



IEHP

ScrubTalk

Staff Newsletter #1

Summer 2004

8 ways to de-stress for a better workday!

Stress happens to us all - every day. It's how we cope with stress that determines its impact on our lives.

Learning to de-stress at work can lead to more productive and fulfilling days. You'll get more done, have more fun and at the end of the day, you'll have more energy to enjoy your friends and family.

So don't wait for stress to sneak up on you. Build habits into your daily schedule that help keep stress away!

Try these Stress Busters!

- 1. Make lunch breaks fun.** Short timeouts during the day can help reduce stress and improve your performance. Take a walk, go to the gym, go shopping - just get out of the office and do something.
- 2. Stand up and stretch every hour.** Our bodies weren't made to sit all day long. "When you move around, the muscles in the legs help to pump blood back to the heart, which improves your energy and wakes you up," according to Rogelio Nunez, principle owner of Hands on Wellness in San Francisco.
- 3. Snack.** If your energy is really low, you may need to eat. Keep a stash of healthy munchies at your desk for emergencies. Good choices include microwave popcorn, cereal bars, dried fruit, graham crackers, energy bars, or trail mix.
- 4. Find time to laugh.** Smiling and laughing produce happy chemicals in our bodies that make us feel good - like a stress antidote. Humor, jokes, or a good laugh make you forget or reevaluate the most gloomy and stressful moments.

Welcome to *ScrubTalk* ...

The newsletter designed exclusively for you, our Provider Staff!

In each quarterly issue, you'll find articles to help you at work and at home, as well as tips for balancing the demands of your job with your personal life.



You'll get straight talk about IEHP's policies and how they affect you, and you'll learn how to take advantage of services we offer to make your job easier.

But more importantly, I hope you'll have fun and join us in *ScrubTalk*! It's your chance to share your thoughts with us - and the rest of the IEHP Team - and win prizes for yourself or your office at the same time.

Tell us about someone special in your office for "Scrub of the Month," share your solutions to office problems in "Reader Tips," or send us your most outrageous office stories for "Around the Office." If your entry is chosen, you'll get a special gift.

I hope you enjoy your first issue of *ScrubTalk*, and plan on being part of *ScrubTalk* in the future. Please call me directly at (909) 890-2150 with any comments and suggestions.

Thank you for the opportunity to help enlighten your busy lives.

Sincerely,

Lynn Borup

IEHP Chief Network Development Officer

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- 5. Take a “tea” break.** Tea has been used for centuries to ease both physical and psychological distress. Try peppermint tea to increase energy and stimulate brain activity. Really stressed and need to unwind? Chamomile tea can do wonders to calm the nerves.
- 6. Drink water.** It may be just the pick-me-up you need. Fatigue and sluggishness are often signs of dehydration.
- 7. Keep a golf ball or empty bottle nearby.** They're great for a quick foot massage under the desk! Foot massages are known to relieve tension, mental and physical stress, fatigue, and headaches.
- 8. Keep reading *Scrub Talk*.** We'll feature a new stress-buster idea in every issue.

Do you have a favorite way to "chill out" during your workday? Please let us know about it! We'd love to feature your idea in an upcoming issue of Scrub Talk.

Scrub of the Month

Is there someone in your office who inspires you? Someone who always seems to know what to say or do, someone who's always ready with a helping hand? Someone who, even in today's hectic world, takes the time to make a difference?

Please let us know!

We'll feature their story in ScrubTalk and we'll honor them with special recognition.

Here's all you have to do...

Send us your nomination by fax to (909) 890-2029 addressed to ScrubTalk Scrub of the Month. Or mail it to Inland Empire Health Plan, Scrub Talk Scrub of the Month, P.O. Box 19026, San Bernardino, CA 92423-9026.

Tell us briefly, in 500 words or less, why you're nominating this special person for Scrub of the Month. Make sure to include your name, your office location, and your phone number as well.

If your story is chosen, we'll call you to make plans for photos and further details.

“What lies behind us and what lies before us are tiny matters compared to what lies within us.”

- Ralph Waldo Emerson



What's for lunch?

Ordering healthy "fast food" is easier than you think!

