



# STAY healthy

SUMMER ISSUE 2014

READ MORE AT  
[uhsstayhealthymag.com](http://uhsstayhealthymag.com)

## Safe at Home

Molly Darville credits a UHS Home Care nurse with saving her life

## Putting Care on the Map

UHS Primary Care is close and convenient

## The Right Prescription

UHS Pharmacies combine convenience and safety

# Summer Fun

Tips for staying happy and healthy this summer

UHS WILSON MEDICAL CENTER

UHS BINGHAMTON GENERAL HOSPITAL

UHS CHENANGO MEMORIAL HOSPITAL

UHS DELAWARE VALLEY HOSPITAL

UHS HOME CARE

UHS SENIOR LIVING AT IDEAL

UHS PRIMARY CARE

UHS SPECIALTY CARE

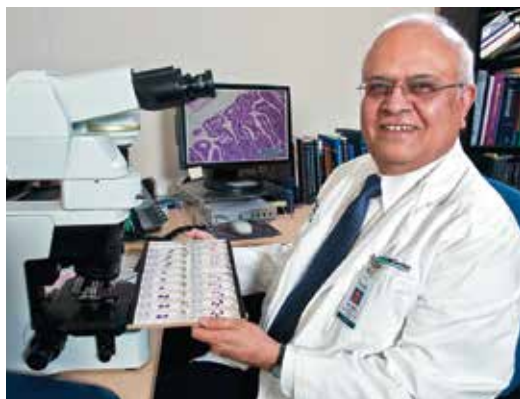
UHS FOUNDATION

UHS MEDICAL GROUP



# A Leap Forward

New technology aids breast cancer prognosis and treatment plans



UHS pathologist Jagmohan Sidhu, MD, is using new technology to analyze breast biopsy samples.

Fast, informed clinical decisions are essential to outstanding patient care. At UHS, new technology is helping doctors quickly, comprehensively and precisely evaluate cancerous breast biopsies.

UHS pathologist Jagmohan Sidhu, MD, director of Pathology and Laboratory Medicine, is enthusiastic about the region's only whole-slide brightfield scanner packaged with advanced image management software. This leap forward in pathology technology allows UHS doctors to analyze biopsied tissue samples and determine the right course of treatment and prognosis for breast cancer patients within a day or two.

"The beauty of this system is that our pathologists here at UHS are now able to do this in a matter of one

or two days instead of the previous turnaround time of up to 10 days when we had to send these biopsies for prognostic/predictive marker analysis to an outside lab," says Dr. Sidhu. "And we know that improved turnaround time in prognostication helps relieve anxiety for our patients and enables our providers to plan the treatment more quickly for better outcomes."

Camelia Lawrence, MD, FACS, fellowship-trained breast surgeon at the UHS Breast Center, agrees. "The benefits of this new pathology tool cannot be overstated," she says. "The addition of this technology benefits both doctor and patient. The doctor receives essential, complete information much more quickly, which enables the patient to begin appropriate treatments more quickly, too."

**>> TOP TECHNOLOGY.** The UHS Breast Center provides leading-edge care for the screening, diagnosis and treatment of breast cancer. Call **240-2847** or visit **uhs.net** for more information about breast care services at UHS.

# UHS At Your Fingertips

The new **uhs.net** makes finding the information you need easier

UHS recently revamped its **uhs.net** website, giving visitors access to a wide variety of important information in an easy-to-use interface. The new clean and clear design makes finding information about providers, locations and services simple. The site automatically adjusts to any platform you use to access it, so it looks great and works just as well on your smartphone, tablet or computer.



Additionally, the new site includes useful services like a walk-in wait-time indicator, an event calendar and an expanded career section. Interactive features on the site allow visitors to pay a hospital bill or see newborn photos. Visitors to the new site can even order a gift for a patient directly from the site.

