



••• Transitions •••



We are familiar with the difficulties and joys of transitions. As many of our patients know, our staff is quite different now than just a year ago. Many forces are at play behind the scenes when our staff or providers leave – opportunities to grow professionally in other settings or other states, retirement, illness, convenience, and the changing face of primary care.

Whatever the reason for staff or provider departure, we recognize that it can feel challenging and fatiguing to see new faces and meet new providers. We wanted to share with all our patients some of the expectations you can have of us when we are undergoing transitions (and always!):

- **We are always here to take care of you and your needs.** Although you may be waiting for the arrival of a new provider, or even when your provider is out of the office, our staff and other providers are monitoring the care of all our patients. If you are expecting test results, need an appointment, or have a question, our staff and providers are here to help.

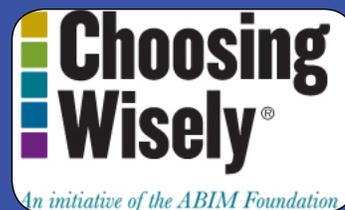
- **We expect to hear from you.** Please let us know if you do need something. You don't need to wait to meet your new provider to get the care you need or have your questions answered. As a reminder, we have a provider who is available to answer questions "after hours" during evenings, weekends, or holidays. Just call our office and the answering service will connect you to the "on-call" provider.

Please let us know if something isn't working for you. We will work diligently to arrive at a resolution to the issue.

Choosing Wisely

Consumer Reports fans may have been reading recently about the Choosing Wisely® campaign, an initiative supported by the American Board of Internal Medicine Foundation. At Belgrade Regional Health Center, we fully support the concept behind this campaign. The idea of Choosing Wisely® is to reduce the use of unnecessary or wasteful care and to empower patients to become more involved in the decision making about their healthcare – after all, it is your health!

Choosing Wisely® is based on the idea that more healthcare is not necessarily better. It promotes the idea that physicians and patients should discuss the risk and benefits of medical procedures and tests so that patients receive the appropriate care at the right time. This increases the likelihood that patients will derive benefit from



the test or procedure, while minimizing risk of harms. Many primary care and specialty societies have signed on to the Choosing Wisely® campaign. These experts have developed specialty-specific lists of tests or procedures that patients and providers should discuss in order to weigh the benefits and usefulness of the intervention prior to having them done.

Consumer Reports® offers some excellent tips for when and how to ask questions of healthcare professionals about the necessity of a certain test or procedure. Check out their excellent website, ConsumerHealthChoices.org.

Maine remains at the forefront in this and other healthcare reform efforts. Maine Quality Counts was chosen as a grantee by the ABIM Foundation to lead the "Choosing Wisely in Maine" initiative, convening multiple stakeholders to bring the concepts of the Choosing Wisely campaign to our state. You can learn more about this work by going to their website, www.mainequalitycounts.org.

Meet our team!

Thanks for choosing us as your medical care team. Please take a moment to learn about everyone here at the Belgrade Regional Health Center.



Wendi, Practice Manager

Wendi joined BRHC more than two years ago coming to the team with many years in the medical field. In earlier years, Wendi worked as an X-Ray Technician and an Orthopedic Tech then moved to medical office management several years ago. "I am so happy to be working here in my community and I look forward to continuing the great work we are doing for many more years!"

Amy, MD

Amy has been providing care at Belgrade since 2008. Prior to this, her experiences with medical care include working on projects addressing HIV/AIDS with the Peace Corps in Central African Republic and Malawi, as well as working in a sexual assault crisis center in Maine. Dr. Madden's clinical areas of interest include preventive care for the entire family, management of chronic illness, and community health.



Rob, PA

Rob joined the medical team in June. He brings experience in family practice, internal medicine and cardio-thoracic surgery. In addition, he has supervised physician assistant students during clinical rotations in both Maine and New York. "I believe in preventive medicine and patient education. There is no better way to do this than by treating the whole family. I am excited to be joining the staff at Belgrade as their approach to patient care and community involvement is outstanding."

Lisa, FNP

Lisa will begin seeing patients in August. She brings nursing experience in emergency, critical care, medical/surgical nursing, oncology, and homecare settings. She is a member of the Maine Nurse Practitioners Association and the Sigma Theta Tau International Honor Society for Nursing. Her clinical areas of interest/expertise include family practice, emergent care, and oncology.



Jessica, LCSW

Jessica has been in the field of social work for 12 years working with children and families. Professional interests include: trauma, substance abuse, perinatal social work, couples counseling, communication and health and behavior change. Hobbies include: watching various sports, gardening, exercise, cooking and spending time with friends and family. We are so fortunate to have her expertise on this team for our patients.

