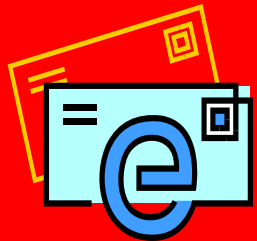


What's Up Doc?

FHCP Provider Newsletter

Volume 13 Issue 1

Summer 2007



*Do you have
E-mail?
Would you
like to save
paper?*

Just send us your
e-mail address
and you can!

Our newsletter,
as you have
probably noticed
has been
changed to an
electronic
format. This is to
better serve you
and our
environment. If
you have an e-
mail address and
would like to
receive your next
newsletter by
electronic mail,
please send a
copy of your e-
mail address to:

Elaine Bruner
ebruner@fhcp.com

Welcome all New Providers!

Shelly Fradet, PA-C, Coastal Family Practice-Edgewater
Michelle Gingras, DC, Gingras Chiropractic Clinic-New Smyrna Beach
Vishal Gupta, MD, Gastroenterology of Greater Orlando-Orange City
Michael Guitierrez, MD, Mid Florida Dermatology Ass.- New Smyrna Beach
Deepak Tikku, MD, Florida Neurology, PA-Sanford
Lynn-Della Trotter, CNM, Ricardo Larrain, MD, PA- Deland
Jason Welch, ARNP, Mid Florida Dermatology Ass.-New Smyrna Beach
Jason M. Budde, MD, Cardiovascular Surgeons, PA-Orlando
Katherine Powell, PA-C, Cardiovascular Surgeons- Orlando
Roy C. Carlisi, DC, Carlisi Chiropractic Center-Bunnell
Oliver R. Chiapco, MD, Volusia Pediatrics, LLC-Edgewater
Michael Davis, DO, Davis Pediatrics-Palm Coast-**EPN ONLY**
David Elijah, MD, Digestive Health Specialists-GI-Deland
Bruce Gopman, DMD, Coast Dental-New Smyrna Beach
James Hether, DC, Hether Chiropractic Accident and Injury Centers-Deland
Margaret S. Mehring, ARNP-C-G. Fredrick Herdel, MD, PA-New Smyrna Beach
Dimitri Palceski, DO, Leavitt Medical-Dermatology- Maitland
Edward Schwartz, DO, FHCP Hospitalist @ HMC only, Daytona Beach
Therese Ibrahim, MD, Family Practice-FHCP Ormond Beach
Sheila R. Gupta, Endocrinology- FHCP Daytona Beach
Christina H. Rho, MD, Endocrinology- FHCP Port Orange
Padmaja R. Yatham, MD, PRC Associates, LLC-Anesthesiology/Pain Management-DB
Michel C. Butkus, PA-C, Cardiovascular Surgeons, PA-Orlando
James M. Craven, MD, Coastal Ear, Nose and Throat, PA- Ormond Beach
Miguel G. Tamiriz, MD, PrimeCare at Twin Lakes-Family Medicine-Daytona Beach
Patricia Dranginis, DO, PrimeCare at Twin Lakes, Emergency Medicine-Daytona Beach
Jean-Claude Jeanty, MD, PrimeCare at Twin Lakes, Emergency Medicine-Daytona Beach
Louis O. Orezza, MD, PrimeCare at Twin Lakes, Emergency Medicine-Daytona Beach
Steven H. Sahai, MD, PrimeCare at Twin Lakes, Emergency Medicine-Daytona Beach
Nancy Mathur, ARNP-C, Cardiology Consultants, PA-Daytona Beach
Mandeep Garewal, MD, Neurology Associates of Ormond Beach
Dany A. Obeid, MD, PCCC of Volusia-Pulmonary/Critical Care-Ormond Beach
John H. Steely, MD, John H. Steely, MD, PA Family Medicine-Palm Coast-**EPN ONLY**
Matthew Hentzel, MD, Atlantic Podiatry Associates, Daytona Beach
Michel Kutryb, MD, Kutryb Eye Institute-Ophthalmology, Edgewater
Jonathan Waldbaum, MD, Florida Orthopaedic Associates, PA, Physical Medicine-Deland
Kevin Barber, MD, Central Fla. Eye Specialist, Ophthalmology, Deland
Marielle B. Lazard, MD, Cardiology Consultants, Orange City
Karen Plympton, ARNP Advanced Gastroenterology, Port Orange
Michelle, L Rivera, OD, Florida Eye Clinic and Laser Center, Optometrist-Palm Coast

Hypertension

An educational program for our members with Hypertension has been developed by the Disease Management team. It started mid January.

This program is designed to educate and engage the member in their care and assist them to work with their physicians. It consists of mail-outs of educational information, along with periodic classroom instructions from our educators with topics directed toward diet, exercise and medication. We also plan free give-aways and friendly phone or email messages to remind the member to take their blood pressure.

Most of your patients who are diagnosed with hypertension will be contacted and encouraged to participate. They will be given the option to opt out. For other members to access the program there will be enrollment forms available in the PCP offices. The member can also email their request to dbates@fhcp.com.