So many of us grab a quick breakfast - if that - then run out the door to work. By lunch, we're usually so hungry that almost anything looks good!

Sound familiar? If so, it's time to think about making smart choices at lunch. Of course, your best bet is to bring a healthy lunch from home...but when you're ordering out, take advantage of the new fast-food alternatives that save you from high-calorie sandwiches and fatty foods!

The next time someone says, "I'm making a food run...what do you want?", think about these simple tips before you order:

Avoid fried foods.

Try to stick to broiled chicken, steamed veggies, or grilled foods - and ask for sauces or dressings on the side. If you **MUST** have fries that day, order a small size or share with a friend.

Watch your portions.

Don't go for the double meat, double cheeseburger with large fries - this quick lunch could pack 2 days worth of fat and calories! If you can't order small, ask the restaurant to split your lunch into 2 separate boxes - one to eat now and one to reheat for another meal.

Don't forget your vegetables.

Many fast food restaurants now offer a variety of salads. Top with your favorite low fat dressing for a high fiber, vitamin-enriched lunch.

Salad alone won't get you through the afternoon? Order a small salad with a grilled chicken entrée for a healthy, low calorie lunch.

Cut back on soda.

Choose pure fruit or vegetable juices, water, or low-fat milk.

Eat healthy snacks throughout the day -

like microwave popcorn, cereal bars, or dried fruit - to avoid over eating at lunch.

Most of all, stop and take the time to enjoy! Walk to a nearby park to eat, use the time to get to know your co-workers better, or just sit peacefully, enjoy your food, and re-energize.

Enhance the quality of care provided to your members...

...with FREE Interpreter Services from IEHP!

As you know, clear communication is crucial to quality patient care. That's why we cover the cost of professional interpreters for you when you see IEHP Members for any IEHP-covered benefit. Using our professional interpreters:

- Saves you time - and money.
- Removes barriers to informed consent.
- Helps you protect patient privacy.
- Increases patient compliance to your treatment plans.
- Protects your patients from potential harm due to misunderstanding...and your facility from lawsuits.

These services include American Sign Language, Oral or Signed English, and Foreign Language Interpreters.

Scheduling Interpreter Services is Quick and Easy... Just call us and we'll take care of everything.

Either you or your Members can call to schedule these services. However, interpreters are in high demand - so it's important that you call IEHP Member Services at least 2 weeks before the appointment to arrange face-to-face interpreter services.

A good idea is to schedule the interpreter at the time the medical appointment is scheduled. If you give less than a four-day notice, it may not be possible to get an interpreter on time.

For language help over the phone, you can call us at the time of the appointment to be connected to the Language Line. To use this service

Continued on back page...



The major fast-food restaurants are now marketing healthier alternatives like grilled chicken entrees and salads with low-fat dressings - and you can check out their menus on the Web for fat content and calories!

Tips from our Readers

What to do about IEHP Members who "no-show" for their scheduled appointments?

Here are some tips from our offices that have reported a decrease in no-shows:

- Place a friendly "We're looking forward to seeing you" call to patients a day before their appointment.
- Give Members appointment cards when scheduling future appointments.
- Post signs in the reception area and in the examination rooms asking for the courtesy of a call in case of a cancellation. Explain how you will gladly reschedule and how this helps other patients who may want to see the Doctor.
- Speak to IEHP Care Management about Members who are frequent "no-shows." Care Management can counsel the Member to resolve the issues that have kept them from their appointments and can assist them to get to appointments in the future. To reach a Care Manager, call your Provider Services Representative who can arrange a conference call.
- Take a look at how you schedule appointments. According to efficiency studies, simple changes in scheduling can reduce no-show rates by as much as 50%. For example, try to leave enough open time in your schedule at the start of each day to see patients who call needing urgent appointments, or to allow for follow-up exams from ER encounters the night before. Also keep Friday afternoon before a holiday or your Monday morning after a holiday open, as this seems to be the busiest and most disruptive time for offices.



Have you solved a problem in your office?

We'd love to feature your solution in Readers Tips. If you are chosen, you'll receive a prize.

