

450health

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St. Mary's Medical Center News Magazine

PRIMARY CARE ISSUE

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St. Mary's Medical Center

A member of CHW

PRESIDENT'S MESSAGE: ANNA CHEUNG

Everyone needs a primary care doctor. In a world where people are living longer and cancer is not always a death sentence, it is more important than ever to see a doctor regularly and have preventative screenings and tests done to prevent the onset of chronic diseases.

St. Mary's is a community hospital and works closely with primary care physicians to support health care for the community. This ties in well with the vision for health care reform – saving overall medical costs by keeping people healthy, managing risk factors and managing chronic conditions.

In the last two years, we have been actively working with the St. Mary's Primary Care Council to improve the hospital's services to

patients and their primary care physicians. The Council was established in 2009 to help ease access to tests and other hospital services for these physicians' offices and their patient populations. Primary care physicians spend the vast majority of their time in their offices, and it is important that our hospital processes are efficient and our communication of patient information facilitates and supports their practice.

We are grateful to the leadership of Dr. Ken Mills and the members of the Primary Care Council (listed below). Many actions have been achieved and this issue of 450health is dedicated to sharing these enhancements as well as acknowledging these key physicians. The Primary Care Council is greatly supported by the St. Mary's Medical Staff, Leadership and our Community Board. As a hospital we support the success of our primary care doctors and the care they provide our patients – keeping them healthy and active.

Primary Care Council Members: Kenneth Mills, MD, FACP, Chairman; Ben Maeck, MD; Cynthia Point, MD; Frank Charlton, MD; James Hansen, MD; John Selle, DO; Gene Kim, MD; Milton Louie, MD; Richard Gerber, MD; Scott Enderby, DO; Robert Weber, MD and Wellman Tsang, MD



Stay Connected
To St. Mary's!

Anna Cheung
President and CEO
St. Mary's Medical Center

*More than 152 years ago,
eight Sisters of Mercy from Ireland sailed to San Francisco
with a few medical supplies and a plan: To cure suffering.
From smallpox in the 1890s, to AIDS in the 1980s,
St. Mary's has always been, and is still today – committed to a cure.*

We believe in our city.

We started health care in San Francisco.

And are as committed today as we were in 1857.

We believe in kindness.

Through charity, advocacy and compassion.

We believe there is power in spirituality and faith.

Including yours.



St. Mary's Medical Center
A member of CHW

Why you need a PCP (Primary Care Physician)

Ten years ago no one had heard the term Primary Care Physician (PCP). Back then we were your personal Internist or Family Physician.

In America, we have access to the best health care in the world. But actually navigating the often-difficult path to that great care can be daunting.

Ask five different people why you need a primary care physician and you will likely get more than five different answers. Ask the person in need of a specialist who blindly starts calling offices with out a recommendation or referral

