

HealthyLiving



Spring 2017

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Introducing Skyway!

Clearing the way to health care

MetroHealth Select has a new name: Skyway. While we remain committed to providing affordable, high-quality health care, our new name better reflects our dedication to delivering the best possible experience for our members.

Among the products Skyway will continue to offer is MetroHealth Select, the health care option more than 25,000 members chose as their health care coverage.

We were established in 2009 to provide Cuyahoga County employees with high-quality health care through the MetroHealth System, at significant cost savings. Today, we serve close to 30 businesses who offer our health and wellness plans to their employees.

Thanks for being part of the journey that led us to Skyway. We're always improving to make our health care options better for you.

Visit our new website www.skyway.healthcare/members



Burning Issues with Heartburn and GERD

by Ronnie Fass, MD, Director, MetroHealth Division of Gastroenterology and Hepatology

Gastroesophageal reflux disease (GERD) is caused by the reflux of gastric contents into the esophagus, causing bothersome symptoms, and in some patients, inflammation of the esophagus.

The main cause of GERD is a dysfunction in the barrier between the esophagus and the stomach. Commonly, patients report symptoms, such as heartburn, regurgitation, belching, chest pain, swallowing difficulties and sour and bitter taste in their mouth. Importantly, GERD is not limited to the esophagus and may involve organs that are close to the esophagus, giving rise to symptoms such as, throat clearing, chronic cough, throat pain, wheezing and even sleep abnormalities.



In some patients, GERD, if not treated, may lead to complications, such as severe esophageal inflammation, narrowing of the esophagus, precancerous changes and even cancer of the esophagus. If the symptoms above bother you, occur often and require you to use over-the-counter medications on a regular basis, then you should seek medical attention. Patients with swallowing difficulties, loss of appetite, unintentional weight loss, upper or lower gastrointestinal bleed, should be seen by a gastroenterologist and evaluated by endoscopy.

For 14 Tips to Manage Your Symptoms of GERD, go to www.skyway.healthcare/members

MetroHealth to Open Community Hospitals in Cleveland Heights and Parma

The MetroHealth System announced plans to convert facilities in Cleveland Heights and Parma to community hospitals. The locations will focus on caring for patients who benefit from shorter hospital stays.

The current medical offices, located at 10 Severance Circle in Cleveland Heights and 12301 Snow Road in Parma, each have emergency departments and services including lab, pharmacy and radiology. The sites will become community hospitals with the addition of 12 single-occupancy patient rooms at the Cleveland Heights location and 16 at Parma. Patients requiring more intensive specialty care can access MetroHealth's main hospital campus, which is less than 12 miles away from Cleveland Heights and Parma.

With the addition of the community hospitals, 80 percent of residents in Cuyahoga County will be within a 15-minute drive of a MetroHealth hospital. Construction is set to be complete by the end of this year and the facilities ready for patients by January 2018.

"Patients and their families want to be as close to home as possible when it comes to receiving medical care, especially when it comes to hospitalization. The support the patients receive from their friends and family in a familiar setting, helps their recuperation," said Akram Boutros, MD, FACHE, president and CEO of MetroHealth.

The new hospitals will feature single-occupancy rooms, with ample space to accommodate family members. The units are designed to create a soothing atmosphere and includes floors which minimize noise and lighting to support a patient's recovery. The aesthetics will mirror the expanded Critical Care Pavilion, which opened in 2016.

The announcement comes as the health system is undergoing a major campus transformation, with plans to build a new 12-story hospital tower on its main campus. The expansion into the community is part of MetroHealth's strategy to keep its focus on what patients prefer – having access to all the levels of care they need, in their own communities.

Spring Shape Up!

