

Elliot Senior Health Primary Care
Elliot Senior Health Center
138 Webster Street
Manchester NH, 03104
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Elliot Senior Health Primary Care
Elliot Medical Center of Londonderry
40 Buttrick Road
Londonderry N.H. 03053
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Or (603)-663-7030
Fax: (603)-552-1549

Website: www.seniorhealthprimarycare.com
Email: SeniorsLiveBetter@ElliotHospital.org

NEW PATIENT PACKET

Helping Our Seniors Live Better

**The Elliot.**
Live Better!

TABLE OF CONTENTS

Welcome to Elliot Senior Health Primary Care	1
Meet the Staff	2
Senior Speciality Services.....	3
Preparing for Your Next Office Visit	4
Scheduling an Office Visit.....	5
Cancellation or Missed Appointments	5
Medication Refills	5
Medicare Beneficiary - Complete Physical Examination (CPE).....	5
My E-Chart Program	6
Hospitalizations	6
Recovery after a Hospitalization	7
TRACE Program™	7
Social Work Support.....	8
What do all these initials mean?.....	8
About the Elliot Senior Health Center.....	11
About the Elliot Medical Center of Londonderry	12

Welcome to Elliot Senior Health Primary Care

At Senior Health Primary Care, a department of Elliot Hospital, our providers are committed to making the aging process as healthy and positive as possible by addressing, assessing, and treating the illnesses, ailments, and normal body changes associated with age. Our specialty-trained physicians, called Geriatricians, received dedicated instruction in the health and wellness of older adults. Each one completed in either Internal Medicine or Family Medicine with an additional 1-2 years training in the medical, social, and psychological issues that concern seniors.

The Geriatricians work closely with an integrated healthcare team comprised of Nurse Practitioners, Geriatric Nurses, Clinical Pharmacists, Professional Social Workers and Podiatry associates in order to meet each patient's individual healthcare needs. Patients receive support from the entire Senior Health Primary Care team to make sure that each aspect of a patient's needs are met.

Our geriatricians can manage care in various health care settings including:

- Rehabilitation Care Centers
- Skilled Nursing Facilities
- Assisted Living
- Long Term Care Facilities

Important Contact Information:

Phone: 603-663-7030

Elliot On-Call: 603-663-4567, 24-hour nurse on-call.

Elliot Senior Health Primary Care

138 Webster Street

Manchester, NH 03104

Hours: Monday – Friday 8:30 a.m. – 5:00 p.m.

Elliot Senior Health Primary Care

40 Buttrick Road

Londonderry, NH 03058

Hours: Monday, Wednesday and Friday 8:30 a.m. – 5:00 p.m.

Meet the Staff at Elliot Senior Health Primary Care

Physicians and Nurse Practitioners:

Consuelo Alvarez, MD, MBA, CMD
Manish Chopra, MD
Richard Friedman, MD
Sam Goldman, DO, CMD
Alan D. Kaplan, MD, FACC
Vasyl Kasiyan, MD
M. Sarwar Pasha, MD
Mary Anne Totten, MD, FACP, CMD
Deborah Moore, MS, MPH, APRN
Nicole Gordon, APRN
Patrick Hornig, APRN
Erin McCarthy, APRN

Director Senior Health: Malcolm Perry

Office Manager: Irene Bechard

Nursing Staff:

Carol York, RN
Ina Cruite, RN
Sue Dowd, RN
Dorothea Gaudreau, RN
Janet McQueeney, RN
Jaimy Santana, LPN
Sue Stys, RN
Diane Bantis, LPN

Medical Assistants:

Diana Bradley
Louise Lambert
Luis Negron
Christine Sprague
Ann Weldon

Social Workers:

Barbara MacPhee, MSW, ACSW
Barbara Pines-Brown, LICSW, MSW, ACSW
Meg Duhaime, BSW

Patient Service Representatives:

Noella Banks Sara Maldonado
Diane Brown Deb Moody
Karen Labarre Carrie Hadik
Patty Lagasse Kristy Martinez
Patricia Nihill

Senior Specialty Services

Medication Management Clinic

The Medication Management Clinic at Elliot Senior Health Primary Care offers patients the chance to meet with the clinical pharmacist one on one to discuss their medications. The pharmacist works directly with your primary care provider as part of your overall healthcare plan. The pharmacist will review your medications with you and will look for things such as drug interactions, side effects, potential cost savings, and your understanding of medications. The pharmacist can also work with you to help you meet your goals for blood pressure, cholesterol and diabetes management. A visit with the pharmacist requires a referral from your primary care provider. Call 603-663-7027 for information.

