

Lehigh Valley Health Network
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LVHN Weekly-Pocono

Newsletters

10-27-2017

LVHN Weekly-Pocono

Lehigh Valley Health Network

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Gifts From the Girl Scouts

The Girl Scout pledge includes the phrase “help people at all times.” Local East Stroudsburg Girl Scout Troop 51007 generously donated numerous bins of new books and activity kits to LVH–Pocono’s emergency and pediatric departments. The girl scouts then enjoyed meeting a therapy dog and touring the hospital. Operating room (OR) caregivers Amy Ostrow, RN, and Lisa Goldy, RN, gave the troop a special glimpse into the OR. A special highlight was meeting Anthony Nostro, MD, Chief of Anesthesiology, who explained what anesthesia is and how it is used to help people. After the educational tour, the girls enjoyed a lovely snack of fruit and brownies, of course. With gratitude, we thank these very caring young leaders for helping children in need to smile.



Convenience Update



Three New Ways We're Improving Access and Convenience

This message is from Brian Nester, DO, MBA, FACOEP, LVHN President and Chief Executive Officer.

In the last few months, you have implemented many initiatives to make it easy for patients to choose and access LVHN for their care, including use of a new, all-inclusive telephone number (**888-402-LVHN**) and convenient online appointment scheduling. Today, we're pleased to announce three new ways you and LVHN are improving customer and patient convenience, access and experience.

1. Just Say Yes – When a patient needs to schedule an appointment, they shouldn't have to wait four to six weeks for care. We are making a promise to people who call an LVPG practice or **888-402-LVHN** for an appointment to get them in "today, tomorrow or the next day." During the visit, we continue to say yes. When they need a test, we help them schedule it before they leave by providing them with a special phone that will connect them with the Access Center. In some cases, when tests like a Holter monitor or DEXA bone density scan are ordered, patients who have a MyLVHN account can schedule those tests right from the patient portal. Women age 40 and older who have not had a screening mammogram in the last 365 days can also use MyLVHN to conveniently schedule their annual screening mammogram.



2. ExpressCARE Wait Times – When a patient needs walk-in care now, we want to help them find the location with the shortest wait time. Now our community members can learn how soon they can be seen at our ExpressCAREs with real-time online wait times. Look for the orange alarm clock at the top of LVHN.org and click to see the list of wait times at 12 ExpressCARE locations and our exclusive Children's ExpressCARE in Palmer Township. Wait times can also be found on LVHN.org/ExpressCARE.

Location	Average Wait Time
ExpressCARE-Bangor	2 minutes
ExpressCARE-Moselem Springs	no wait
ExpressCARE-Bethlehem Township	no wait
ExpressCARE-Muhlenberg	12 minutes
ExpressCARE-Whitehall	no wait

3. Physician Rating Comments Now Live – When looking for a doctor or advanced practice clinician (APC), patients often rely on the opinions of others who had an experience. In August, we launched physician star ratings on LVHN.org/Find_a_Doctor for about 400 LVPG providers to help our community members learn how other patients rate their provider. This month, patient comments began appearing on those providers' Find a Doctor profiles for a more complete picture. Comments and ratings come from CAHPS survey responses that patients may fill out following a verified visit. The use of star ratings and comments is one of many features in our Find a Doctor tool - such as education, videos, scholarly works and personal care philosophy – that helps patients choose a doctor or APC who is best suited for them.



Dr. Nair goes above and beyond with his patients. He takes the time to explain exactly what is going on and answers all questions. He is extremely optimistic and positive, which is such an important trait when treating such a serious illness.

I appreciate all the ways you have contributed to the success of each access and convenience initiative we've introduced. With the new features on LVHN.org and the Just Say Yes appointment promise, we will continue to demonstrate our commitment to patients as the only place they need to go for care.