**>> CHECK IT OUT.** Visit **uhs.net** today to check out the new look and higher level of functionality.

# Oatmeal Pecan Waffles Recipe

Whole-grain, pecan-studded waffles make a delicious and nutritious base for seasonal berries

## Ingredients

For waffles:

- 1 cup whole-wheat flour
- 1/2 cup quick-cooking oats
- 2 tsp baking powder
- 1 tsp sugar
- 1/4 cup unsalted pecans, chopped
- 2 large eggs, separated
- 1 1/2 cups fat-free (skim) milk
- 1 Tbsp vegetable oil

For fruit topping:

- 2 cups fresh strawberries, rinsed, stems removed and cut in half
- 2 cups fresh blueberries, rinsed
- 1 tsp powdered sugar (optional)

## Directions

1. Preheat waffle iron.
2. Combine flour, oats, baking powder, sugar and pecans in a large bowl.
3. Combine egg yolks, milk and vegetable oil in a separate bowl, and mix well.
4. Add liquid mixture to the dry ingredients, and stir together. Do not overmix; mixture should be a bit lumpy.
5. Whip egg whites to medium peaks. Gently fold egg whites into batter.
6. Pour batter into preheated waffle iron and cook until the waffle iron light signals it's done or steam stops coming out of the iron. (A waffle is perfect when it is crisp and well-browned on the outside and moist, light, airy and fluffy inside.)
7. Add fresh fruit and a light dusting of powdered sugar to each waffle, and serve.



**Yield 4 servings;** Calories 340; Total fat 11 g; Saturated fat 2 g; Cholesterol 107 mg; Sodium 331 mg; Total fiber 9 g; Protein 14 g; Carbohydrates 50 g; Potassium 369 mg



## A Tiny Menace

### Don't let ticks ruin your summer

Be on the lookout for ticks — while they are around throughout the year, extra caution should be taken from April to September. These tiny arachnids can latch onto your skin, burrowing in to get a meal of blood. Blacklegged ticks — a species found widely in the Southern Tier — can spread Lyme disease. Kim McHenry, FNP-C, family nurse practitioner at UHS Primary Care Owego, shares this advice:

- Avoid wooded areas with high grass and try to walk on trails or pavement.
- Repel ticks with an insect repellent containing DEET (at least 20–30 percent) on exposed skin and clothing.
- Shower as soon as you come in from outdoors.
- Do a full-body check using a mirror or with help from a family member. Pay close attention to hair, under the arms, in and around the ears, in the belly button, behind the knees and between the legs.
- Place clothing in the dryer on high heat to kill any remaining ticks.
- Check your pets, especially if you allow them to sleep in your bed.

If you find a tick, the best way to remove it is using fine-tipped tweezers, grasping the tick as close to the skin's surface as possible. Pull straight upward with even pressure. Do not twist. If parts remain in the skin and you cannot remove them easily, leave them in place and the body will eventually expel the remnants and heal. After removing the tick, clean the area well with rubbing alcohol or with soap and water.

**>> GET TICKED OFF.** The Centers for Disease Control is a great resource for information about dealing with ticks and how Lyme disease can be treated. Visit [cdc.gov/lyme](http://cdc.gov/lyme) to learn more.

### Tell us what you think of UHS Stay Healthy Magazine

What do you think of *UHS Stay Healthy Magazine*? Do you find it interesting and easy to read? Do you enjoy the design and photography? Do you visit the online version of the magazine? Are there topics you would like to read about more (or less) often? Tell us at [surveymonkey.com/s/stayhealthysurvey](http://surveymonkey.com/s/stayhealthysurvey) by September 1, 2014, and you will be entered into a drawing to win a summer fun gift basket.

WIN A GIFT

BASKET!

## Quality Care, Where You Live

Medical care is advancing in new and exciting ways, across the country and right here in Greater Binghamton. Lives are being saved and the quality of life improved. Many therapies, medications and surgical approaches that were unheard of 30 years ago are commonplace today.

At UHS, we believe the advancement of health-care should include not just new technologies, but new approaches to service and an ever-present commitment to the availability and accessibility of care. That means bringing more and more health services to you — at your home, school and place of work — and everywhere you go. It means reaching out to our community with new types of health and wellness programs and making it easier for you to get the care you need, when and where you need it.