By Holly B. Perzy, M.D., MMM, FAAP, FACP
Chief Executive Director, Skyway
Vice-President, Care Delivery, MetroHealth

- S** Start moving
- P** Put winter clothes away
- R** Rid yourself of winter habits
- I** Introduce more fruits and vegetables into your diet
- N** Never doubt yourself
- G** Get ready for commitment

- S** Stay focused
- H** Have a routine
- A** Anything you do is better than doing nothing
- P** Push through rough days
- E** Enjoy Outdoors

- U** Use all muscles groups throughout the week
- P** Put fun into exercise



Spring is here and time to get out the of baggy, winter clothes! The most important thing is to simply **Start moving**. When you **Put away** those winter clothes and bring out the summer clothes, you realize the toll the winter takes on all of us in Ohio. To get back into shape, there are several key points to follow.

To start, you simply need motivation to **Rid** yourself of those winter habits of coming home and snuggling up on the couch to watch TV. Now is the time to focus on your diet and **Introduce** more delicious seasonal fresh fruits and vegetables. **Never** doubt that you can get back into shape but you must **Get ready** for this commitment to a new spring you! **Stay focused** on your health for mind, body and spiritual spring rejuvenation. You must

create and **Have** a scheduled weekly routine of activity to include cardiovascular, strength training and flexibility. Remember **Anything** you do is better than doing nothing: a body in motion is key to good health. Some days will be better than others but **Pushing** through those rough days will lead to your future success. It is fun to plan activities to **Enjoy** the outdoors in the nice spring weather. Go for a bike ride, mow the grass, take the dog for a walk, mulch your flowerbeds, park further in parking lots, dust off your roller blades or do yoga in the sunshine. Do whatever you enjoy! To shape up, it is important to give yourself a total body workout and **Use** all muscles from head to toe. But to sustain success, you must remember to **Put fun** into your exercise and routine. You will soon see a renewed you, ready for summer!

Rest Assured! Tips for Getting Good Sleep

by Dennis Auckley MD, Director, MetroHealth Center for Sleep Medicine



1. Maintain a regular wake time, even on days off work and on weekends.

2. Keep a regular schedule. Regular times for meals, medications,

chores and other activities help keep the inner clock running smoothly.

3. Avoid napping during the daytime. If you do nap, try to do so at the same time every day and for

Here's the first 5 tips—
visit www.skyway.healthcare/members
for 8 more tips

no more than one hour. Mid-afternoon (no later than 3 PM) is best for most people.

4. Exercise regularly (yoga, walking, running, swimming, etc). Vigorous exercise should be limited to earlier in the day, at least 4-6 hours before bedtime.

5. Avoid caffeine within 6 hours of bedtime. Try to limit caffeine consumption to the equivalent of about 1-2 cups of coffee per day.

Online Primary Care Physician Scheduling Update

MetroHealth has improved the scheduling process for patients who prefer to make primary care appointments online. This enhanced service supports both new and follow-up appointments for adult or pediatric primary care office visits for Internal Medicine, Family Medicine, Internal Medicine-Pediatrics and Pediatrics.

This feature can be reached from the www.metrohealth.org/appointments web page. MyChart members can also use this self-scheduling or continue to schedule through their MyChart account. Primary care appointments scheduled on metrohealth.org will link up with existing MyChart accounts. This tool may be used in conjunction with MyChart and direct scheduling.

Only primary care appointments can be scheduled on metrohealth.org at this time. Primary care and some specialty appointments can also be scheduled through MyChart.

To Sign Up for MyChart, go to
www.metrohealth.org/mychart

Here Comes the Sun!

The American Academy of Dermatology recommends a broad-spectrum sunscreen with an SPF of at least 30.





NEW MetroHealth Fertility Program

by Bryan Hecht, MD, Medical Director, MetroHealth Fertility Program

MetroHealth Medical Center has established a new Fertility program under the direction of Reproductive Endocrinologist, Bryan Hecht, MD.

Dr. Hecht has over 25 years of experience evaluating and treating female and male infertility, miscarriage problems and other menstrual and reproductive disorders. The program offers help for couples experiencing difficulty conceiving as well as help for same sex couples and single women who want to become pregnant. The practice also operates a full time sperm laboratory for semen analysis and artificial insemination.



