

# KEEPING UP with PUP

Newsletter for Members  
June 2010

## PRACTICING SUN SAFETY

As Floridians, we know one thing about this time of year. **It is HOT! HOT! HOT!** So when summer comes around, it's important to protect your skin from the harmful rays of the sun. According to the Sun Safety Alliance, over 1 million new cases of skin cancer are diagnosed each year. And Melanoma, a deadly form of skin cancer, kills one person every hour.

### To practice sun safety, follow these guidelines:

- Always remember to use sunscreen with at least 15 SPF.
- Make sure to apply sunscreen to your neck and face (including ears and lips!).
- Wear a wide-brimmed hat and sunglasses when outside.

For more information on sun safety, log on to [www.sunsafetyalliance.org](http://www.sunsafetyalliance.org)

## TOP OF THE MORNING TO YOU!

PUP recently installed a coffee station at the Beardall Senior Center in Orlando.

### DID YOU KNOW?

Studies show that drinking coffee regularly has been linked to positive benefits in mental clarity, physical stamina and a reduced risk of depression.



# YOUR MEDICAL HOME

BY DR. ROBERT SUTTON  
SENIOR MEDICAL  
DIRECTOR, PUP

## TOOT TOOT! PRECIOUS CARGO ON BOARD!

If you're like most people, you believe that the most important asset in our lives is our children. They provide the joy in life and they represent the future of America. But did you know that the pediatricians, the doctors that provide care to our children, coined the term Medical Home more than forty years ago? That's right; the American Academy of Pediatrics began using this term in 1967.

Pediatricians often had to send children with serious illnesses away from homes in order to see specialists and get the right treatments. It didn't take the pediatricians long to understand that this caused great stress not only to the patient, but also to the families. They also knew that care had to be well coordinated in order to be received in a timely manner. Soon, they began to center the child's care around the Medical Home, the pediatric practice, and the local medical community.

They learned that by providing a Medical Home, the patients and their families were happier, care was better coordinated and overall less expensive, and the health outcomes were improved.

Today, the Medical Home is based on seven principles agreed upon by the American Academy of Pediatrics, the American Academy of Family Physicians, the American College of Physicians and the American Osteopathic Association. Those principles are:

1. Accessible care
2. Continuous care
3. Comprehensive care
4. Family-centered care
5. Coordinated care
6. Compassion
7. Culturally effective care

PUP fully embraces all of these principles. So remember, please visit your Primary Care Physician on a routine basis and let your doctor know of any changes in your personal health or lifestyle.

**PUP BELIEVES THAT YOU TOO  
ARE PRECIOUS CARGO.**



doctor appointment  
**TODAY**

## TIPS FOR A PRODUCTIVE DOCTOR VISIT

A visit to your doctor should never leave you feeling rushed, but with the average doctor visit lasting around 15 minutes, it's easy to see how it can. With the use of the following helpful tips, you can be sure to use those 15 minutes to your advantage.

### IT DOESN'T HURT TO ASK.

When making your appointment, ask what you should bring with you. Medical records, test results, or lists of current medications might be the answer, and in that case, it's important to come prepared. Don't forget to bring your PUP ID card with you.

### MAKE A LIST, CHECK IT TWICE.

Bring a list of questions to ask your doctor. Some general questions can be answered by your nurse, but save the most important ones for your doctor.