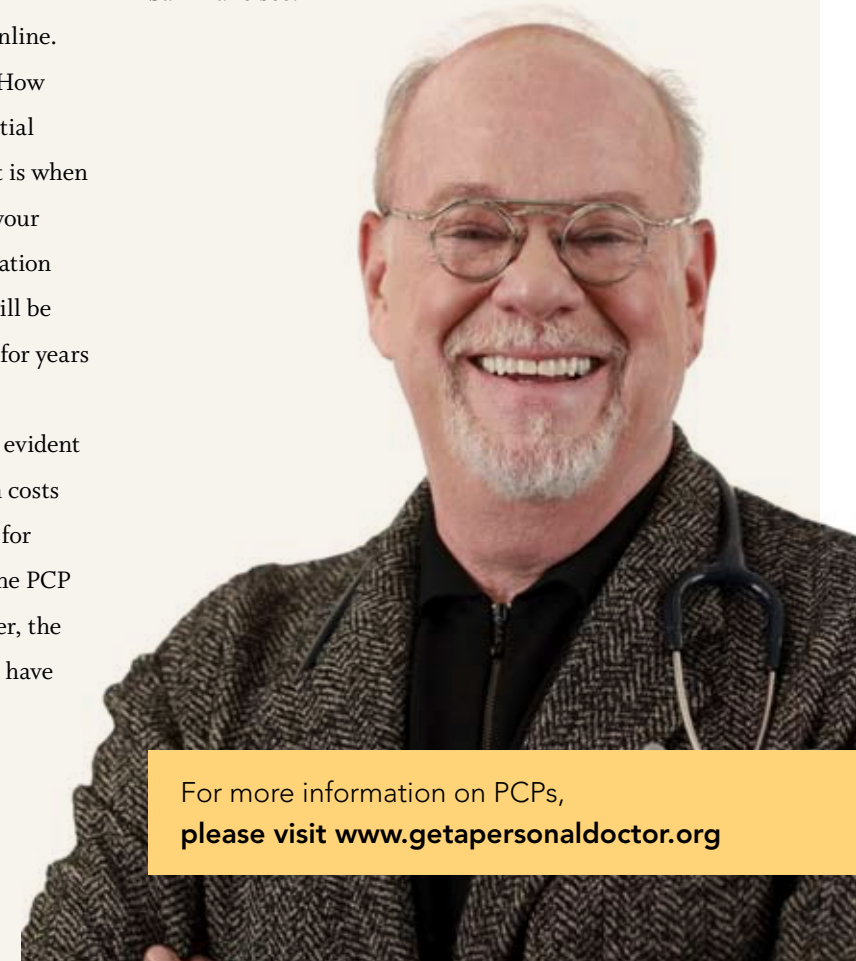
from their PCP. Ask someone who gets a bill from the Emergency Room for a visit that could better have been handled by his PCP. Ask your friend who just turned 30, or 40 or 50 and hasn't a clue as to the recommended medical screening and risk assessments. Ask the patient who goes into the hospital for one problem and develops complications requiring other specialists. Ask the elderly person who is so overwhelmed by the complexities of this great health care available to all of us.

“What if I can't afford the medications I see on TV?
Who can I talk to about end of life care?
What are my non-surgical options?”

These are just a few of the reasons why we all should invest the time to carefully choose our PCP. The relationship between a person and their physician can be complex. One size does not fit all. More and more, information is available on line about physicians. Not only is their academic background, but their personal interests and philosophy of practice are also online. Are they in a group? How do they handle phone calls? How long does it take to get an appointment? Often, that initial appointment make take some time, but remember, that is when the physician is getting to know you, your history and your family and a whole variety of other background information that is helpful in keeping you healthy. Hopefully this will be the beginning of a relationship that will serve you well for years to come.

Times are changing. And no where is change more evident than in health care in America. The exponential rise in costs and the right for universal access is creating a pressure for change and efficiency like never before. It seems that the PCP may well be at the center of that change. More than ever, the person who has a solid relationship with their PCP will have better access to the best treatment and prevention.

To that end, many health care systems have put renewed interest in Primary Care. St. Mary's Medical Center has a Primary Care Initiative with the mission to become the Primary Care Hospital of choice for physicians and patients in San Francisco.



For more information on PCPs,
please visit www.getapersonaldoctor.org

Dr. Kenneth Mills
Chairman St. Mary's Primary Care Council

St. Mary's Hospitalist Program



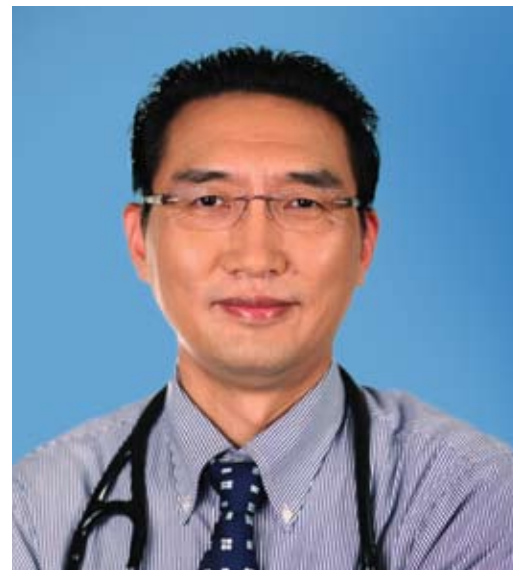
Scott Enderby, DO, MMM, SFHM



Eva Mikrut, MD



Elizabeth Jensen, DO



Shan Wen, MD



Matthew C. Jeong, MD



Constance Y. Wong, MD

Coordinated care for you & your loved one

Who is a Hospitalist?