For example, we offer primary and specialty care at more than 60 offices in Broome and surrounding counties. We have three walk-in centers, at Chenango Bridge, Endicott and Vestal. We provide emergency care at four hospital-based ERs — two in Broome County, one at UHS Chenango Memorial and one at UHS Delaware Valley. And recently, we've expanded our pharmacy services so that you can get prescriptions filled more quickly at more places around our region.

Consider also the vast range of services available at one of the most central locations in all of the Southern Tier: UHS Vestal. At this convenient spot, you can find a walk-in center; primary care offices; practices specializing in pediatrics, rheumatology, cardiology, gynecology and breast care; and laboratory, imaging and pharmacy services.

On the same campus, you can connect with outpatient physical therapy and sports medicine services, and, just down the road at 601 Riverside Drive, we've consolidated all of our home care services to care for patients in a four-county area.

We're working hard to make sure our electronic medical record follows you everywhere you go, from your doctor's office to pre-admission testing to your hospital room. And on our website, [uhs.net](http://uhs.net), you can check the wait times at our walk-in centers, from home or your mobile device.

As we enter a new age of healthcare, we're proud to be a locally owned, community-benefit system, sharing with you an understanding of how we can make a positive difference in your life. This means expanding services when the need is great, and engaging in outreach when there is an opportunity to enhance the quality of care we provide. We're committed to a mission of continuous improvement as we maintain the standard of excellence you've come to expect from us.

*Matthew J. Salanger*  
PRESIDENT & CEO OF UHS





# PUTTING CARE on the map

>>UHS PRIMARY CARE IS CLOSE AND CONVENIENT

PRIMARY CARE is sometimes called the backbone of medicine. Your primary care provider is the physician, nurse practitioner or physician assistant who knows you best — your true healthcare partner. Because this provider sees you when you are healthy, he or she has the perspective to understand you best when you're sick. And he or she may be the professional who treats every member of your family, through every stage of life.

UHS aims to make primary care easy and convenient for residents of the Southern Tier, no matter how near or far you live from any of the four UHS hospitals. The system has been adding providers and expanding hours and services to make access better than ever. All primary care locations offer same-day appointments and are currently accepting new patients. They are also connected with all other UHS locations through the electronic health record system, so your test results and medical records are accessible, no matter where in the UHS system you have received care.

Some highlights from our more than 20 primary care locations include:

## UHS Primary Care Candor

54 Main Street

659-7272

Open Monday–Wednesday, 8 a.m.–8 p.m.; Thursday–Friday, 8 a.m.–5 p.m.

Lab services are available on-site.

Pediatric care beginning with newborns is also available.



Mark Glosenger, MD



Jennifer Schechter, NP



Michael Murphy, MD

● Additional UHS Primary Care locations. Visit [uhs.net](http://uhs.net) or call Nurse Direct at 800-295-8088 for more details about these offices.

TIOGA

Candor

Owego

## UHS Primary Care Owego

42 West Main Street

687-0350

Open Monday–Thursday, 7 a.m.–7 p.m.; Friday, 7 a.m.–5 p.m.

Lab and imaging services are available on-site at this location in its new building.



Michael Feeny, PA



David Kwiatkowski, MD



Kimberly McHenry, NP

# Walk right on in

With same-day appointments and extended hours, your primary care provider (PCP) can usually see you when you aren't feeling well or have a minor injury. But if you need care when your PCP isn't available, a UHS Walk-In Center is a good option.

UHS Walk-In Centers diagnose and treat the same kinds of minor problems you would normally see your PCP for, such as cuts, coughs, fevers, flu, ear infections and stomach bugs. No appointments are needed, and all three Walk-In Centers are easy to get to and to park at. Estimated wait times for all locations except Oneonta are posted at [uhs.net](http://uhs.net).

For more serious illnesses or injuries, call 911 or go to the nearest UHS hospital Emergency Department.