Anticoagulation Clinic

The Anticoagulation Clinic nurse works one on one with patients to monitor and counsel patients for the duration of their anticoagulant therapy. During your appointment, a registered nurse performs a finger stick test, reviews your results with you and adjusts your dose appropriately. Your results are then updated to your electronic medical record where your physician can review them any time. The program monitors your prothrombin time (PT, INR) so that you will achieve and maintain desired therapeutic levels. A visit requires a referral from your primary care provider. Call 603-663-7076 for information.

Blood Pressure Screenings (Manchester Senior Health Center location)

Every Monday from 1:30 – 2:30 p.m. the Visiting Nurse Association of Manchester holds a free blood pressure screening. The nurse is also available to answer any questions related to managing or improving blood pressure. Walk-ins welcome.

Podiatry Clinic

The podiatry clinic is exclusively for the patients of Senior Health Primary Care. Patients with diabetes and other foot ailments would benefit from this clinic. For an appointment please call 603-663-7030.

Senior Wellness Screenings (Manchester Senior Health Center location)

The third Friday of each month from 8:00 a.m. to 12:00 p.m. Available screenings include: Total Cholesterol, Lipid Profile, and Osteoporosis. You must register for this screening. For information on cost and to register please call Elliot On Call 603-663-4567.

Preparing For Your Next Office Visit

To ease your office visit, we ask that you please bring with you:

- Insurance card(s)
- All of your medication bottles
- Any over the counter medications including herbal medications/supplements
- If you reside in an assisted living facility, please bring a list of medications

Providing this information at each visit helps the physician, nurse and staff to make a complete assessment of your health and wellness.

Elliot Senior Health Primary Care Manchester is located on the second floor of the Elliot Senior Health Center at 138 Webster Street in Manchester. When you arrive for your scheduled appointment we ask that you check in with the receptionist in the main lobby. At each visit, our registrar will review your contact and insurance information as well as complete mandatory Medicare questionnaire, she will then notify the office staff that you have arrived. After you have checked in, you can proceed to the second floor. An elevator is available for your convenience. Our Medical Assistant will escort you to the exam room and review any medical changes that may have occurred since your last visit.

Elliot Senior Health Primary Care Londonderry is located on the second floor in the Elliot Medical Center of Londonderry, 40 Buttrick Road, Londonderry, N.H. An elevator is available for your convenience. When you arrive for your scheduled appointment we ask that you check in upstairs in Senior Health Primary Care Office. The staff of Elliot Senior Health Primary Care will greet you. Our registrar will review your contact and insurance information and complete mandatory Medicare questionnaire. She will then notify the Medical Assistant who will escort you to the exam room and will review any medical changes that may have occurred since your last visit.

At the conclusion of your doctor's appointment, you will be provided with a summary of your visit including a list of your current medications and patient instructions. Our Patient Service Representatives will schedule your next appointment(s) and arrange any additional testing requested by your health care provider.

Scheduling an Office Visit

For emergencies, please call 911. If you have a concern, need to schedule an appointment or are not feeling well, please contact the office by calling 603-663-7030. Our office hours are Monday – Friday 8:30 a.m. to 5:00 p.m. If you are not feeling well, for the health and safety of you and our other patients, we ask that you do not walk-in for an appointment. Please call first, we are happy to assist you!

Should you have a medical need after our regular business hours, simply contact our office and you will be connected to a qualified trained nurse who will assess your medical needs. For after hour assistance you may call our main number, 603-663-7030.

Cancellation or Missed Appointments

To best serve our patients, we ask that you kindly provide 24-hour notice when canceling an appointment. If for any reason you are delayed, please call the office to notify us of your pending arrival time. If weather should be a factor, please contact our office so we can reschedule your appointment.

Medication Refills

You may request a medication refill through our office 24 hours a day by calling our refill line, 603-663-7077. The refill line is checked during business hours Monday – Friday. Your prescription refill will be completed within 48 hours. We do ask that you provide one-week notice prior to the completion of your medication to allow adequate time for the medication request to be reviewed by your health care provider.

Medicare Beneficiary-Complete Physical Examination (CPE)

The majority of the patients at Elliot Senior Health Primary Care (SHPC) have Medicare as a primary payer. Please be advised that Medicare pays for the office visits to address specific medical problems, but unfortunately it does not pay for annual physicals. Although not reimbursed by Medicare, should you decide that you would like a complete physical examination, we would be happy to provide this service for you. Please let us know so that we can schedule your next visit appropriately.