Debbie Bates, RN, CCM. – Health/Disease Management Director

Newsletter Articles



If you have any information or articles that you would like to see in the Provider Newsletter please send them to:

Florida Health
Care Plans
Elaine Bruner
Provider Services
1340 Ridgewood
Ave.
Holly Hill, FL
32117
ebruner@fhcp.com

Call
386/676-7156 or
Fax
386/676-7148

Holly Hill Pediatric Walk-In Center Hours



Pediatric Care is available for all FHCP Pediatric Patients on a WALK – IN basis during the following times at the Holly Hill Pediatric Office:

**Holly Hill Facility
1340 Ridgewood Avenue
Holly Hill, Florida 32117
(Second floor)**

**Monday from 5 pm to 6:30 pm
Dr. Felicitis Agana**

**Thursday from 5 pm to 6:30 pm
Dr. Gemma D'Souza**

Ten Guidelines for Culturally and Linguistically Appropriate Care

Suzanne Salimbene, PhD

There are many federal, state, and private healthcare agency rulings ensuring language and cultural access to quality healthcare for all patients. Yet, in spite of good intent, many caregivers are unsure of the specific knowledge and behaviors implied by the term "cultural competency."

Here's my "take" on how to become a more culturally and linguistically competent caregiver:

1. Acknowledge and explore your own biases and prejudices.^[1,2]
2. Learn about the traditions, culture, rules of interaction, family and social roles, health/illness beliefs, and practices of the population groups you serve.^[2,3]
3. Determine the patient's preferred language prior to the visit. Arrange for a professional medical interpreter to be present.^[2,4]
4. Learn and use a few basic greetings in your patients' primary languages as a means of establishing rapport and trust.^[2]
5. Use a little small talk initially to establish a personal relationship.^[2]
6. Use cross-cultural interview techniques to avoid profiling or stereotyping! Question the patient about beliefs relating to disease causation, treatment, and cure.^[5,6]
7. Don't ridicule or dismiss these beliefs or any advice or alternative treatment the patient may have been given by a traditional healer.^[2]
8. Respect religious or cultural rules prohibiting touch or treatment by a person of the opposite sex.^[2]
9. Learn and respect, as much as legally possible, patient health decision-making practices and preferences regarding the disclosure of bad news.^[2]

Negotiate a treatment plan that is acceptable to the patient's belief system and lifestyle as well as American medical standards.

Becoming a culturally and linguistically competent caregiver is an ongoing process that takes both commitment and practice, but research indicates that it leads to improved patient satisfaction and health outcomes.

That's my opinion. I'm Suzanne Salimbene, PhD, President of Inter-Face International.

1. References US Department of Health & Human Services, The Office of Minority Health. Cultural competency. Available at: <http://www.omhrc.gov/templates/browse.aspx?lvl=1&lvlID=3> Accessed 9/19/2006.
2. Salimbene S., What Language Does Your Patient Hurt in? A Practical Guide to Culturally Competent Patient Care. 2nd ed. Amherst, Diversity Resources; 2005.
3. University of Washington Medical Center. Culture Clues. Available at: <http://depts.washington.edu/pfes/cultureclues.html> Accessed 9/25/2006.
4. Flores G. The impact of medical interpreter services on the quality of health care: a systematic review. Med Care Res Rev. 2005;62:255-299. [Abstract](#)
5. Kleinman A, Eisenberg L, Good B. Culture, illness, and care: clinical lessons from anthropologic and cross-cultural research. Ann Intern Med. 1978;88:251-258. [Abstract](#)
6. Salimbene S. op. cit., pp. 3-6.

Suzanne Salimbene, PhD, President, Inter-Face International, Rockford, Illinois

Author's email address: salimbene@inter-faceinter.com

Disclosure: Suzanne Salimbene, PhD, has disclosed no relevant financial relationships.

FYI!
October is right around the corner as well as the new updated ICD-9 Codes and soon to follow, CPT Codes.

2007 Provider Survey

FHCP would like to thank everyone who participated in the 2007 Provider Survey! We really appreciate your input and will be forwarding a summary of the results to those who participated. If you would like a copy of the survey results, please contact Lillian Garzon, Provider Services Department, Holly Hill-FHCP. Phone # 676-7100, xt. 7282 or lgarzon@fhcp.com

Radiology Opens in Port Orange FHCP

FHCP would like to remind everyone of our new Satellite Radiology Department located at Preferred Medical Center – Port Orange, 740 Dunlawton Avenue. We are providing General Radiography Services Monday through Friday, 8:00 am to 4:30 pm (closed for lunch-12:30 pm to 1:30 pm). STAT Radiology will not be available at this facility.

We will be making scheduled appointments at 386-763-4910, but will do our best to accommodate our members' needs. Orders can be faxed to 386 / 481-6399. Please feel free to call us for your general radiography needs. Any additional concerns can be directed to Barb Kondos at 386 / 763-4910 Ext. 6375.

Dr. William Harrison

Wednesday, June, 27, we lost a good friend, with the passing of Dr. William Harrison. This is a picture of Dr. Harrison and his family at his FHCP Retirement Tribute back in February of this year. He worked for Florida Health Care Plans for nearly 30 years in our General Surgery Department.

He will surely be missed by all!