Nancy, LPN

Nancy has been a nurse here in Belgrade since October 2008. She has been a nurse since 1983 and practicing here in Maine since 1984 when she moved here from New York. Nancy is originally from Kodiak Island, Alaska. She says "I wanted to be a nurse since I was a tween. I had a friend who was an ED nurse for many years who got me interested. That friend still practices today 30+ years later. When not here working with patients, I enjoy riding with my hubby on the motorcycle, traveling, camping and family time."



Susan, RN

Susan has been with our practice for more than three years. She has been in nursing for many years in a variety of settings and has a wealth of knowledge. Susan is very caring and kind in her approach with patients and their families.



Steve, MA

Steve has been a medical assistant with us for a year now. Patients love being greeted by Steve and always remember him by name. "My passion is our patients," he says. "I enjoy rooming them and doing their labs with friendliness and compassion." Steve also says, "I love to fish, but never get to do enough of it!"

Sherene, RN

Sherene joined BRHC six months ago as a long-time member of our community. She grew up in Mt. Vernon and currently resides with her family on her farm in Mercer. There she is an avid organic gardener. Sherene is passionate about great patient care and is leading our way with our Healthy Gains program!



Nancy, MA

Nancy started with the practice in March. She brings eight years of experience in a family practice setting and additional years in the medical field. With these years of experience, Nancy brings a vast knowledge, excellent clinical skills and is very compassionate. She has also taken on the role as our Safety Coordinator.

Jessica, Care Coordinator

Joining us in July, Jessica brings with her many years of clinical experience. She is a life-long member of this community and is excited to roll out this new exciting position within the health center. Please welcome her!



Shelley, Clinical Support Specialist

Shelley began working here in September of 2011. She began with us on our front office team and transitioned into our newly created role that helps support our clinical team. Shelley manages our immunization program. She is also very eager to contribute to our community initiatives!

Debra, Front office team

Debra joined the front office more than two years ago and has worked in the medical field for a number of years. She has taken on many tasks in her role here and works very hard to help our patients get what they need and to make them comfortable. Debra is very friendly and has a great sense of humor.



Heather, Front office team

Heather has worked in the medical field for six years and has been very glad to join a team in her community. When Heather is not at work, she loves spending time with her animals. She enjoys caring and raising a variety of farm animals! As a member of this team, "I believe patients deserve fair treatment and respect. I do my best to help all of our patients."

Carrie, Front office team

Carrie is new to our team. She is a resident of our Belgrade community living here with her family for the past seven years. Carrie is currently finishing up her degree in Medical Administration and Health Care Science. She is very outgoing and friendly and a fantastic addition!





SUN SAFETY TIPS

JULY IS NATIONAL ULTRAVIOLET (UV) SAFETY MONTH

During the summer months we all like to spend time outdoors and enjoy the sunshine and warm weather. It is very important to be aware of the potential risks on your eyes and skin from too much sun, so we've provided a few tips for sun safety:

- ☀ **Cover Up** - Wear a hat, sunglasses, and lots of sunscreen!
- ☀ **Wear sunscreen** even on cloudy and cooler days.
- ☀ Choose sunscreen with a minimum **15 sun protection factor (SPF)**.
- ☀ **Stay out** of the tanning bed.
- ☀ **Look for shade** between 10 am - 4 pm. The sun is strongest at this time of day.
- ☀ **Check the UV Forecast**. Plan ahead and check which days the sun might be most dangerous.

Though we take many preventive measures, sunburns do happen.

In the event of a sunburn:

- ☀ **Moisturize** with Aloe Vera lotions free of perfumes and additives.
- ☀ **Take a cool shower or bath**.
- ☀ **Drink water**. Sunburns may cause headaches due to dehydration.
- ☀ **Place a cool, damp cloth on the burned area**.
- ☀ If blisters result from a sunburn, **avoid clothing that may rub against the burned area**.

For more information visit: <http://www.cancer.org/Healthy/BeSafeintheSun/index>; and <http://www.webmd.com/healthy-beauty/tc/sunburn-home-treatment>

Community Paramedicine Project Gets Rolling

As some of you may recall from our last newsletter, Belgrade Regional Health Center is teaming up with Delta Ambulance to provide in-home services to patients who might otherwise miss out on care they need. This is a free service being offered to our patients who qualify.

Community Paramedicine is a model used in other parts of the country to extend access to healthcare using EMTs and paramedics, especially in rural areas. BRHC has offered Community Paramedicine services to patients:

- who are at risk for falls and need a home safety assessment;
- who have questions about their medications and need someone to go through their meds at home;
- who have difficulty leaving their home and are in need of assessment, including vital signs, bloodwork, urine samples, etc.

If you have any questions about the Community Paramedicine project, or to find out if this service is right for you, please call the office.

BELGRADE REGIONAL HEALTH CENTER

4 Clement Way, Belgrade, ME 04917

(207) 495-3323

www.BelgradeCHC.org

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