A hospitalist is a St. Mary's physician who oversees the care of patients who are admitted after a visit to the Emergency Room or following a surgery. St. Mary's has a team of hospitalists at our facility, overseen by a dedicated Medical Director. Your hospitalist is here to help you and to ensure that your recovery goes as smoothly as possible.

What does a hospitalist do?

Your hospitalist will oversee your care for your entire stay in coordination with your primary care physician or specialist, and provide regular reports to those physicians. He/she can answer any questions that you or your family members may have about your recovery, including medications and other aspects of your treatment.

How can a hospitalist help me?

Our hospitalists are dedicated to St. Mary's and are able to spend more time with hospital patients than most physicians can, visiting more than once per day and for longer periods of time. Because of this, your hospitalist is able to notice changes in your condition and catch any problems or complications that might arise. The hospitalist will be happy to sit down with you and your family to explain any treatment issues and ease any anxiety you may have about your recovery.

Why does St. Mary's use hospitalists?

Our hospitalists help ensure that our patients receive high-quality care for their entire hospital stay. Because of the many demands on primary care physicians and surgeons, they often have limited availability to visit their hospital patients. Hospitalists bridge the gap between these physicians and their patients, and provide help and information to each.

We have found that the participation of a hospitalist can lead to faster recovery times, lowered risk of post-operative complications, and a better overall patient experience. We hope you will find your hospitalist helpful and that you feel free to rely on him or her if you need any help or have any questions.

It is important to establish care with a primary care physician (PCP). If you don't have a PCP, visit www.getapersonalcaresdoctor.org to find someone to meet your health care needs.

Questions?

If you should have any questions about the hospitalist program, please feel free to contact the program office at **415-750-5909**.

IS IT AN EMERGENCY?

AT ST. MARY'S WE TREAT PEOPLE. **NOT NUMBERS.**

Sometimes it can be confusing to know when you should head to the Emergency Room. Tin Do, MD, an emergency physician, and the other staff of St. Mary's ER tell patients who call: "If you believe it to be an emergency and don't think it can wait to see your doctor, you should come in. You know your body best and only you know when your body feels strange."

According to the American College of Emergency Physicians, there are specific health conditions that are considered life threatening and others that require seeking immediate medical attention. If you or someone you know have an emergency, come to the ER. If it is a life threatening emergency or if you think the condition will worsen on the way to the hospital, always call "911."

Below are guidelines of conditions that warrant visiting the ER.

LIFE THREATENING emergencies include:

- Heart attack (chest pain/chest pressure with or without neck or arm pain)
- Difficulty breathing or shortness of breath
- Bleeding which does not stop after applying pressure
- Loss of consciousness
- Unexplained stupor, drowsiness or disorientation
- Significant trauma (to the head, stomach, chest)
- Stroke (sudden weakness/numbness of the face, arm or leg; sudden vision loss or inability to speak)
- Allergic reactions (when breathing becomes labored or feeling like your throat is swollen)

Other times when you SHOULD come to the ER:

- Broken bones
- Persistent unexplained fever even with Tylenol use
- Persistent or severe vomiting
- Vomiting or coughing blood
- Poisoning (if possible first contact local poison control)
- Severe burns
- Suicidal or homicidal feelings
- Unusual or persistent abdominal pain
- Animal bites (may require rabies or tetanus shot)

Instances when you should call your doctor (Primary Care Physician):

- Cough/cold
- Earaches
- Fever/Flu
- Minor burns (including sunburns)
- Minor cuts (bleeding has stopped)
- Sore throat (but without difficulty breathing or swallowing)
- Sprains
- STD

Note: The above conditions generally do not require an ER visit, but if any of these conditions are severe and/or persistent and you cannot reach your physician, please do visit an ER.

Dr. Tin Do
St. Mary's Emergency Department

Why You Should Get a Primary Care Doctor

In instances when a health condition is non life-threatening it is best to call your primary care physician (PCP). PCPs can typically advise you and recommend treatment over the phone based on your symptoms. Everyone should establish care with a PCP and see them regularly. This physician relationship will enable one doctor to be your health advocate and he/she will become familiar with your medical history, medications and treatments. Another added benefit of having a PCP is that they are generally available 24 hours a day or have colleagues on call to answer your questions anytime.

