

Our Dynamic Duo: Janet and Kaye ~ Here for you when you need them



Janet Weber, CFNP

When you need to be seen – *today* – for an unanticipated problem, we can almost always accommodate you, thanks to Janet Weber and Kaye Quillen, our two Certified Family Nurse Practitioners. These highly skilled Nurse Practitioners work closely with your physician to diagnose and treat any problem, whether complex or simple, here in your medical home.

As Certified Family Nurse Practitioners, Janet and Kaye can provide you the same kind of care as your physician. In fact, many CFNPs in our community have their own practices.

Janet's goal is to help patients improve their quality of life, a passion she's pursued for decades. Her vast experience and training can help you get back to feeling well again.

Kaye also has decades of experience and training and values the personal relationships she establishes with her patients.

"You can have confidence in Kaye and Janet – and you can rely on the fact that your physician will know they've seen you and have a full record of your visit," said Dr. A. Jeffrey Bacon. "Continuity of care is one of the benefits of getting your urgent care here at New Pueblo Medicine. It matters."

We know you understand that it's hard to get in to see your physician for last minute, but urgent, needs. But do call us, because we will almost always have an urgent care slot available for you with Kaye or Janet, our CFNP Dynamic Duo.



Kaye Quillen, CFNP

Did you know?

Electronic health records in different medical offices can now 'talk' to each other! Your physician will use new technology, called Continuity of Care Document Architecture (CCD-A), to create a document containing your basic demographic information, lab results, medications, allergies and a list of the medical issues that prompted the referral to the specialist. This document will then be sent via secure computer lines to the specialist's office, assuring you better continuity of care.

The CCD-A reduces the need to duplicate information at each office you visit. It also reduces the chance of errors that can occur when faxing records between offices since your information will go right into your electronic record at your specialist's office.

New Portal Features Designed for Your Good Health!

If you're already a user of New Pueblo Medicine's Patient Portal, you know that it helps you stay connected with your New Pueblo Physician. Important, but non-urgent, question at 2AM? Send your physician a message through the Portal and you'll have an answer later that day! Need a referral to a specialist? Send the specifics to your physician via the Portal.

But now, the Portal is even better! We've expanded its capabilities to make your medical care even easier and more convenient. Here are a few of the new features now available to you:

- Request an appointment on line
- View upcoming appointments
- Review your overall health records
- Check on recent lab tests
- Receive a summary of your most recent office visit
- Pay your New Pueblo Medicine bill
- and more features are being added regularly!

Your New Pueblo Medicine physician and his healthcare team will answer your questions within one business day. Please remember, for security reasons the email you receive notifying you there's a message your portal account will come from NextMD. That email will include a hotlink that sends you right to your log in.

Your Patient Portal. Efficient. Effective. Connected. It's part of our commitment to your good health.

If you've not yet signed up for the Patient Portal, what are you waiting for? Talk to the receptionist at New Pueblo Medicine and she'll show you how easy it is.

The articles on these two pages are part of our ongoing series highlighting specialized services available at New Pueblo Medicine:

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| ▪ <i>Pharmacist Medication Review</i> | ▪ <i>Diabetes Management</i> |
| ▪ <i>Audiology Services</i> | ▪ <i>Traveler's Clinic</i> |
| ▪ <i>Laboratory Services</i> | ▪ <i>Anticoagulation Clinic</i> |
| ▪ <i>X-Rays and DEXA Scans</i> | ▪ <i>In-Hospital Care</i> |
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New Hope for Patients with Sleep Apnea

Difficulty sleeping can impact every aspect of your life. This condition can be associated with certain cardiovascular diseases, high blood pressure, cognitive impairment and other problems that could affect not only your quality of life ... but your life itself.

If you are having trouble getting enough sleep, new technology now makes it easier for you to find out if you have sleep apnea or other related issues.

“So many of our patients, especially our older patients, are having problems, but have been reticent to be tested because they didn’t want to go to a sleep lab to find out,” said Mark Zaetta, MD, a New Pueblo Medicine physician who is now using new technology to allow his patients to be tested for sleep apnea at home.

“We screen and identify people for potential problems during an office visit using a simple questionnaire. If they meet the criteria, we can now offer them a sleep apnea test at home with the same accuracy they’d get in a sleep lab,” said Dr. Zaetta. “This makes it so much easier and more pleasant for my patients to find out if they could benefit from treatment.”

Even the treatment for sleep apnea is more user-friendly now. The C-PAP (Continuous Positive Airway Pressure) machine is far less intrusive than its predecessors, helping the patient keep the airway open during sleep without the inconveniences of prior generations of machines.

Could you benefit from a sleep apnea testing?

Many people are tired simply as a result of normal stressors of life. But for some, there could be an underlying cause.

Are you having trouble getting a good night’s sleep? Do you regularly get sleepy? Are you likely to fall asleep if you’re not busy during the day?

If so, you might want to ask your New Pueblo Medicine physician to evaluate you to see if you are a candidate for sleep apnea testing.

Medical Encyclopedia Now Available On Line

Because we're part of Arizona Connected Care, you can now take advantage of an online health encyclopedia that offers answers to almost any medical question you might ask. The information is carefully researched and updated annually. *HealthWise* provides easy-to-use interactive tools that can help you:

- **Health Topics A to Z:** provides information about virtually any medical-related subject.
- **Medications:** offers information about any medications you may be taking ... or are considering.
- **Symptom Checker:** helps you figure out what your symptoms might mean and what your next steps might need to be.
- **Decision Point:** guides you to a decision about what medical steps may be appropriate for you through a series of questions.

HealthWise is offered through the website of our preferred hospital, Tucson Medical Center. Find a link to HealthWise in the Health Education section of our website, NewPuebloMedicine.com. It will take you to TMC's website where you just click on the words *Health Encyclopedia* on the right side.

This vast resource of information is available to you with the click of a mouse.



New Pueblo Medicine is part of Arizona Connected Care (AzCC), Southern Arizona's accountable care organization. AzCC is a network of physicians, hospitals and other health care providers working together to offer coordinated high quality care to our

We're always listening!

During the summer, New Pueblo Medicine conducted a Patient Satisfaction Survey. Either by email or phone, we reached out to every patient who had an appointment here. Thanks to all of you who participated – almost 1,200 of you! Your responses, which are always anonymous unless you ask us to follow up with you, were overwhelmingly positive.

We scored well above the national in how our providers treat you, scheduling, our staff, and wait times. A few of the things you said you liked:

- *"The professionalism and friendliness/courtesy of every member of the team." 8/25/2014*
- *"The entire staff, from check in to check out, is wonderful!!" 8/24/2014*
- *"Professional approach of the entire group at New Pueblo Medicine. I feel that they are truly concerned with providing me with the best possible care." 8/7/2014*
- *"The clearly written instructions provided post visit. No confusion on what I needed to do next." 7/31/2014*

But there were concerns in two areas, mostly about our facility and how we greet you, and quite frankly, you were right! We've been working to fix those areas. We've been in our home for 24 years ... and sometimes facilities can get a bit 'tired'. So we had the floors and carpeting cleaned and we are working to spruce up the exam rooms and common areas.

During the summer, we had to rely on temporary help because two of our team members were out on medical leave. We now have a full time receptionist on duty to greet you.

Thank you for letting us know what's right ... and what needs improvement. All of these items are important to us. We've made a commitment to treat you well – and that includes making you comfortable in our office home.

The next cycle of surveys will begin in November, so expect a call or email if you come in to see us.