



Caring About People



Caring about people means providing quality care with the human touch. Our staff are warm and caring people who are empathetic listeners to the concerns of our patients. Over the past ten years the Malcolm Grow Debt Collection Assistance Officers and Beneficiary Counselor Assistance Coordinators, Mrs. Ersella Ramsay and Mrs. Marsue Linker, have exemplified “caring for others” while assisting patients to process TRICARE claims.

When a family member is ill and medical expenses are rising, dealing with even small medical claims can often cause great anxiety. Mrs. Ramsay and Mrs. Linker efficiently act to resolve concerns and listen to patients with sincere empathy and understanding, helping to ease their anxiety level. As stated by one of many patients, “they’re true professionals and make complex benefit information easy to understand”.

Another familiar face is Dr. William Gunn (“Fast Eddie”), a Family Practice physician who works on the Gold Team. If you asked his patients, they would say Dr. Gunn is truly not “fast” at all. With a true desire to meet each patient’s needs and answer all their questions, Dr. Gunn has demonstrated himself to be a Caring Person. Patients often opt to forego

seeing other providers who may have sooner availability because they feel Dr. Gunn “truly understands their needs.” Dr. Gunn and his team’s caring attitude win them frequent acclaim from patients.

We don’t recognize our truly caring performers and highlight their contributions nearly enough. If you’d like to recognize a special member of the Malcolm Grow staff please send us your comments so we can spotlight them in a future issue of our newsletter.



Women’s Health Flight “Getting a “Facelift”

Congratulations! You just found out you are pregnant and are already your thinking about where to deliver the baby. We have great news. The Women’s Health Flight at Malcolm Grow Medical Center is getting a “facelift”, improving services, and enhancing every aspect of your Obstetrical (OB) and Gynecological (GYN) care! On a recent needs survey patients told us the types of women’s health services they wanted and offered suggestions on how we could improve our program. Based on these suggestions we have introduced many new enhancements to better meet your health care needs.

Our **Labor and Delivery** department is about to undergo a major redecorating project, which will transform our delivery area into four beautifully decorated birthing suites. The suites will incorporate state of the art childbirth technology and design to provide a safe and comfortable birthing experience. Room furnishings will include matching cherry cabinets and furniture, sofa bed, rocking chair, delivery bed and television. Family centered care is our goal.



The nursery is also being remodeled to offer a warm homelike atmosphere with fresh colors and will include a mother/baby unit with private rooms. This initiative will provide support for fathers and significant others participation in mother/baby care. A 24-hour visitation policy for spouses encourages their full participation.

The **Women's Health Clinic** has completed construction of an attractive patient resource and education center, adjacent to the waiting area, to advance and facilitate patient care. A computer database, with Internet links, is available for patient education information in addition to a variety of handouts and pamphlets. Patients have unlimited access to these resources during clinic hours.

Additionally, we are revising our appointment schedules and enhancing our phone services to provide patients with improved communication and access to appointments. We also plan to update our treatment room with a more modern and inviting interior design.

In addition to extensive remodeling, the Women's Health Clinic has made a concerted effort to improve continuity of care, particularly for our OB patients, by instituting a team approach to care. Each patient is assigned to a team of three providers comprised of a Nurse Practitioner or Certified Nurse Midwife and two Obstetricians. This team approach allows pregnant woman to see primarily one person for their entire pregnancy. Our goal is for patients to see their own personal provider during the entire pregnancy. If their provider is unavailable, due to leave or TDY, the patient will be seen by one of two other members of the team who is familiar with their health care needs.

We've also made improvements in our OB orientation program, the first appointment all pregnant women attend. At the orientation women receive a booklet called *Pregnancy and Childbirth*, which provides a comprehensive discussion of all aspects of pregnancy. It is used at each successive appointment to involve women more closely in their maternity care needs. Specific topics in the booklet include: clinic procedures, prenatal care, health and pregnancy concerns, community resources, laboratory tests, labor and changes for mom and baby.



For women who want additional information, the Women's Health Clinic offers classes for siblings, Lamaze, breastfeeding, a 7-month orientation and a tour of labor and delivery. For those desiring a permanent means of birth control we also have a tubal ligation class.