Since Medicare does pay for visits related to specific medical problems, some of the components of this CPE are usually covered by Medicare. We estimate your out of pocket costs for a CPE is usually between \$50 and \$150.00, which represents the difference between the non-covered and covered services that would be billed to Medicare for this type of visit.

Our billing office is available to answer any questions regarding our compliance with the Medicare rules. Please call our billing office at 663-4900 should you need more information on this Medicare policy. Thank you in advance for your understanding

My E Chart

The Elliot Health System allows patients to access their personal medical record through a computer program called My E-Chart. This special patient access allows you to view specific parts of your medical record that have been discussed with your physician. You also have the ability to email your health care provider directly and request prescription refills. Talk with your health care provider or staff member to find out more information on My E-Chart.

Hospitalizations

There may be a time that you will require a hospitalization. If you are a patient at the Elliot Hospital, the Elliot Hospitalist Service will follow our patients. The Hospitalist service is composed of Board Certified Internal Medicine specialists who work closely with your Senior Health Primary Care physician to provide the highest standard of care. The Hospitalist service can often provide superior care when minute-to-minute decisions need to be made regarding patient care. In regards to hospitalizations, you are welcome to discuss this further with your primary care physician.

Recovery and Rehabilitation

After a hospitalization, additional recovery time is sometimes needed before a patient is able to return home. The healthcare team at the hospital may recommend a short stay at a local skilled nursing facility. In addition to following patients in the office, the physicians and nurse practitioners at Elliot Senior Health Primary Care are able to follow their patients at select local nursing and rehabilitation facilities in the area. Through the use of the electronic medical record your Elliot Senior Health Primary Care team can lead your medical care while maintaining continuity of care during your recovery. Please refer to the complete listing of nursing and rehabilitation facilities enclosed in this handout.

TRACE Program™

Our signature service, the TRACE Program™ is available to patients who have been hospitalized and will be continuing their recovery in a skilled nursing facility with the goal to return home. The Senior Health Primary Care team feels it is important to stay connected to our patients as they make the transition between healthcare environments. The patient will receive visits from their personal Transitional Care Coach at the hospital and nursing facility. The Coach will also follow up with the patient by phone once they have returned home. The job of the Coach is to guide you through the healthcare transitions in a way that promotes self-management and optimal health. We are pleased to offer this support to our patients at no additional cost.

Social Work Support

Understanding, reassuring and compassionate support when you need it the most. The Social Workers of Elliot Senior Health Primary Care partner with the primary care physicians and nurse practitioners to assist patients and their families to navigate through the healthcare system.

A Social Worker is a trained healthcare professional that serves as an advocate for the patient. Social workers are trained in the areas of grief, crisis support, community resources, advance care directives and family relationships. Our social workers bring a wealth of knowledge and support to any situation.

The social worker is available for individual appointments to help identify an individual's needs and formulate a plan with the patient and/or family.

What do all the initials mean?

All of the staff at Elliot Senior Health Primary Care and Elliot Senior Health Center is required to wear a photo name badge for identification. Our clinical staff will also have initials after their name to indicate their roll at the facility as well as their level of education in a specific field.

M.D. – Medical Doctor practices medicine, and is concerned with maintaining or restoring human health through the study, diagnosis, and treatment of disease and injury.

D.O. –Physicians who graduate from osteopathic medical schools are known as osteopathic physicians and hold a professional doctorate in osteopathic medicine (DO), in contrast to MDs, who hold the title Doctor of Medicine. Doctors of Osteopathic Medicine are fully licensed medical physicians practicing in all clinical specialties along with their MD colleagues.

Geriatricians: Are providers who are initially trained in internal medicine, family medicine or osteopathic medicine that complete additional training that specializes in geriatric medicine. The Geriatrician specialist promotes wellness and preventive care that assist older patients to maintain functional independence in performing the activities of daily living.

N.P. / ARNP – Nurse practitioner is a registered nurse who completed specific has advanced nursing education and training in the diagnosis and management of common as well as complex medical conditions. At Senior Health Primary Care they partner with our physicians and provide care to our patients.

Nurse: RN / LPN – Registered Nurse / Licensed Practical Nurse who manages telephone triage from our patients with health problems. Handles patient education and work directly with physicians and staff as needed to provide comprehensive healthcare to the patient, and to reinforce physician’s instructions. They help coordinate your care with other entities such as Visiting Nurses, Social Workers, Pharmacists and Hospitals, etc.