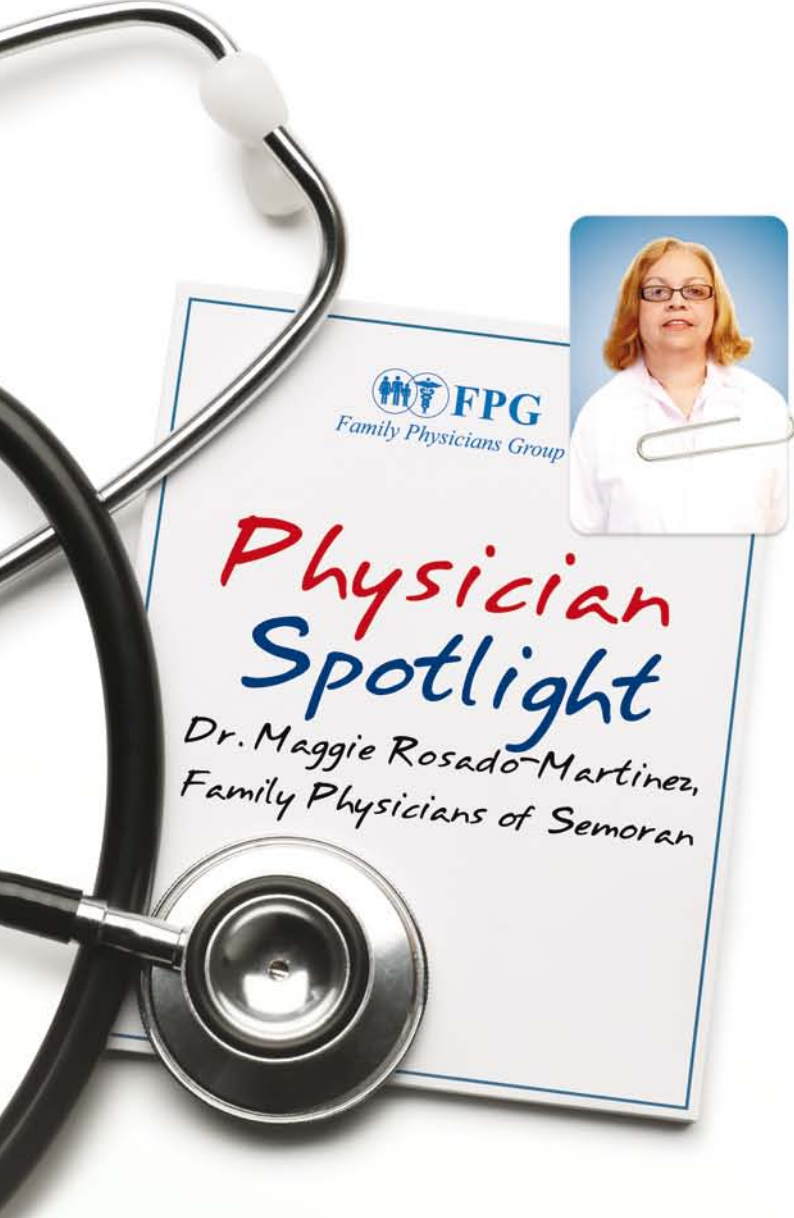
### HONESTY: THE BEST POLICY.

Some issues may be difficult or embarrassing to discuss, but being honest is the only way your doctor can properly help you.

### TAKE NOTES.

Try to take notes during your appointment, or bring a family member or close friend along for a second set of ears.

The next time you visit your doctor, don't focus on how little time you have - focus on the ways you can make that time count.



Dr. Rosado-Martinez shares the same Purpose as PUP: To improve her patients' health and well-being. With over 25 years of experience, she is committed to providing members of the PUP community with proper care and attention.

Her passion for healing grew as a young girl, as she often had to care for her mother. "My mother was very sick and was always in the hospital for one reason or another, so I wanted to be able to make her feel better," says Dr. Rosado-Martinez.

Those personal experiences made her realize that becoming a doctor would give her a chance to help others, too. "I really think it was a good thing for me to go into the field because it gives me the opportunity to reach people; not only with physical healing, but also emotional healing. When I develop a good relationship with the patients, I can help them in many ways."

## WHAT'S UP, DOC?

### WHY IS PREVENTIVE CARE SO IMPORTANT?

Preventive care is very important because it can prevent you from developing conditions like diabetes, heart disease and high blood pressure. Your quality of life also improves. It's important to have a physical every year, get all the recommended screenings, keep a balanced diet, and stay as active as possible.

Also, do not be afraid to seek help for your mental health. We are mind AND body. The same way you try to keep your body healthy, you should also try to keep your mind, emotions and mental health in balance.

---

### WHAT DOES IT MEAN TO YOU TO HAVE A STAFF THAT WORKS TOGETHER TO HELP PATIENTS?

I have a wonderful staff in this office. Everybody has a part in the patient's care. I see an average of 15-20 people each day, so the nurses help by discussing things in detail, like diets.

It's all part of teamwork. Every member of the team has an important role. The ultimate goal is to keep our patients happy and healthy.

---

### DO YOU HAVE A MOTTO OR A SAYING THAT YOU ALWAYS LIKE TO TELL YOUR PATIENTS?

Anything that you do, do it with a positive attitude and you will get positive results.

### TO SCHEDULE AN APPOINTMENT

with Dr. Rosado-Martinez, please call  
863-297-5801.

# WHAT YOU CAN'T HEAR CAN HURT YOU

While one in 10 Americans has hearing loss, older men and women are much more likely to suffer. When hearing loss goes untreated, you could be increasing your risks to personal safety. In fact, adults 65 and over are more likely than any other age group to die in a home fire, due to not being able to hear the smoke detector.