If you need a primary care doctor, call our referral line at **(415) 750-5599** or go to **docin48hours.org**
We'll get you in, get you better, and get you going again.

Patient Profile: ben d.

Ben is a patient of Dr. Ken Mills and has been for more than 25 years now. As the son of a physician and as a paramedic (at the time), Ben knew the importance of establishing care with a primary care physician (PCP). "I actually interviewed Dr. Mills. I wanted a PCP (or internist) who was not afraid to refer to me a specialist when I needed one. I also wanted someone I could confide in and be comfortable with, Dr. Mills is all of these things for me," said Ben.

"People should agonize about finding a good PCP. They do it when they have to buy a car, but finding a doctor is an even more important decision. A doctor manages your health, your total body," said Ben.

"A PCP needs to know about your entire body and what is going on in your life – marriage, relationships, daily habits – all of these things make a difference. We discuss and manage my health as a team which is empowering for me, the patient, to have control of my health issues. Dr. Mills is my friend, my confidant, and my physician."

Ben works as a trainer for law enforcement, training them on the state requirements for first aid. "I always encourage my trainees to find a PCP because having an annual physical is invaluable," said Ben. "It is just as important to see a doctor when you are healthy as it is when you are sick because they need a comparison. Each visit is like a Polaroid picture and if you don't have

a picture of when you are healthy, the doctor can't know when something is wrong. Many diseases like diabetes and cancer do not have any symptoms in the beginning and early intervention can be critical to good health. It is important to have annual tests and check-ups done."

Over the past 25 years Ben has continued to see Dr. Mills for his annual check-up and his other health needs. "I come in when I am feeling amiss, or when I have shoulder or heart pains," said Ben. "I have a great relationship with Dr. Mills and the specialists he refers to me to at St. Mary's. He referred me to Dr. Podolin for my chest discomfort which thankfully was nothing more than a virus. His referral to Dr. Montgomery for my orthopedic needs has been crucial due to my many joint injuries and he referred me to Dr. Raybin who kept me alive when I couldn't breathe."

Ben says he enjoys an amazing quality of life and a healthy lifestyle. Most importantly, he does not worry about the unexpected illness or injury because he has total confidence in his PCP.

About Ben: Ben was trained at UC Davis in pre-veterinarian medicine and then went to Ethiopia with the Peace Corps. It was there that he realized he could use his medical training to help humans and when he returned to the states he became a paramedic in San Francisco. Ben now works as a trainer, teaching first aid to local law enforcement.

For more information on primary care physicians, please visit www.getapersonaldoctor.org

St. Mary's Medical Center

Foundation News



There was not a dry eye or paddle left unraised in the audience of more than 300 at St. Mary's Foundation's History of Caring – Future of Healing Gala on May 12. The fun evening began with cocktails and dinner catered by Paula LeDuc Fine Catering, which served a scrumptious three-course meal. The lively crowd finished off the event by raising their paddles in the live auction, which benefitted the capital campaign and brought awareness and funding to much-needed clinical trials. Many guests put on their dancing shoes to polish off the night on the dance floor with Pride and Joy.

"I particularly want to acknowledge the generosity of our doctors and employees. And to all of those donors who heard the call and stepped forward in support of this new cancer center...Tonight we must acknowledge that our work is not over. We need to complete our capital campaign and open the new Vascular Suite and Women's Center at St. Mary's..."
– St. Mary's President and CEO, Anna Cheung

Special guest, Chef Guy Fieri delighted the crowd as a guest speaker, who helped present awards and shared his own personal medical story. Dr. Bill Link, donor and patient of St. Mary's also shared his own personal battle with cancer, which left many inspired.

St. Mary's Foundation not only thanks these two very special guests, but the co-chairs, honorary chairs, and the celebration committee

who all worked diligently to pull this spectacular event together. And lastly to all of the attendees who made this night possible – thank you for your support! We were all humbled and overjoyed by the enthusiasm and support you showed on May 12.

2011 GALA SPONSORS

\$25,000

Bank of America
Michele & Doug Dillard

\$10,000+

Citi
Catherine & Michael Taylor, MD,
Friends and Family

\$5,000+

Mayor Willie L. Brown, Jr.
Carolyn & Chris Colpitts
Flora Springs Winery and Vineyard
Hanson Bridgett
Health Diagnostics
Image Guided Therapeutics
Julie & Remo Morelli, MD
Marisa Moret, Esq.
Yvonne & Angelo Sangiacomo
St. Mary's Medical Staff

Get Screened, Stay Healthy.