“One of our main goals is to help meet the needs of individuals with MetroHealth Select insurance,” says Dr. Hecht

The fertility practice operates at the MetroHealth Parma Medical Offices. According to Dr. Hecht, “One of our main goals is to help meet the needs of individuals with MetroHealth Select insurance”. As a smaller fertility program, Dr. Hecht’s team is able to offer more personalized, one-on-one care.

If you are having trouble conceiving and want to learn more about MetroHealth’s Fertility program or would like to schedule an appointment, you can find additional information at metrohealth.org/obgyn/fertility, or by calling 216-778-4444. Check your health insurance coverage for fertility by calling the customer service number on your insurance card.

Do You Need a Primary Care Physician (PCP)?

Contact us at 216-778-8818 or email skyway@metrohealth.org and we’ll assist you with establishing a new PCP.

News to Know...

- **Walk-in Health Care at Parker Hannifin YMCA in Downtown Cleveland** (www.metrohealth.org/ymca)
Staffed by a trusted MetroHealth physician or nurse practitioner, the clinic offers same-day care for adults and children of all ages. *You do not have to be a MetroHealth patient or a YMCA member to use the clinic.* Services available include: General primary care visits for adults & children; Pregnancy testing; Sports, school and pre-employment physicals. Location: 1301 East 9th Street #203, 2nd floor, Galleria
- **MetroHealth Physical Therapy at the West Shore Family YMCA** (www.metrohealth.org/ymca)
Therapists will be available to treat a wide range of injuries and conditions including: orthopedic and sports injuries, bone and joint conditions, back and neck pain, industrial injuries. Location: 1575 Columbia Road, Westlake A physician referral is required.
- Patients are now receiving a redesigned, more patient friendly **After Visit Summary (AVS)** in ambulatory clinics. The new design aims to help improve understanding of discharge information and encourage patients to take charge of their aftercare.
- We recently **renovated four labor and delivery rooms** to make the birthing experience more family friendly for low-risk pregnancies. Two of the rooms received major work including extra-large, spa-like walk-in showers, and one has a hydrotherapy tub.

ExpressCare or Emergency Department? How to know where to go

Accidents happen. So does the flu. But when is an injury or health condition serious enough for a call to 911 or a trip to the emergency department (ED)? And what's more appropriate for non-emergency situations that need immediate care?

When in doubt, call ahead: 216-957-1680. If the MetroExpressCare cannot accommodate your condition, they will advise you to go to the nearest emergency facility.



When to Opt for Express Care

Express care is needed for conditions that require attention sooner than a normal appointment with your doctor but are NOT life-threatening.

Now operating in 5 convenient locations with on-site radiology, our clinics are located in Beachwood, Middleburg Heights, Slavic Village (Broadway health center), West Park and Westlake at Crocker Park.

- Minor burns, injuries or cuts
- Sprains and strains
- Coughs, colds and sore throats
- Ear infections
- Allergic reactions
- Fever or flu-like symptoms
- Rash or other skin irritations or infections

Check wait times online at www.metrohealth.org/expresscare

When to Call 911 or Rush to the ED

Go to the nearest ED for life-threatening medical conditions that require immediate attention to prevent death or disability. MetroHealth now offers emergency departments close to you in Brecksville, Cleveland, Cleveland Heights and Parma.

Some examples of emergencies are:

- Bleeding that does not stop
- Chest pain
- Drug or other poisoning
- Major burns
- Loss of consciousness
- Difficulty breathing
- Sudden loss of vision or blurred vision
- Stroke symptoms (FACE - Face drooping, Arm weakness, Speech difficulty, Time to call 911)

MetroHealth also offers health clinics in 4 Discount Drug Mart Locations – This is a great option for a variety of non-emergency, same-day medical needs. MetroHealth nurse practitioners are available on-site to treat minor illnesses and injuries. These clinics are located at Independence, North Royalton, Olmsted Falls and Parma Heights.

1 Number to Call Exclusively for YOU!



Skyway/MetroHealth Select members have one exclusive phone number to call at MetroHealth

216-778-8818

for appointments, questions, Primary Care Physician information and more