



Spring/Summer 2011



We are here for you

Member Services can answer your questions about benefits, help with finding or choosing a provider, and solve problems in getting health care services. Please call us toll-free at **1-866-543-2167** from 8 a.m. to 5 p.m., Monday through Friday.

We have 24-hour phone coverage for behavioral health services. Please call us toll-free at **1-866-543-2383**.

Our website is available 24 hours a day, 7 days a week. Visit us at www.DelawarePhysiciansCare.com for health information, benefits, help finding a provider and much more.

You talk, we listen

At Delaware Physicians Care, we work hard to give you high-quality care and services. We do adult and child surveys every year to see how you feel about us.

We contact about 3,000 members by mail and by phone to help us find out if we are meeting your needs. If you replied to the survey, thank you for letting us know what you think.

We compared the 2010 results with the 2009 results. You are mostly satisfied with us, and we are glad to hear that.

You told us in 2009 that you did not always feel that your health care providers do a good job speaking your language or understanding your culture.

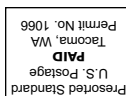
We take your responses seriously. We listen to what you have to say about our services and providers. We made it a goal to make sure that you were satisfied in 2010.

In 2010, we offered free courses on our website for providers and their office staff. The courses talk about the different cultures of our members. They teach right and wrong ways to communicate with members with different needs. We will continue to offer these courses.

We also did phone surveys with members who called us. We got good feedback on your experiences with us and our providers.

Now we are looking at 2010 survey results to see what we can do this year to keep you satisfied and to see what we can do better.

You may be asked to help with short surveys in the future. If you have any questions about our results or ideas for ways we can do better, please call us toll-free at **1-866-543-2167**.





Recommended vaccines for children and teens

Vaccines can protect your child from disease. Do your best to make sure your child gets the vaccines he or she needs. Your child's doctor can help too.

Vaccines are usually given as a shot. Sometimes they are given by mouth or by a nose spray.

This chart shows what vaccines children need. It also helps you know when your child should have a vaccine.

Talk about this chart with your child's doctor. You can also ask the doctor any questions you have.

Vaccines children need

DTaP/Tdap = diphtheria, tetanus, pertussis

Flu = influenza

HepA = hepatitis A

HepB = hepatitis B

Hib = *Haemophilus influenzae* type b

HPV = human papillomavirus

IPV = inactivated poliovirus

MCV = meningococcal

MMR = measles, mumps, rubella

PCV/PPSV = pneumococcal

RV = rotavirus

Var = varicella (chickenpox)

Sources: Centers for Disease Control and Prevention;
U.S. Department of Health and Human Services;
U.S. Food and Drug Administration

Range of routinely recommended ages

Range for certain high-risk groups

Range for catch-up immunization

*In some cases

Keeping doctor visits

A good relationship with your doctor is important. Being on time and letting your doctor's office know if you must cancel helps build a good relationship. When you schedule a visit with a doctor, that time is important. Doctors see lots of patients and must make time for all of them.

If you need to cancel or change your visit with your doctor, let the doctor's office know at least 24 hours ahead of time. This will give the doctor more time to see other patients.

| BIRTH | MONTHS | | | | | | | | YEARS | |
|-------|--------|------|------|--------------|----------------|------|------|-------|-------------|------|
| | 1 | 2 | 4 | 6 | 12 | 15 | 18 | 19-23 | 2-3 | 4-6 |
| HepB | HepB | | | HepB | | | | | | |
| | | RV | RV | RV | | | | | | |
| | | DTaP | DTaP | DTaP | DTaP* | DTaP | | | | DTaP |
| | | Hib | Hib | Hib | Hib | | | | | |
| | | PCV | PCV | PCV | PCV | | | | PPSV | |
| | | IPV | IPV | IPV | | | | | | IPV |
| | | | | Flu (yearly) | | | | | | |
| | | | | | MMR | | MMR* | | MMR | |
| | | | | | Var | | Var* | | Var | |
| | | | | | HepA (2 doses) | | | | HepA series | |
| | | | | | | | | | MCV | |

| YEARS | | |
|--------------|---------------|------------|
| 7-10 | 11-12 | 13-18 |
| | Tdap | Tdap |
| HPV* | HPV (3 doses) | HPV series |
| MCV | MCV | MCV |
| Flu (yearly) | | |
| PPSV | | |
| HepA series | | |
| HepB series | | |
| IPV series | | |
| MMR series | | |
| Var series | | |



DIABETES

Get Control—It Matters

We are happy to introduce a fun, easy-to-follow eating plan for people with diabetes. Delaware Physicians Care members between the ages of 18 and 75 with a diagnosis of diabetes are eligible for this program.