## LOCATIONS

**UHS Walk-In Chenango Bridge**  
91 Chenango Bridge Road  
**648-4151**  
Open 8 a.m.–8 p.m., seven days a week  
*X-ray is available on-site.*

**UHS Walk-In Endicott**  
1302 E. Main Street  
**754-7171**  
Open 8 a.m.–8 p.m., seven days a week  
*Lab and X-ray are available on-site.*

**UHS Walk-In Vestal**  
4417 Vestal Parkway East  
**729-2144**  
Open 8 a.m.–8 p.m., seven days a week  
*X-ray, lab and pharmacy are available on-site.*

**UHS Walk-In Oneonta**  
179 River Street  
**353-7255**  
Open 8 a.m.–5 p.m., Monday–Friday  
*Lab and X-ray are available on-site.*

## ENHANCEMENTS

### OTSEGO

#### UHS Primary Care Oneonta

179 River Street  
**432-8477** Family Medicine  
**433-3484** Pediatrics  
Open Monday–Friday, 8 a.m.–5 p.m.  
Walk-in services, lab and imaging are available on-site. Pediatrics, cardiology and podiatry services are also available.



Sharon Baldauf-Madero, PA



Kelly Butler, NP



Norie Grant, NP



Stanley Fox, DO



Andrea Hoag, DO



Susan Stein, FNP



Jennifer Wiley, MD



Nicholas Tarricone, MD

#### Saturday Primary Care Convenience Clinic

First floor, UHS Chenango Memorial Hospital  
179 North Broad Street  
**337-4888**  
Open Saturday, 9 a.m.–noon by appointment. Phone line opens at 8 a.m.  
This practice is now on first floor of the hospital within UHS Primary Care Norwich, across from the lab.

### Norwich

### Sidney

#### UHS Primary Care Sidney

44 Pearl Street  
**561-2200**  
Open Monday, Wednesday, Thursday and Friday, 8 a.m.–5 p.m.; Tuesday, 8 a.m.–6 p.m.  
Lab and imaging services are available on-site. Pediatrics and obstetrics/gynecology are also available. Orthopedic specialist Daniel Downs, MD, is now seeing patients at this office on Tuesdays.



Mark Barreto, MD



Rohan Jayasena, MD



Manish Shah, MD



Daniel Downs, MD

### DELAWARE

### CHENAGO

### Binghamton

### Kirkwood

#### UHS Primary Care Clinton Street

142 Clinton Street  
**762-2660**  
Open Monday–Friday, 8 a.m.–5 p.m.  
Lab, nutrition counseling and mental health services are available on-site.



Lauren Crane, NP



Deborah Giannone, MS, FNP-C



Maureen Kennedy-May, CDN, RD



Farzana Seemab, MD

#### UHS Primary Care Kirkwood

865 US Route 11, 5 Mile Point Plaza  
**775-1771**  
Open Monday–Friday, 7:30 a.m.–5 p.m.  
Lab services are available on-site.



Betsy Koickel, MD



Meghan Laing, NP

#### UHS Primary Care Roscoe

1982 Old Route 17  
Open Monday–Thursday, 8:30 a.m.–5 p.m.; Friday, 8:30 a.m.–noon  
Lab and X-ray services are available on-site.  
This location recently expanded hours to be open five days per week.



Linda Jordan, MD

### ROSCOE





After experiencing a serious illness, Molly Darville is quilting again, thanks to help from a UHS Home Care nurse.

# SAFE at home

>>UHS HOME CARE EXPANDS SERVICES

Molly Darville likes to take care of others. At age 50, she went back to college, and for a park and recreation management class, she designed two games for disabled players: sit volleyball and blind basketball. In her spare time, she not only sews and quilts; she fixes sewing machines for friends and neighbors. This spring, Ms. Darville needed someone to take care of her.

In March, she spent three weeks in UHS Delaware Valley Hospital with a severe bacterial infection of her left lung. When she was released, she needed help with her recovery. That's when UHS Home Care stepped in.

Nurse and case manager Christy Hubbard, RN, visited Ms. Darville to check her vital signs and assess her recovery. Ms. Darville recalls that Ms. Hubbard saw that she wasn't recovering as quickly as she should have been and kept in touch with her primary care physician, Michael Freeman, DO. He recommended that Ms. Darville return to the hospital for additional treatment.

“ Christy absolutely saved my life. ”

—Molly Darville, UHS Home Care patient



“I went to UHS Wilson Medical Center’s infusion center this time so they could insert a PICC line,” says Ms. Darville. The PICC line was inserted by nurses from the UHS Home Care Infusion Program. This specialized intravenous line delivered more powerful antibiotics into her system to fight the aggressive infection. She returned home under Ms. Hubbard’s care and watchful eye.