Breast Cancer

Ask your primary care physician when a mammogram is right for you. This varies based on your age, family history, overall health and personal concerns.

Cervical Cancer

Have a Pap smear every 1 to 3 years if you are 21 to 65 years old and have been sexually active. If you are older than 65 and recent Pap smears were normal, you do not need a Pap smear. If you have had a hysterectomy for a reason other than cancer, you do not need a Pap smear.

Colorectal Cancer

Have a screening test for colorectal cancer starting at age 50. If you have a family history of colorectal cancer, you may need to be screened earlier. Several different tests can detect this cancer. Your health care team can help you decide which is best for you.

Diabetes

Get screened for diabetes if your blood pressure is higher than 135/80 or if you take medication for high blood pressure. Diabetes (high blood sugar) can cause problems with your heart, brain, eyes, feet, kidneys, nerves, and other body parts.

High Blood Pressure

Starting at age 18, have your blood pressure checked at least every 2 years. High blood pressure is 140/90 or higher. High blood pressure can cause stroke, heart attack, kidney and eye problems, and heart failure.

High Cholesterol

Starting at age 20, have your cholesterol checked regularly if:

- You use tobacco.
- You are obese.
- You have diabetes or high blood pressure.
- You have a personal history of heart disease or blocked arteries.
- A man in your family had a heart attack before age 50 or a woman, before age 60.

Osteoporosis (Bone Thinning)

Have a screening test at age 65 to make sure your bones are strong. If you are younger than 65, talk to your health care team about whether you should be tested.

Overweight and Obesity

Your physician can check your body mass index (BMI). A BMI between 18.5 and 25 indicates a normal weight. Persons with a BMI of 30 or higher may be obese. If you are obese, talk to your doctor or nurse about seeking counseling. Obesity can lead to diabetes and cardiovascular disease.

Breast Cancer Drugs

If your mother, sister, or daughter has had breast cancer, talk to your doctor about whether you should take medicines to prevent breast cancer.

Estrogen for Menopause (Hormone Replacement Therapy)

Do not use estrogen to prevent heart disease or other diseases. If you need relief from symptoms of menopause, talk with your health care team.

Stay Healthy.

A primary care physician (PCP) can guide you through which health screenings are appropriate for you. Many of the recommendations depend on your age, health and family history.

The following information came from the Agency for Healthcare Research and Quality (AHRQ) of the U.S. Department of Health & Human Services. The full list and additional information can be found at www.ahrq.gov/ppip/healthywom.htm and www.ahrq.gov/ppip/healthymen.htm

Abdominal Aortic Aneurysm

If you are between the ages of 65 and 75 and have ever been a smoker, talk to your doctor or nurse about being screened for abdominal aortic aneurysm (AAA). AAA is a bulging in your abdominal aorta, the largest artery in your body. An AAA may burst, which can cause dangerous bleeding and death.

Colorectal Cancer

Have a screening test for colorectal cancer starting at age 50. If you have a family history of colorectal cancer, you may need to be screened earlier. Several different tests can detect this cancer. Your doctor can help you decide which is best for you.

Diabetes

Get screened for diabetes if your blood pressure is higher than 135/80 or if you take medication for high blood pressure.

Diabetes (high blood sugar) can cause problems with your heart, brain, eyes, feet, kidneys, nerves, and other body parts.

