for travelers to specific regions of the world.

SEPTEMBER

- [More Matters Month with Whole Grains, Fruits & Veggies](#)
- [Pain Awareness Month](#)
- [Prostate Health Month](#)
- [Suicide Prevention Week](#)
- [Cholesterol Education Week](#)

Check out MyPyramid.gov to find out how many servings of fruit and vegetables you need based on your age, weight, level of physical activity, and gender.

Fruit and Veggies More Matters Month

Sponsor: [Centers for Disease Control and Prevention & Produce for Better Health Foundation](#) Every September, Fruit and Veggies – More Matters Month promotes the health benefits of eating fruit and vegetables.

Fruit and vegetables are an important part of a healthy diet that can help protect you from: Heart disease / Bone loss / Type 2 diabetes / High blood pressure / Some cancers, such as colorectal cancer

Are you in crisis? Please call 1-800-273-TALK

Are you feeling desperate, alone or hopeless? Call the National Suicide Prevention Lifeline at **1-800-273-TALK (8255)**, a free, 24-hour hotline available to anyone in suicidal crisis or emotional distress. Your call will be routed to the nearest crisis center to you.

Call for yourself or someone you care about
Free and confidential
A network of more than 140 crisis centers nationwide Available 24/7