

# communityone

PATIENT NEWS ENGLISH EDITION

SPRING 2006



## Giving you ServiceFirst

We care about customer satisfaction

The Harris County Hospital District is working to make customer satisfaction its number one priority and you can help.

Last year the Hospital District started a new customer service program called ServiceFirst. Our goal is to help improve your experience as a patient.

We care about your experience and want to hear about it.

After your visit to the hospital or health center, you may receive a survey in the mail. The survey is like a report card.

We want you to grade us on how well we did during your visit.

The surveys are confidential and are available in English, Spanish and Vietnamese.

The survey asks questions like:

*How would you rate the courtesy of the person who made your appointment?*

*Overall, how would you rate the care you received?*

You can help us improve our customer satisfaction by filling out a survey if you receive one. Please mail the survey within three and a half weeks. We welcome your feedback because you are the one that will help us improve our services.

For more information, call Vanessa Carmean at 713-566-6767.

## SENIORS: Remember to Enroll in Medicare Part D

Medicare Part D started January 1, 2006, but it's not too late to enroll. You have until May 15, 2006 to enroll without paying a penalty.

Effective March 1, 2006, HCHD patients eligible for Medicare drug coverage who choose not to enroll in a Medicare Part D drug plan will be required to pay full price for all HCHD drug purchases.

**HCHD pharmacy has agreements with the following plans:**

- ✓ Caremark for Amerigroup members
- ✓ WHI (Walgreen's) for Evercare members
- ✓ Member Health for Traditional Medicare members

For more information about Medicare Part D, call 1-800-633-4227, or ask your HCHD pharmacist.



## SPOTLIGHT ON HEALTH:

### Understanding the Basics of Cancer

#### What is Cancer?

Cells in a part of the body begin to grow without stopping. Normal body cells grow and die but cancer cells grow and divide but they do not die. They then begin to live longer than normal cells and start making new cancer cells. There are many types of cancers but the type depends on what part of the body the cells are growing out-of-control.

#### Can You Prevent Cancer?

Right now there are many people who have survived cancer and there are many who are living with cancer. There are many things that can help you lower your risk of getting cancer. The following are some of the things you can do to live a more healthy life.

- ✓ Don't smoke, or use tobacco products
- ✓ Eat more fiber
- ✓ Lower how much alcohol you drink
- ✓ Wear sunscreen
- ✓ Eat more fruits and vegetables
- ✓ Exercise three times a week

#### Signs and Symptoms

Here are warning signs you should know about. If any of these happen to you, please see your doctor.

- C** = change in bowel or bladder
- A** = a sore or cut that does not go away
- U** = unusual bleeding or discharge
- T** = thickening or lump in the breast
- I** = indigestion or having a hard time swallowing
- O** = obvious change in wart or mole
- N** = nagging cough or hoarseness

For more information on cancer, call:

The Cancer Resource Center at Ben Taub General Hospital - 713-873-2556

The Cancer Resource Center at Lyndon B. Johnson General Hospital - 713-566-4608

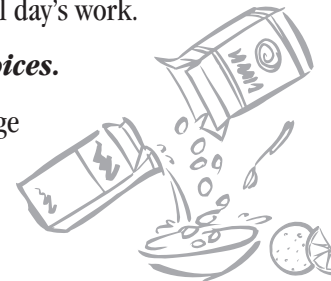
### Eating Breakfast

Remember when you learned that breakfast is the most important meal of the day? It's true. Eating breakfast helps you keep up your energy all through the day. People who skip breakfast tend to overeat at lunch. Studies have shown that children who eat a well-balanced breakfast do better in school.

Remember your body is like a machine and it needs fuel to work properly. By eating breakfast you are fueling your body for a full day's work.

**Here are some healthy and tasty breakfast choices.**

- ✓ Whole-Grain cereal with low fat milk, and an orange
- ✓ Yogurt and granola with fresh fruit
- ✓ Whole wheat toast with egg and cheese
- ✓ Oatmeal with milk, raisins and nuts

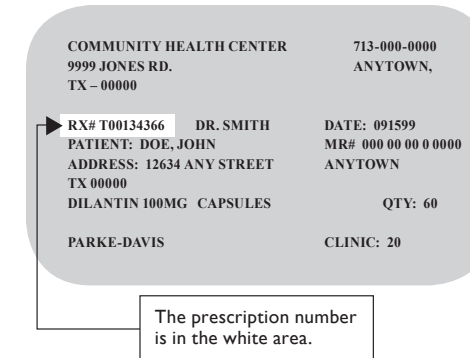


Even if it's something small, make sure you do your body good by eating breakfast everyday.

*This publication is co-produced with the Health Promotion Services Department for the patients of the Harris County Hospital District. All Spanish copy is provided by HCHD Interpretation Services. For questions or comments about the content, contact Nicole Aguilar via e-mail at nicole\_aguilar@hchd.tmc.edu or call 713-566-6761.*

## Refill Prescriptions by Phone

Save time when you need to refill your prescription. Call our automatic refill telephone line (see phone numbers below) and you won't have to stand in line. Here's how it works:



1. Call the refill line five days before your medicine runs out.
2. Have your medicine bottle when you call.
3. Enter the prescription number and then press the # key.
4. After you enter the number, you will be told when to pick up your medicine.

### The Pharmacy Refill Line Numbers are:

Acres	713-842-4310
Aldine	713-842-4314
Baytown	713-842-4321
BT-Psych.	713-842-4317
BT-OP.	713-842-4311
Casa	713-842-4312
Gulfgate	713-842-4319
LBJ	713-842-4322
MLK	713-842-4316
Northwest	713-842-4324
Peoples	713-842-4313
Settegast	713-842-4320
Squatty Lyons	713-842-4323
Strawberry	713-842-4325

## Allergies

It's allergy season. If you're like millions of Americans, you may suffer with itchy, watery eyes and sneezing.

These symptoms could be caused by outdoor allergies.

Allergies or hay fever can interfere with your daily activities. Things like grass, pollen, and ragweed can trigger allergies.

If you know these things bother your allergies, it's important to limit your exposure to them. Stay indoors when pollen and mold spore counts are high. You can get these levels from the local news.

The good news is that there are treatment options that can ease symptoms. Ask your doctor or nurse about over-the-counter medicines that can help you.

### Patient Telephone Directory



**Appointment Line**  
Call to schedule appointments at any facility.  
713-526-4243

**Ask Your Nurse**  
24-hour nurse help line.  
713-633-2255

**Ben Taub General Hospital**  
713-873-2000

**Community Outreach Information Line**  
713-566-6064

**Health Call Information Line**  
713-715-2800

**LBJ General Hospital**  
713-566-5000

**Patient Billing Office**  
713-566-6600

**Patient Education Classes**  
713-566-6292

**Patient Eligibility Office**  
713-566-6691

**Quentin Mease Community Hospital**  
713-873-3700