### A LIFE SAVED

“UHS Home Care was terrific,” says Ms. Darville. “All the solutions and equipment that were needed to maintain the PICC line were delivered to my home.” Visits were scheduled for twice a week, but Ms. Darville never felt out of touch on Ms. Hubbard’s off days. “Whenever I needed anything, I would call Linda Tomlinson [RN, BSN, nurse manager at UHS Home Care] and she would relay the message to Christy.”

Ms. Darville is immensely grateful to Ms. Hubbard, not only for her excellent care, but for her keen eye and persistence. “I had been given another medication and it made my vision strange,” says Ms. Darville. “It was as if I were looking at things through a wall. Even though I told her I was OK, Christy kept asking me to tell her what

was going on. She asked me to just whisper it in her ear.”

Ms. Darville told Ms. Hubbard that she was afraid she was going to hurt herself. Ms. Hubbard immediately contacted Ms. Darville’s physician to tell him about her bad reaction to the medication and stayed with her until a friend arrived to help and until the effects of the drug wore off. “I am just one of the people who can’t take that medicine,” says Ms. Darville. “Christy absolutely saved my life.”

### MEETING A WIDE ARRAY OF NEEDS

UHS Home Care, identified by Home Care Elite as one of the top 500 home health agencies in the country, has been providing medical products and home care services to the greater Binghamton community for more than two decades. It is licensed by the New York State Department of Health and certified by Medicare.

UHS Home Care’s staff is trained to meet a wide array of patient needs, including, but well beyond, home nurse visits. Physical, occupational and speech therapy and rehabilitation; education about nutrition and disease



management; medical social services; and home health aide services are just part of what UHS Home Care offers.

Short-term home care helps patients recover from an acute injury or illness. Long-term care assists people with chronic illnesses or disabilities. Specialized programs such as Project HEAR, In Balance, Heart at Home, Rehab at Home and Breathing Easy (see sidebar below, left) provide services and education for people with specific conditions or concerns. The licensed home care service provides skilled nursing for patients with special needs on either a short-term or long-term basis. Medical equipment is also available for rent or purchase through UHS Home Care.

Greg Rittenhouse, vice president and chief operating officer for UHS Home Care, is excited about new developments. All services are available in Broome, Chenango, Delaware and Tioga counties and are designed to provide the best care and support to allow patients to live — and thrive — independently in their own homes.

“We continue to staff up to meet the demand in the broader region we now serve,” says Mr. Rittenhouse. “And we are working in collaboration with other providers and service agencies to assess and address the needs of each area. Our goal is to together provide high quality, cost effective and integrated care for our communities. UHS is committed to helping people avoid unnecessary visits to hospitals and emergency rooms, and to stay healthy and safe in their homes.” SH

## Visit the new showroom

The new UHS Home Care location at 601 Riverside Drive in Johnson City now includes a showroom with a variety of options for medical equipment that can be purchased or rented. Whether you have a doctor’s order or you are shopping for yourself or a loved one, the showroom is open to the public.

The new showroom has been organized according to medical need. Items that will be used together — such as hospital beds, bed sheets and pillows — are displayed together to make your shopping experience easier. Certain items may be covered by your insurance plan, so bring your insurance information with you when you stop by. Categories include:

- Bath safety
- Blood pressure units/stethoscopes
- Breast pumps
- Compression hosiery
- Foot care
- Hospital beds
- Incontinence products
- Medical aids
- Medical supplies
- Orthopedic products
- Pain management
- Pillows/cushions
- Seat lift chairs
- Sleep therapy equipment

## Special (care) delivery

UHS Home Care has a variety of programs to meet patients’ special needs in their own home environments.