High Blood Pressure

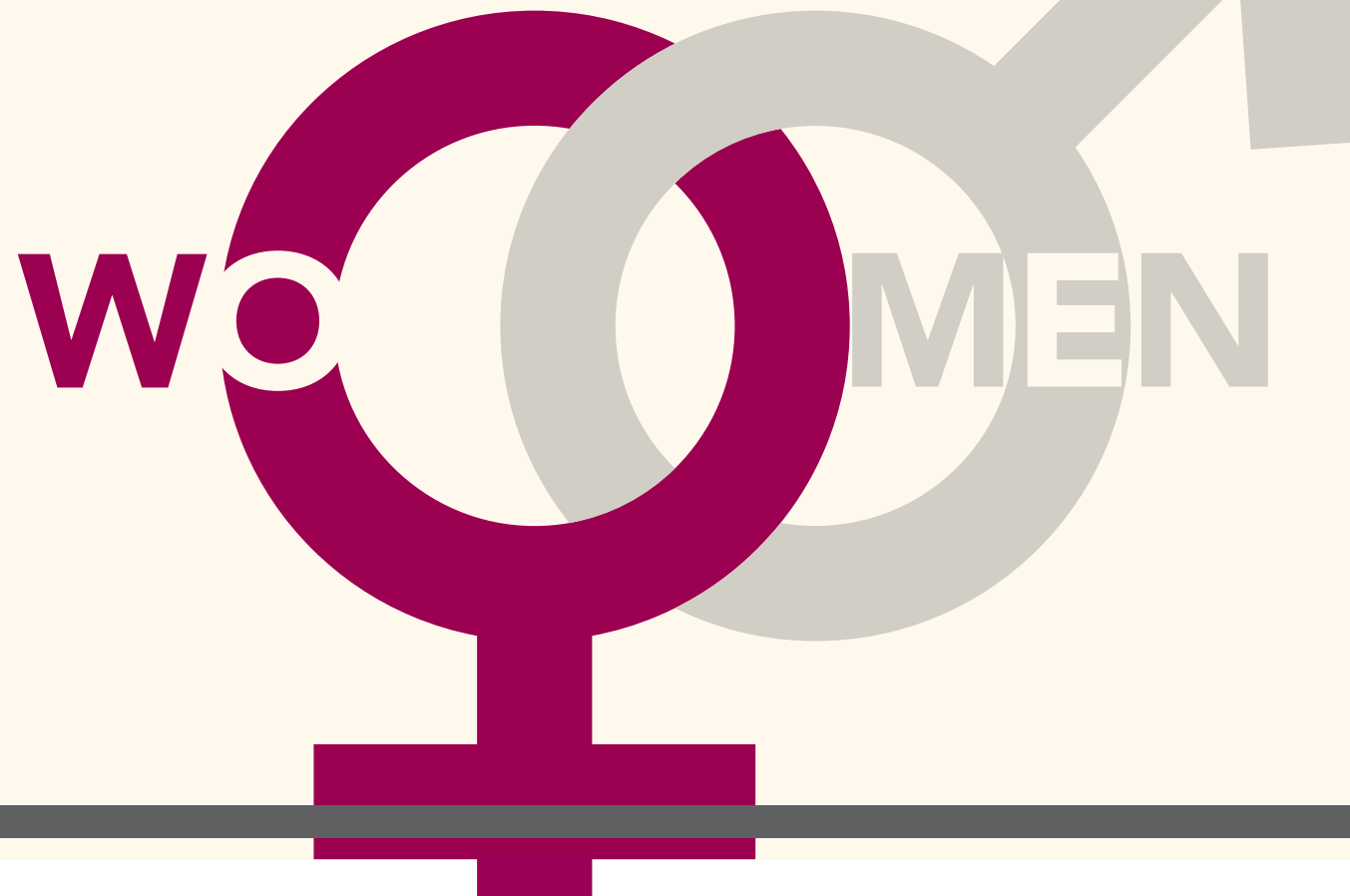
Starting at age 18, have your blood pressure checked at least every 2 years. High blood pressure is 140/90 or higher. High blood pressure can cause strokes, heart attacks, kidney and eye problems, and heart failure.

High Cholesterol

If you are 35 or older, have your cholesterol checked. Have your cholesterol checked starting at age 20 if you use tobacco, are obese, have diabetes and/or high blood pressure or if a man in your family had a heart attack before age 50 or a woman had one before age 60.

Overweight and Obesity

Your physician can check your body mass index (BMI). A BMI between 18.5 and 25 indicates a normal weight. Persons with a BMI of 30 or higher may be obese. If you are obese, talk to your doctor or nurse about seeking counseling. Obesity can lead to diabetes and cardiovascular disease.



Classes and Support Groups

All SMMC programs and classes are FREE. Please note classes and programs are not held on holidays.