Fax your tips to (909) 890 - 2992 or mail them to
Inland Empire Health Plan
Scrub Talk Reader Tips
P.O. Box 19026 San Bernardino,
CA 92423-9026

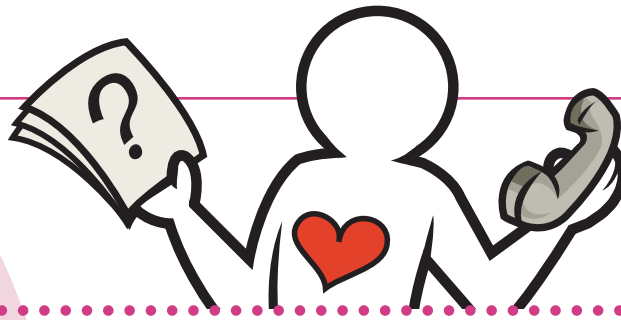
Save these dates...

IEHP's 4th Annual Customer Service Training Seminar
"Helping you and your doctor shine!"
Learn common-sense techniques for providing outstanding customer service.

Offered free on-site at IEHP
August 25th & 26th at 10 a.m. - 2 p.m. and August 27th at 8 a.m. - 12 p.m.

More details coming soon!

Ask Susie



Every day, we get calls from you, our Provider offices, with questions about IEHP procedures or programs. In this column, we'll address some of your most common questions. If there's a specific question you would like addressed, or have comments concerning any answers, please call your Provider Services Representative at (909) 890-2054.

What forms are available from IEHP and how do I order them?

All available IEHP forms are listed on the Provider Services Materials Request Form. The fastest way to get forms is to complete the Materials Request Form and fax it to us at (909) 890-2968. You can also mail it to IEHP PSR Unit, P.O. Box 19026, San Bernardino, CA 92423-9026. Or call your Provider Services Representative at (909) 890-2054 and we'll put the request in for you.

To order HEBA Forms (Staying Healthy Assessment Forms), PM160s, or Growth Charts, contact your IPA.

A good practice is to never use your last form. Make copies to use until you get your new supply.

We often get young moms who have to pay out of pocket for their children's health care. How can I help them get insurance?

Have them call IEHP Enrollment Assistors at 1-866-294-IEHP (4347)/TTY 1-800-720-4347 Mondays through Thursdays from 8 a.m. to 6 p.m., and Fridays from 8 a.m. to 5 p.m. Our bilingual staff can help them apply by phone for the Healthy Families Program, Medi-Cal for Children, or Healthy Kids.

Who is "On Call" and what do you want us to do when we get faxes from them regarding our IEHP patients?

"On Call" is IEHP's After-Hours Nurse Advice Line that Members can call to get medical advice when your office is closed at night, on weekends, and holidays.

When you receive a fax from "On Call", it's because your patient has called the Advice Line for help. Please review the Nurses' comments and, if necessary, follow up with the Member within a day - especially if the Member has been referred to Urgent Care or the Emergency Room.

**Suggestions,
Recommendations,
Questions?**

Call us!

You can reach your Provider Services Representative at (909) 890-2054, or fax us at (909) 890-2968.

around the office

Have you had something happen in your office that's tickled your funny bone, or touched your heart?

Share it with us!

If your story is chosen, we'll send you an IEHP scrub to enhance that office wardrobe of yours!

For this first issue, we'd like to share a funny story from our own Cindy Krahn, IEHP Quality Management Manager.

"The PCP I was working for had performed a physical on a gentleman one afternoon. The patient was sent home with Hemacult cards and instructions were given as to how to collect the stool sample and send the cards back to us.

A few days later, I received at my desk a foil-lined shoebox that was delivered via US Mail. You guessed it! It was a box full ofpoop."



Enhance the quality

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you need a speakerphone to maintain a 3-way conversation.

All services can be scheduled by calling IEHP Member Services at 1-800-440-IEHP (4347).

If there's a change in schedule...

If the Member cancels or reschedules, please call IEHP Member Services immediately so our Care Manager has time to cancel/reschedule the interpreter.

If a Member doesn't show up for an appointment, it will be too late to cancel the interpreter but please call IEHP Member Services to let us know. Depending on the Member's history or the type of appointment, our Care Managers may want to intervene to increase patient compliance to treatment plans.



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