"Of all the reasons millions of Americans living with untreated hearing loss should consider hearing aids for their impairment, safety is at the top of the list," says Dr. Cindy Beyer, audiologist and senior vice president of HearUSA. "For your own safety, and for the safety of your family, friends and co-workers, taking a few minutes for a hearing-loss screening can pay off."

## IMPORTANT LIFE SAFETY SOUNDS THAT YOU MIGHT NOT HEAR INCLUDE:

- The alert from your passenger that you did not hear or understand
- The clicking of your turn signals that are still flashing and dangerously confusing other drivers
- An approaching vehicle as you cross the street or walk in a parking lot
- The smoke alarm in your home
- The phone ringing during an emergency
- A child crying out in pain or distress
- In an emergency, the inability to communicate with the 911 operator
- Someone ringing your doorbell or pounding on your door

To find the HEARx closest to you and schedule your free hearing screening, contact 800-442-8231 and mention "SAFETY."

## PUP PARTNERS

WITH HealthHelp TO KEEP YOU SAFE FROM UNNECESSARY RADIATION EXPOSURE

Diagnostic imaging tests like PET scans, MRI and a CT scans are important tools for diagnosing conditions early so doctors can treat them. But some of these machines use radiation to take diagnostic images, and radiation can increase cancer risks. In fact, just one CT scan can increase your risk of cancer as much as smoking 720 cigarettes!

To make sure you are not exposed to more radiation than necessary, PUP has partnered with HealthHelp to bring you RadConsult™, a new diagnostic imaging quality assurance program for all PUP Members. This program will help determine when to receive tests like CT, MRI, PET and cardiac nuclear medicine scans.

PUP is proud to have HealthHelp as a partner in assuring that you receive the right diagnostic imaging tests at the right times while reducing unnecessary radiation exposure and health care costs.





# HURRICANE preparedness

## IT'S OFFICIALLY HURRICANE SEASON!

Now is the time to learn how to protect yourself and cope with disaster by planning ahead. You can deal with disaster better by preparing in advance and by working with those in your support network: your family, neighbors and friends.

If you're no stranger to Central Florida, then you probably already know the essential things to have on hand: Non-perishable food, water, a battery-operated radio, flashlights, etc. Here are some additional tips:

- Make a list of all prescription medicines you take and keep it in a plastic bag or other water-tight place
- Consider personal health needs: hearing aid batteries, oxygen tanks, inhalers, etc.
- If you or someone in your home uses a wheelchair, make sure all escape routes from your home are wheelchair accessible

## HOW HURRICANES AFFECT YOUR HEALTHCARE

An "emergency area" is one in which the President has declared a major disaster area or the Secretary of the Department of Health and Human Services (DHHS) has declared a public health emergency.

# HURRICANE SEASON IS JUNE 1 - NOVEMBER 30

## What you need to know

If a disaster does strike and you are living in an emergency area, you should be aware of your rights as a Medicare beneficiary:

- PUP will temporarily waive prior authorization and out-of-network requirements.
- PUP will temporarily guarantee immediate refills of Part D medications, and will allow you to obtain the maximum extended day supply, if available at the time. As long as your primary residence is located in the official emergency area, you will be able to pick up these prescriptions regardless of where they are being filled.

### HURRICANE SHELTERS AND SPECIAL NEEDS PROGRAMS

Many counties offer extra help for people who need assistance due to a physical or non-acute medical condition. **In most cases, you will be asked to register in advance.** Eligible persons who evacuate to a Special Needs Shelter should bring all electrical/oxygen equipment with them, including extra oxygen tanks.

To find out if you qualify for a Special Needs Program, or for more information on shelters in your area, please see the following chart:

County	Emergency Management Department Phone Number	Website
Brevard	321-637-4088	<a href="http://www.embrevard.com">www.embrevard.com</a>
Broward	954-831-3900	<a href="http://www.broward.org">www.broward.org</a>
Hillsborough	813-272-5900	<a href="http://www.hillsboroughcounty.org">www.hillsboroughcounty.org</a>
Lake	352-343-9420	<a href="http://www.lakecountyfl.gov">www.lakecountyfl.gov</a>
Manatee	941-748-4501	<a href="http://www.mymanatee.org">www.mymanatee.org</a>
Marion	813-369-8100	<a href="http://www.marionso.com">www.marionso.com</a>
Miami-Dade	305-468-5400	<a href="http://www.miamidade.gov">www.miamidade.gov</a>
Orange	321-235-5437	<a href="http://www.orangecountyfl.net">www.orangecountyfl.net</a>
Osceola	407-742-9000	<a href="http://www.osceola.org">www.osceola.org</a>
Palm Beach	561-712-6400	<a href="http://www.pbcgov.com">www.pbcgov.com</a>
Pasco	727-847-8137	<a href="http://www.pascoemergencymanagement.com">www.pascoemergencymanagement.com</a>
Pinellas	727-464-3800	<a href="http://www.pinellascounty.org">www.pinellascounty.org</a>
Polk	863-534-5600	<a href="http://www.polk-county.net">www.polk-county.net</a>
Seminole	407-665-5102	<a href="http://www.seminolecountyfl.gov">www.seminolecountyfl.gov</a>
Sumter	352-569-6000	<a href="http://www.sumtercountysheriff.com">www.sumtercountysheriff.com</a>



# PUP AMBASSADOR SPOTLIGHT

## BILL DYER

### 2<sup>ND</sup> IS THE BEST

Who says it's best to be first? Meet Bill Dyer, the second member to join PUP in 2006. Photographer, Harley-Davidson enthusiast, loving husband and world traveler, this PUP Ambassador has an appetite for adventure.