When your doctor bills us with a diagnosis of diabetes, we will send you a Get Control—It Matters package. It includes:

- An Idaho plate method placemat.
- The *Plate Method for Meal Planning* guide.
- The *Keep Your Diabetes Under Control* booklet.
- A 9-inch plate.

If you have any questions about diabetes or this program, call us at **1-866-543-2167**.



Meal planning is important for people with diabetes. Use the plate method placemat to plan your breakfast, lunch and dinner. It can help you with portion control and teach you healthy food choices. And look to the *Plate Method for Meal Planning* guide to help you choose what types of food to eat.

Other ways to keep control of your diabetes and stay healthy:

- Check your blood sugar twice a day, and write the number down.
- Take your medicine.
- Be active for 30 minutes a day.
- Check your feet.
- Control your cholesterol and blood pressure.
- Brush your teeth and floss daily.
- Follow up with your doctor at least four times a year—more often, if needed.

Know your BMI

Is your weight a healthy one?

You could step on a scale to see. But there's actually a better way to find out. Ask your doctor what your body mass index (BMI) is.

Your BMI is a number based on your height and weight. It's usually a good measure of how much body fat you have. That's important information. The more fat you have, the more likely you are to get serious health problems. These include diabetes, heart disease and certain cancers.

If your BMI is between 18.5 and 24.9, that's good. Your weight is in a healthy range. Do your best to keep it there.

A BMI of 25 to 29.9 generally means you're overweight. And a BMI of 30 or more means you're obese. Ask your doctor what steps you should take to lose weight and protect your health.

Source: American Dietetic Association

Checkups matter



Regular doctor visits are important. They can help find any problems early. That often means that treatment can be more effective. Seeing your doctor can also help keep a problem from developing in the first place.

Before your checkup, find out your family health history. Your doctor will need to know if your close family members had health problems such as:

- Heart trouble.
- Stroke.
- Diabetes.
- Cancer.

Also, tell your doctor about any changes in your own health. That includes:

- New lumps or skin changes.
- Pain.
- Trouble sleeping.
- Changes in eating or bathroom habits.

Your doctor can then tell you what screenings to have and when to have them.

You might need tests for:

Cholesterol. High cholesterol can put you

at high risk for heart disease. This blood test is for:

- Most men starting at age 35.
- Most women starting at age 45.

Blood pressure. Have this checked at least once every two years.

Diabetes. If you have high blood pressure or high cholesterol, get tested for diabetes.

Colorectal cancer. Most adults should have their first exam at age 50. There are different kinds of tests you can have. Ask your provider which one is right for you.

Women might also need tests for:

Breast cancer. Your provider may suggest that you get a mammogram every one or two years starting at age 40.

Cervical cancer. Pap smears should be done every one to three years after first having sex or when you turn 21.

Osteoporosis. A bone density scan should be done at least once beginning at age 65.

Your doctor can tell you more about which screenings are right for you.

Source: Agency for Healthcare Research and Quality

Speak to the experts

To find out what screenings are recommended for you, make an appointment to see your doctor.

To see preventive health schedules, go to www.DelawarePhysiciansCare.com, and click on "Prevention & Wellness." On the left side of the page, click on "Preventive Health."

Delaware
HEALTH
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This is general health information and should not replace care you get from your provider. This information is not meant to replace advice you get from your provider. The plan does not provide health care services; you must receive health care services from your provider. Always ask your provider for information about your own health care needs.

Models may be used in photos and illustrations.

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When a stroke strikes, act fast

A stroke is a brain attack, cutting off vital blood flow and oxygen to the brain. Few people know the symptoms of stroke. Learning them—and acting fast when they occur—could save your life or the life of a loved one.

Use the F.A.S.T. test for recognizing and responding to stroke symptoms:

- **Face:** Ask the person to smile. Does one side of the face droop?
- **Arms:** Ask the person to raise both arms. Does one arm drift downward?
- **Speech:** Ask the person to repeat a simple sentence. Does the speech sound slurred or strange?
- **Time:** If you observe any of these signs, it's time to call 911 or get to the nearest stroke center or hospital.

Common stroke symptoms include:

- Sudden numbness or weakness of the face, arm or leg, especially on only one side of the body.
- Sudden confusion or trouble speaking or understanding.
- Sudden trouble seeing in one or both eyes.
- Sudden trouble walking, dizziness, or loss of balance or coordination.
- Sudden severe headache with no known cause.

Remember that stroke strikes fast. You should too.

Source: National Stroke Association