Breast Cancer Support Group

Tuesdays: 5 p.m. – 7 p.m.
Room 616
415-750-5775

Caring for the Caregiver: Strategies for Safe Mobility with your Loved One

Physical Therapist Kim Hargreaves will demonstrate safe techniques for assisting a disabled or elderly adult with their mobility. Hands-on instruction will be given for positioning in and transferring to/from bed, wheelchair, car, toilet, etc. Caregivers as well as those they care for are welcome to attend and participate.
Tuesday, June 28
4 p.m. – 5 p.m.
Morrissey Hall, 2250 Hayes St.
RSVP to 1-888-457-5202

Diabetes Educational Classes

Mondays: 4 p.m. – 5 p.m.
Cardiology Conference Room – Level C
415-750-5513

Gentle Yoga Classes

Thursdays: 1:30 p.m. – 3 p.m.
St. Mary's Hall, 2255 Hayes St.
Room H2-4
415-750-5800

Grief Support Groups

For anyone experiencing grief and loss, please call 415-750-5718 for more information about upcoming groups.

Interfaith Memorial Services

Quarterly service to honor those who have died and to support those who have lost someone dear
Sat., June 4; Sat. Sept. 3; Sat. Dec., 3
10:30 a.m.
Chapel, 6th floor of 2250 Hayes St.
415-750-5718

Volunteer Opportunities

Do you have time on your hands? Dedicate your time and talent to serving others a few days a week! St. Mary's has a wide variety of volunteer opportunities. To learn more, call 415-750-5646.

Joint Pain and Arthritis Seminars

Learn about non-surgical options to ease pain in the hip and knee joints. Physical Therapists will discuss exercises and strengthening techniques. Second Tuesdays of every month.
5 p.m. – 6 p.m.
3 East Conference Room, 450 Stanyan St.
RSVP to 1-888-457-5202

Lifeline Personal Help System

(CHW Community) Independence for seniors
24-hour emergency response system
\$45.00 per month and \$50.00 installation fee (one-time)
415-750-5530

Mall Walkers: Get fit at Stonestown Mall

Thursdays: 9 a.m.
Center Court, Stonestown Mall, 3251 20th Avenue
415-750-5800 or 415-564-8848

Mediation Group

Interfaith meditations led by a St. Mary's Chaplain.
Fridays: 7:30 a.m.
Meditation Room, Level B (next to cafeteria)

Menopause Matters Support Group

Second Tuesdays: 7:15 p.m. – 8:45 p.m.
Room 616
415-750-5775

Senior Movies

First and third Tuesdays: 1:30 p.m.
St. Mary's Hall, 2255 Hayes St., Room H2-7
Call 415-750-4849 for movie schedule.

Traumatic Brain Injury Support Group

For people living with traumatic brain injuries
Wednesdays: 3:30 p.m. – 4:30 p.m.
6th Floor, Room 618
415-750-4965

Weight Loss Surgery Support Group

Second Wednesdays: 6 p.m. – 8 p.m.
Cafeteria – Level B
415-668-3200

St. Mary's Medical Center: Frequently Called Phone Numbers

MAIN HOSPITAL OPERATOR	(415) 668-1000
PRIMARY CARE PHYSICIAN REFERRAL LINE	(877) 884-ADOC
SPECIALIST REFERRAL LINE	(800) 444-2303
Admitting/Registration	(415) 750-5705
Cardiology	(415) 750-5779
Diabetes Education	(415) 750-5513
Emergency Room	(415) 750-5700
Financial Services.....	(866) 240-2087
Foundation	(415) 750-5790
Laboratory	(415) 750-5750
Medical Records	(415) 750-5767
Outpatient Infusion Center	(415) 750-5635
Palliative Care	(415) 750-5907
Physical Therapy/Outpatient Therapies	(415) 750-5900
Pre-Surgical Admissions	(415) 750-4900
Radiology	(415) 750-5770
Same-Day Surgery	(415) 750-5754
Senior Services	(415) 750-5800
San Francisco Wound Care and Reconstructive Surgery Center.....	(415) 750-5535
Sister Mary Philippa Clinic	(415) 750-5500
Spine Center	(415) 750-5570
Spiritual Care	(415) 750-5718
Total Joint Center	(888) 457-5202
Vein Center	(415) 750-5545
Volunteer Services	(415) 750-5646

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