- **Project HEAR** is a personal emergency response system. A pendant or wrist device is monitored 24/7 by trained operators who can call for emergency assistance if needed.
- **In Balance** services are designed for patients recovering from surgeries or illnesses that put them at risk for falls. Primary care physicians can refer patients to the program at any time.
- **Heart at Home** is a care management program that brings together the expertise of physicians, nurses and hospital staff to help cardiac patients with arrhythmia, heart failure or other ailments. Education and home telemonitoring are part of the program.
- **Rehab at Home** combines the services of physical, occupational and speech therapists, certified rehab nurses, physicians, social workers and other specialists in caring for stroke, complex orthopedic, neuromuscular and neurological disease, and post-trauma patients.
- **Breathing Easy** is geared to patients with COPD, congestive heart failure or other diseases that affect breathing. A program of respiratory therapy and patient education helps patients stay healthier and identify changes in their condition before a trip to the emergency department becomes necessary.



>> **HOME SWEET HOME.** UHS Home Care operates in Broome, Chenango, Delaware and Tioga counties. For more information about UHS Home Care, call **763-5600** or visit [uhs.net/care-treatment/home-care](http://uhs.net/care-treatment/home-care).



UHS pharmacists Gayle Klein and Meghan Owen are ready to fill your prescription.

## Call or visit a UHS Pharmacy

### UHS Pharmacy at Wilson Place

(Johnson City)  
Monday through Friday,  
7 a.m.–7 p.m.  
763-6775

### UHS Pharmacy Vestal

Monday through Friday, 8 a.m.–8 p.m.  
Saturday and Sunday, 8 a.m.–noon  
770-7358

### UHS Pharmacy Endicott

Monday through Friday,  
8:30 a.m.–5 p.m.  
754-2474

### NEW!

### Delaware Valley Hospital Community Pharmacy

Monday through Friday, 8 a.m.–8 p.m.  
Saturday and Sunday, 8 a.m.–noon  
865-2781

# THE RIGHT prescription

>> UHS PHARMACIES COMBINE CONVENIENCE AND SAFETY

It's a given that you want your prescriptions to be filled safely, accurately and promptly. But if the prescription can also be collected at the same location as a doctor visit or discharge from the hospital — by pharmacists who are used to working with your UHS providers and have access to your records — that's a real bonus.

Located inside of or adjacent to UHS facilities in Vestal, Endicott and Johnson City — and now at UHS Delaware Valley Hospital in Walton — UHS Pharmacies can provide you with quick, convenient service. Patients can have prescriptions filled while awaiting discharge from the hospital or when leaving the physician's office, eliminating an extra stop. You can also refill prescriptions by calling or placing the order online. Free mail delivery to home is available. (You can walk in, too!)

Gayle Klein, RPh, supervising pharmacist at UHS Vestal, will soon be overseeing operations at the Walton location. "We offer so many services that other pharmacies can't," says Ms. Klein. "We have a robotic transfer system that counts out meds before we check them against the doctor's orders. That saves a lot of time."

Ms. Klein describes additional services that set the UHS Pharmacies apart. "If you are traveling and need a refill, we can transfer a temporary refill out of town as allowed by state law. We can also mail a prescription to your home if you will need a refill within five to seven days or so."

Moreover, being part of the UHS system means that UHS Pharmacies can offer an additional patient benefit: Pharmacists can access a patient's electronic medical record to

## Take As Directed

UHS and Excellus BlueCross BlueShield have joined forces to encourage prescription adherence. "Take As Directed" is a program designed to help patients take their medications as prescribed — the right amount for the prescribed number of days. The program is important because failure to take medications can make certain conditions worse, leading to unnecessary emergency department visits and hospitalizations.

"When it comes to fighting chronic conditions, a prescription drug can be a superhero, but it only works if patients let it," explains MaryBeth McCall, MD, medical director of Excellus. "A key message of the campaign is that 'If you're not taking your prescriptions as directed, you're taking a chance.'"

Recent reports from the Centers for Disease Control and Prevention suggest that nearly half of adults in the U.S. and 90 percent of those over age 60 use at least one prescription medication per month.

double-check if the prescription is correct or if there may be any potential medication interactions.

Ms. Klein was even able to give one patient a special assist when she received an urgent request for a refill after the physician's office hours were

over. "I was able to call the doctor's office extension and get the information instead of waiting for him to get a message transferred from his service. We had the patient's prescription squared away so much more quickly," she says. **SH**