MA – Medical Assistant is a healthcare worker who performs clinical tasks and assists the provider in obtaining pertinent information from the patient and updating this information in your medical record. They review medications obtain vital signs, temperature, pulse, height, weight, blood pressure and reason for visit.

PSR – Patient Service Representative will greet and register patients. They also schedule appointments and assist with referrals. Before each appointment the patient will check in with a PSR and update information such as current address, insurance status as well as handles your medical records. Our PSR’s are also available to assist you with questions or concerns.

MSW or BSW – The Social Worker received education at a Masters (MSW) or Bachelors (BSW) level in the field of social work. The Social Worker at SHPC assists patients and family members with coordinating community resources, obtaining support through financial assistance programs, offers grief support, psychosocial assessment and much more. The Social Worker plays a vital role in SHPC team to help support patients and caregivers.

PharmD. - A Doctor of Pharmacy is a doctorate professional degree given to a person who has completed the highest level of academic study in the field of pharmacy.

“Members on the Interdisciplinary Team in the Senior Health Center”

SHC CLINICAL PHARMACIST

SHC COUMADIN CLINIC NURSE

SHC PHYSICAL THERAPY--provides evaluation for safety, gait, strengthening

SHC PODIATRY SUPPORTED BY FOOT CLINIC:

- Podiatrist provides toe nail cutting to pt's with medical h/o diabetes

The SHPC TEAM develops an individual comprehensive care plan that changes to meet the care needs of the pt in all settings:

- Home / Assisted Living Facilities / Nursing Homes
- We also collaborate with VNA and any other healthcare providers and disciplines we would need to speak with to coordinate your care plan.

We feel that the patient, family/caregiver, physician and staff make up a unique team focused on achieving the best outcome and quality of life for the patient. Welcome to the team. We look forward to working with you!

About the Senior Health Center in Manchester

In addition to the comprehensive services available at Elliot Senior Health Primary Care, should you require additional medical services, the Elliot Senior Health Center offers outpatient Physical Therapy, Laboratory Services, Radiology including Bone Density Scans, general x-ray, and digital mammography. These services are only steps away from the doctor's office.

The Senior Health Fitness Center is located on the first floor. The Fitness Center is open 5 days a week with access to treadmills, exercise bikes, elliptical, strength training, and classes including Chair Yoga, Pilates, stretching and more! Certified Fitness instructors are available to ensure your safety and help you to reach your goals. The Fitness Center is open to adults over the age of 55. For more information about membership please call 603-663-7016.

Staying active is important for the body and mind. The Elliot Senior Health Center offers educational programs and classes to keep you up-to-date on current health issues. Each month educational programs and classes are scheduled to meet a variety of interests.

Opportunities include:

- ✓ Computer Classes – Beginners and Introduction to Internet and Email
- ✓ Monthly Diabetes Education Seminar
- ✓ Fall Prevention Classes – Matter of Balance
- ✓ Medicare Part D Assistance
- ✓ Stress Management
- ✓ Community Safety for the Older Adult
- ✓ Safe Driver Classes
- ✓ Advance Directive Planning
- ✓ Retirement and Estate Planning
- ✓ Healthy Eating and Nutrition including cooking classes
- ✓ Medication Education through our Pharmacist In Program
- ✓ Plus much more...

Health Education Programs are publicized in the Senior Section of the quarterly publication *Your Wellness Matters*. Most programs are offered free of charge.

About the Elliot Medical Center of Londonderry

In addition to the comprehensive services available at Elliot Senior Health Primary Care in Londonderry, the Elliot Medical Center at Londonderry also offers an array of services. The Londonderry facility has a complete imaging center where you can get an X-Ray, CT scan, Mammogram, Ultrasound, Bone Density, or MRI. A full service lab is open 6 days a week. The Urgent Care Center is available for life's little health problems 7 days a week. Elliot Behavioral Health, along with other specialty offices, is also located within the facility. It's a state of the art facility providing comprehensive care.

Staying active is important for the body and mind. The Elliot Medical Center at Londonderry offers a variety of educational programs and support groups. Opportunities include:

- Medicare Part D Assistance
- Safe Driver Classes
- Advanced Directive Planning
- Medication Education
- Caregiver Support group
- Bereavement Support group
- Diabetes Education
- Pulmonary Rehab seminars
- Plus much more...

Health Education Programs are publicized in the Senior Section of the quarterly publication *Your Wellness Matters*.