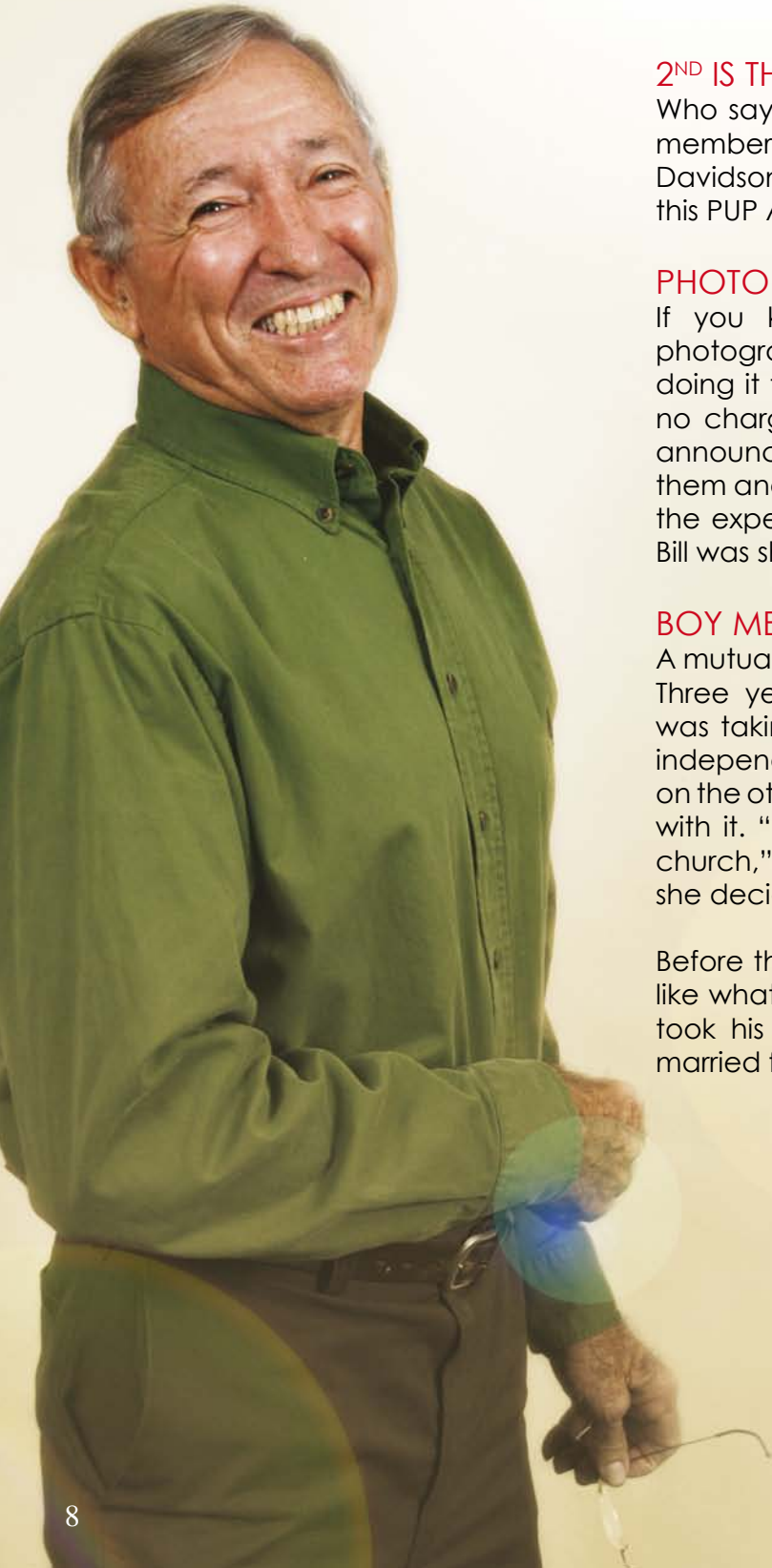
### PHOTO OPPORTUNITY

If you know Bill, you know he's passionate about photography. It's a good thing, too, because he's been doing it for over 20 years. His first few gigs were done at no charge. "I'd look in the paper and if there was an announcement of someone getting married, I'd call them and say I'd be glad to shoot them for free. I wanted the experience." And that's exactly what he got. Soon, Bill was shooting an average of 120 weddings each year.

### BOY MEETS GIRL

A mutual friend introduced Bill and his lovely wife Rhonda. Three years after his first wife passed away, loneliness was taking its toll. A blind date with a respectable and independent woman was just what he needed. Rhonda, on the other hand, wasn't sure if she wanted to go through with it. "I had three jobs and was playing the organ at church," she says. "I didn't have the time!" Luckily for Bill, she decided to give it a shot.

Before the date, he told Rhonda over the phone "If you like what you see, take my hand. If not, let it loose." She took his hand that day, and they have been happily married for 15 years.



## SHARING FROM EXPERIENCE

Bill makes a great PUP Ambassador because of the experiences he's had with PUP. A few years ago, Bill was having what he thought was heartburn. He didn't think much of it, but after failing a stress test during his annual routine physical, it was clear something wasn't right.

It turned out Bill had four clogged arteries with 97% blockage. On May 5, 2007, he went in for open-heart surgery. Throughout his recovery, Bill remembers the dedicated care he received, especially from the home care nurses. "[PUP] arranged great nurses who were there when they said they would be, and we never had any hassles."

Bill has been a PUP Ambassador for over three years. One of his favorite things about the program is being able to reach out to members of the community and share what PUP has done for him and his family.

PUP has treated me right, and I don't mind telling people.

## WHAT'S NEXT?

When he's not serving as an Ambassador for PUP, Bill enjoys spending time with his wife, gardening, riding his motorcycle and traveling. Bill and his wife recently returned from a vacation to Europe, and are planning to travel to Australia and New Zealand next.

*For more information about the PUP Ambassador program, please call Moriah Giguere at 407-209-1010 x2404.*



# GETTING TO KNOW PUP:

STEPHANIE ANTHONY, CASE MANAGER

Stephanie Anthony has been part of the Case Management team for 2 years. Get to know more about her below:

**Q:** What do you like most about your job?

**A:** I enjoy helping to enrich the lives of PUP members through education.

**Q:** What has been your biggest influence?

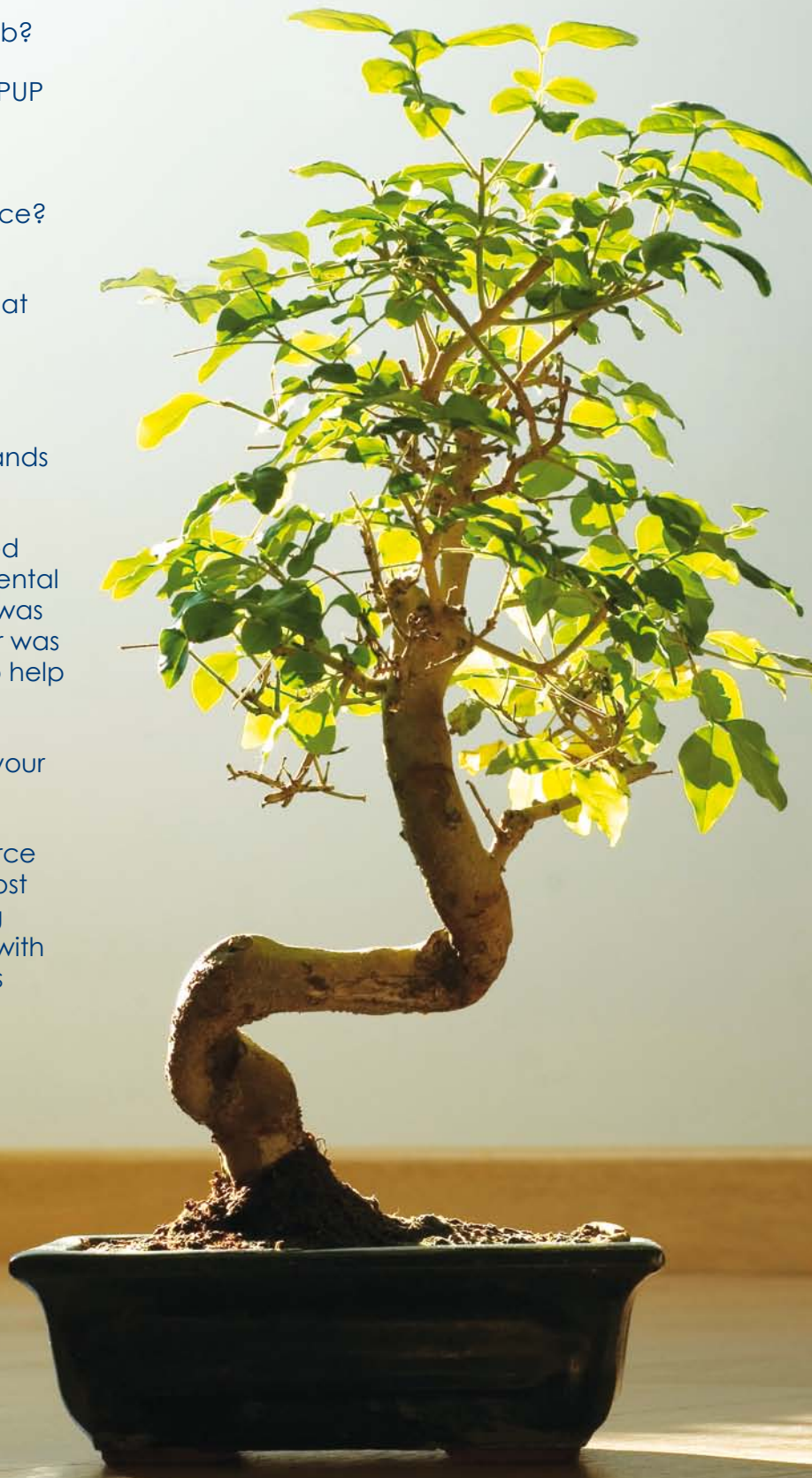
**A:** My first Nurse Management job was probably my biggest influence. Having that experience fostered my love for patient education.

**Q:** Is there one moment at PUP that stands out to you?

**A:** Yes, I'll never forget the time I assisted with the placement of a member in a mental health long-term care facility. The family was unaware of the process and the member was not stable within the home. It felt great to help them out.

**Q:** How do you apply PUP's Values to your work?

**A:** I always make sure to act as a resource to my fellow coworkers, I try to use the most effective solutions without ever sacrificing quality and I'm constantly collaborating with providers and vendors to meet the needs of our Members - all while supporting our "Medical Home" philosophy of care.



# GETTING IN SHAPE FOR GOLF

You can't beat a good game of golf for low-impact exercise and plenty of fresh air. Golf is an excellent sport for keeping physically fit and mentally alert.

Start exercising a few weeks in advance, about the same time of day you'll be playing golf. Walk 20 to 30 minutes a day, three to four times a week. Take a club and begin practicing your grip. Practice your back swing, keeping the club at waist level, and slowly increase to a full swing. Start with one of the shorter clubs, working up to longer, heavier irons.

When you arrive at the golf course, and before you change into your golf shoes, find a bench and try the following exercises for warming up your neck, shoulders, trunk, and legs.

## CALF AND HAMSTRING WARM UP:

- Put your left foot on the bench, keeping your knee close to your body.
- Your right foot remains on the ground. Place your hands under your left knee, holding onto the thigh. Tuck your chin to your chest and curl down slowly. Hold and count to 10. Do not bounce. Come back up slowly, keeping your chin to your chest.

## FOR THE TRUNK AND UPPER BODY:

- Stand and hold your golf club horizontally with both hands. Raise the club and place it behind your neck. Then, with feet comfortably apart, slowly rotate body to the left, then to the center, then to the right. Do this exercise frequently during your game and again afterwards.

*\*Check with your doctor before starting an exercise plan.*

