

THE DUNHAM NEWSLETTER



4th Quarter, FY 2012

DUSAHC

Summer Issue

Commander's Note

By: COL Stephanie Wilcher

I hope everyone had a fabulous summer as it rapidly moves behind us. Welcome to the new Army War College students and families as they join the Dunham Family. We have a lot of exciting changes we've realized throughout the summer, most notably the establishment of an Army Wellness Center, which became operational July 1st and officially opens September 14th with a ribbon cutting ceremony. Flyers and other information regarding the ceremony are coming soon and everyone is invited.

The center will begin seeing beneficiaries and the Carlisle Barracks workforce before Christmas. This phenomenal opportunity to participate in fit testing reveals areas of your health practices that are working well and provides strategies to strengthen those that are not working as well. The Wellness Center offers tests that reveal aerobic condition, body fat composition, strength and flexibility, and cholesterol screening, as well as individual programs for weight reduction, healthy eating, and a host of other wellness initiatives. The Wellness Center is staffed with exercise physiologists, health technicians, a registered nurse, and a dietician all waiting to assist you in reaching your best health state.

Implementation of Patient Centered Medical Home continues! You may have noticed that your provider is able to fully engage with you on health matters with the support of a dynamic nursing team. The nursing team remains in the examination room with you and records the provider's notes. This enables the provider to focus only on your health needs and not have to share their time between the documentation requirements and your needs. In many of the exam rooms, we have mounted large monitors so you are able to view the healthcare documentation and provide input if desired. We are truly seeking a partnership for health with our beneficiaries.

We have added a PharmD to our team who is working to improve medication management. We will soon add a Social Worker to the Medical Home team offering services for any social or behavior health concerns you may have at your appointment.

We are still seeking beneficiary input into the decision making bodies at Dunham. If you have the time please join the Patient Safety, Performance Improvement, and/or Patient Centered Medical Home committees. You would be a voting member of the committee integral to the decision making process. Contact us at 717-245-3630 if you are interested.

We look forward to partnering with you and together providing the means for a healthier you!

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Dunham U.S. Army Health Clinic Update

Greetings! Here is a quick update on the hot clinic and military healthcare issues.

1. **Army Wellness Center:** The Carlisle Barracks Army Wellness Center opened on 1 July on the right side of the 1st floor of Bldg 315 adjacent to Thorpe Fitness Center. The left side will be renovated to provide a modern, more spacious, and professional environment. Six outstanding staff members started last month and are busy with initial training, setting up the state of the art equipment, and planning for operations. Personal Wellness Profile (PWP) questionnaires and assessments are being done this month for 1st year DDE students.

2. **Men's Health Awareness Month:** June is Men's Health Awareness Month. The purpose of Men's Health Month is to heighten the awareness of preventable health problems and encourage early detection and treatment of disease among men and boys. This month gives health care providers, public policy makers, the media, and individuals an opportunity to encourage men and boys to seek regular medical advice and early treatment for disease and injury. For more information please visit <http://www.menshealthmonth.org/> . If you have a question regarding your health please contact Mrs. Dee Connelly at (717) 245-3485 or e-mail at mary.connelly@amedd.army.mil .

3. **NEW DUNHAM CALL MENU: EFFECTIVE 4 JUNE 2012, DUNHAM STARTED A NEW MENU FOR 717-245-3400. THIS MENU WILL ALLOW US TO BETTER SERVE OUR PATIENTS. FOR YOUR CONVENIENCE, A COPY IS POSTED HERE:**
[HTTP://DUNHAM.NARMC.AMEDD.ARMY.MIL/PAGES/CLINICHOURS.ASPX](http://DUNHAM.NARMC.AMEDD.ARMY.MIL/PAGES/CLINICHOURS.ASPX)

4. **Secure Patient to Provider Messaging:** If you have TRICARE Prime and are enrolled to Dunham, please refer to below link and register for Relay Health:
<https://app.relayhealth.com/Patients/Registration.aspx?bid=am> . Once registered, you can securely exchange messages with your provider and their staff. Relay Health offers administrative and clinical messaging, referral and Rx renewal request and lab test request and result delivery. It is for NON URGENT communications.

5. **Hourly Childcare for Patients:** Hourly childcare is available for Dunham Patients at the Carlisle Barracks CDC (ages 6 weeks-5yrs) and the Youth Services (ages 6-18 at Youth Center) (No Hourly Care during summer months). Call 717-245-3701 or refer to following link, <http://www.carlisle.mwr.com/family-programs/about-cyss/moore-cdc>.

6. **Medical Readiness:** The DOD has identified Individual Medical Readiness (IMR) as a requirement for all active duty service members. The IMR program at DUSAHC is designed to maximize worldwide deployability by facilitating completion of medical readiness requirements. DUSAHC and outlying clinics are responsible for reporting the operational readiness status of core and component UIC personnel attached to DUSAHC, including those personnel detailed to full-time training programs (i.e. residents, and interns). To update your IMR or to schedule a military physical please contact us at (717) 245-3723/ 4500 or e-mail at CarlislePEstaff@amedd.army.mil . You can check your medical readiness by going to <https://medpros.mods.army.mil/MEDPROSNew/>.