Out and About

LVH-Pocono colleagues could be spotted throughout our community this week at local events. Colleagues were out and about at:

- ▶ The Methodist Church Community and Kid's Halloween Day, where Vice President of Finance Bill Thoma dressed the part
- ▶ Retired Senior Volunteer Program Annual Recognition Expo and Luncheon
- ▶ Lizzie's Circle



 **Lehigh Valley
Health Network**



RIBBON OF HOPE

Have you seen the pink ribbon on the Health Care Center at Bartonsville? This giant 12-foot ribbon lights up the night with hope. It was specially made for this location.

A LETTER OF THANKS

The following letter was sent to the LVH-Pocono staff from a grateful family:

Thank you for the excellent care our mother received during her sickness. Your efforts to make her well again, which we are happy to say, seem to have been entirely successful. We are truly grateful for the level of care you were able to administer to our mother, and please pass on our thanks to everyone.

IT'S TIME TO SHINE!

JOIN US TO RAISE AWARENESS AROUND LUNG CANCER
AS WE HONOR THOSE IMPACTED BY THE DISEASE.



NOVEMBER 13, 2017

Doors Open at 5pm

Event 5:30pm – 7:30pm

Dale and Frances Hughes Cancer Center

181 East Brown Street, East Stroudsburg, PA 18301

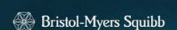
570-476-3750

— REGISTER TODAY! —

SHINEALIGHTONLUNGANCER.ORG

For support or more info call 1-800-298-2436

Thank you to our sponsors.



Ask the Doctor: Pertussis and Pregnancy

An LVH-Pocono provider is featured regularly in the Pocono Record's Ask the Doctor column. This week's featured provider is family medicine physician Sharon Cline, MD

Q. My daughter is expecting her first child, which means I'm expecting my first grandchild. In the past, I've seen whopping cough vaccine information that says family members should get vaccinated as well. Would you suggest it for grandparents?

A. Whooping cough, also called pertussis, is characterized by a deep cough that can cause loud gasps for air, which is where the condition got its name. It can also cause fever, runny nose, sneezing and diarrhea. It's wise to be cautious and protect the infant from any exposure.

Pertussis is still very much a present-day condition. It is a very contagious bacterial infection spread in droplets from coughing or sneezing. Its frequency in the U.S. ebbs and flows, with the most recent spike of 2012 resulting in nearly 50,000 cases, according to the Center for Disease Control and Prevention (CDC).

Your questioning about this vaccine is a good one. It's wise to take steps for the infant's protection rather than simply hoping for the best.

There are some risks in the pertussis vaccine, but they are relatively mild. They can include a low-grade fever and redness, swelling and soreness at the injection site. Weighing these against the risk of developing whooping cough, however, mitigates any discomfort from the vaccine. Pertussis can be very serious, leading to pneumonia, rib fracture (from the violent coughing) and respiratory distress.



For babies who develop whooping cough in the first weeks of life, about half will require hospitalization and close monitoring. The threat is significant enough that family members and others who will have close, steady contact with the newborn should get a booster. Unlike your daughter, however, there is no recommendation for family members to be revaccinated with each new pregnancy.

The CDC recommends the vaccine for mothers during each pregnancy so that some antibodies are passed through the placenta, protecting the baby until the first immunization at eight weeks at age. While this does prove effective, there is still a chance that your grandchild could contract whooping cough if exposed to it.

The pertussis vaccine works much like any other vaccines. Part of the bacteria that causes the disease is injected, causing an immune response that makes antibodies.

Though the amount of bacteria present is easily fought off by more developed immune systems, infants are not quite able to fight off even these smaller strains in their early weeks of life. By getting vaccinated, you create a shield of protection for your grandchild. This shield will make all the difference until they can receive the vaccination themselves.

I commend you for being so proactive in seeking information about the vaccine. Good luck to your daughter throughout the rest of her pregnancy. Enjoy the little one when he or she arrives.

Where Is It at LVH-Pocono?

The answer will be given in the next LVHN Weekly-Pocono. Look for this new fun feature every week. Happy guessing!



TAKE A STAND... WEAR A STRAND!

Ladies & Gentlemen!

Help us raise awareness about lung cancer by wearing PEARLS for the month of November!



LVHN.org

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