Still other changes in how we deliver obstetric care include the provision of OB ultrasound in the second trimester. This test is performed in the radiology department and offers patients an extra measure of security and peace of mind during the pregnancy.

We invite you to come visit our new Women's Health Flight. We deliver approximately 75 babies a month.

An appointment is not necessary for a pregnancy test, simply stop by the clinic to complete the test and confirm you are pregnant. We can be reached by phone at 240-857-2979.

We think you'll be happy with our many new enhancements in OB services and thank you in advance for your patience through our facelift process. Stay tuned for our "Grand Opening"!

Construction Nears Completion

We're happy to report we're nearing the final phase of construction of our new, state of the art, Primary Care Clinic. This building will house all the Primary Care Manager clinics (excluding Family Practice) in one location and will connect with the TRICARE Service Center for easy access to the main facility. We appreciate your patience during the construction period and regret any inconvenience it has caused, particularly with parking. In order to ensure adequate parking for the new facility we are converting the grassy area in front of the hospital into additional parking spaces. This area, along with the space currently being used for renovations, will provide an additional 80 parking spaces. Construction is progressing on schedule and should be completed by May 2004. Overall the renovation will help transform Malcolm Grow into a more efficient and user-friendly facility. Please feel free to call Lt Cool at 240-857-8662, with any questions or concerns.



Mark Your Calendar! Hospital & Community Crosstalk



ALL Active Duty, family, and Retirees

There will be a Hospital and Community Crosstalk held in the Hospital Conference Center, bldg 1075 October 8th at 1300 hours. We hope to see you there.

Andrews Public Health

*"If you don't want it,
we'll help you prevent it"*

"Putting Prevention into Practice. . . .

Public health would like to encourage all active duty members to complete their required Preventive Health Assessment (PHA). The goal of the PHA is to provide an annual assessment of each of these airmen's worldwide-qualified status and to insure these airmen receive all appropriate *preventive* services. This can be scheduled by calling the primary care clinic you enrolled in through TRICARE.



"Readiness is our first Priority"

Please review your Individual Military Readiness (IMR) requirements. Are you ready? Ask your Unit Health Monitor (UHM)!

"Every child by Two"

It is always better to prevent a disease than to treat it. Immunizations are the most effective option for preventing, slowing, and stopping disease outbreaks. Immunizations provide us protection from diseases outbreaks. Please ensure your family has received the proper immunizations.



"We do everything from AIDS to Zucchini". .

Public health has educational materials on a wide variety of topics. The public health office is located bldg 1075 (Family Practice Clinic), Room #Y11. We can be reached at 7-5498 or 7-5002



Medical Records Implements Sign-Out Letter

In an effort to improve our record availability and enhance quality of care we are asking our patients to sign an agreement when they check out their records for appointments at Walter Reed Army Medical Center or National Naval Medical Center.

This agreement reminds patients that their record is government property and must be returned within three days of an appointment at an outside facility. Patients are given the bottom tear off portion of the form, which has a number to your providers so they have access to your complete medical history and are better able to provide top quality health care.



Websites to Try

www.healthatoz.com

For news and information on diseases and medical conditions ranging from A – Z

To find out if your provider is a TRICARE Standard, TRICARE Extra or Medicare approved provider:

- ✍ Go to www.tricare.osd.mil
- ✍ Click browse A-Z
- ✍ click provider directory
- ✍ press Go
- ✍ select Standard, Extra or Medicare

LateNight Snacking

Many people think eating late at night causes weight gain. It's not when you eat that matters, it's what and how much you eat. Fueling the body is a matter of timing. The longer you wait between meals, the more you tend to eat at the next meal. Three to four hours between meals is about the right amount of time to keep blood sugar levels in control.

Plan snacks with small portions in mind. Crackers and low fat cheese, yogurt and fruit, cereal and milk, or peanut butter and apple slices are good options. Eating snacks with both carbohydrate and protein helps the body stay fueled. If weight loss is a goal, space meals three to four hours apart, no matter what time of day, and watch portion sizes.

Learn more about Fad Diets...view the display board at Malcolm Grow Medical Center's dining facility.