7. **Skin Cancer:** Skin cancer is the uncontrolled growth of abnormal skin cells. It occurs when unrepaired DNA damage to skin cells (most often caused by ultraviolet radiation from sunshine or tanning beds) triggers mutations (genetic defects) that lead the skin cells to multiply rapidly and form malignant tumors. Cancerous



Dunham U.S. Army Health Clinic Update Con't

organs, becoming deadly. To learn more on how to protect yourself please visit <http://www.skincancer.org/prevention>. If you have health concerns regarding skin cancer, please contact Mrs. Dee Connelly at (717) 245-3485 or e-mail at mary.connolly@amedd.army.mil.

8. Sport and School Physicals: During the month of August, Dunham will be hosting several School/ Sports Physical Rodeo's. No appointment needed. Date and times are TBD. Visit our web page, <http://dunham.narmc.amedd.army.mil>, for future dates and the required forms (bring shot records and any glasses). If you need an appointment earlier, please call our appointment line at 717-245-3400 and press option 2.

9. Featured Health Web Site: Each month we will feature a new health web site that may benefit our patients. Dr. Mike Evans is a family physician at St. Michael's Hospital and an Associate Professor of Family Medicine and Public Health at the University of Toronto, and creator of <http://www.myfavouritemedicine.com/>. He has created very visual and easy to follow health videos for kids and adults, to include "23 and 1/2 hours; what is the single most important thing for your health". His videos are best viewed at <http://www.youtube.com/user/DocMikeEvans?feature=watch>

10. Urgent Care While Traveling: Urgent care is a medical service needed within 24 hours when an illness or injury would not result in further disability or death if not treated immediately. If urgent treatment cannot wait until you return home to see your PCM, you must contact your PCM for a referral or call your regional contractor for assistance before receiving care. During duty hours, call the clinic appointment line at (717) 245-3400. After hours call (717) 245-4047. Failure to obtain a referral may cause your care to be covered under the point-of-service (POS) option and you will incur higher costs. If you are traveling overseas, call the TRI-CARE Overseas Program (TOP) Regional Call Center for the region in which you are traveling to coordinate urgent care.

Ask the Dunham Commander Question: Why does it take so long sometimes when I call your appointment line?

Answer: Our wait times depend mostly on time you are calling, number of our available agents, and callers. We are modifying our call tree (will post online when complete) to reduce the hold time and also route calls better. We are also hiring to replace one of our four agents that retired last month. Our peak times are 8am-9am and 1pm-2pm, and TRICARE Online is a great way to quickly book appointments 24/7. For any other questions, e-mail us at dunham.clinic@us.army.mil

Want more info? Like us on Facebook www.facebook.com/dusahc or visit us at <http://dunham.narmc.amedd.army.mil>,

To your best health,
The Dunham Team

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CHILDREN'S EYE SAFETY

By: **Natalie White, MS, Health Educator**
Army Wellness Center

August is Children's eye safety month. There are many things that could cause damage or vision loss to your child's eyes that you may not have thought of including UV radiation, Household cleaners, Fireworks, and Sports injuries. According to *Prevent Blindness America, Accidents involving common household products cause 125,000 eye injuries each year to children.* To avoid risk of vision loss or damage, watch children, remove harmful chemicals, buy protective eyewear for sports, use UV eye protection, wear hats and avoid commercial fireworks.

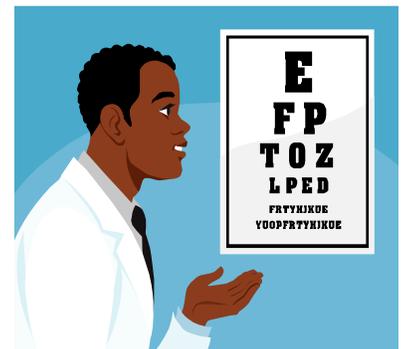


Beginning at age 3, children should have their vision checked every one to two years by their pediatrician at their regular well-child visits. If a child is born prematurely, has a developmental delay, having crossed eyes, having sustained an injury to the eye, and having a family history of eye diseases may need to be seen by their doctor more frequently due to higher risk.

If your child is complaining of any of the symptoms listed below, it might be a good time to schedule an appointment with their primary care physician or an optometrist.

- * Rubs eyes a lot.
- * Closes or covers one eye.
- * Tilts head or thrusts head forward.
- * Has trouble reading or doing other close-up work, or holds objects close to eyes to see.
- * Blinks more than usual or seems cranky when doing close-up work.
- * Things are blurry or hard to see.
- * Squints eyes or frowns.

Information found from preventblindness.org and livestrong.com



National Parks Month

By: Donald Graybill, Health Promotion Technician
Army Wellness Center

August is National Parks month. There are 397 areas comprising over 84 million acres that your family and friends can explore in all states (except Delaware). These areas include National Battlefields, Historic sites, Memorials, and many more. There are also National Parks located on US Territories like Guam, Puerto Rico, and American Samoa.

Yellowstone National Park famous for “Old Faithful” and one of the largest collections of geysers in the world was the first National Park created in the US and in the world. Yellowstone was established by an act from President Ulysses S. Grant on March 1, 1872.

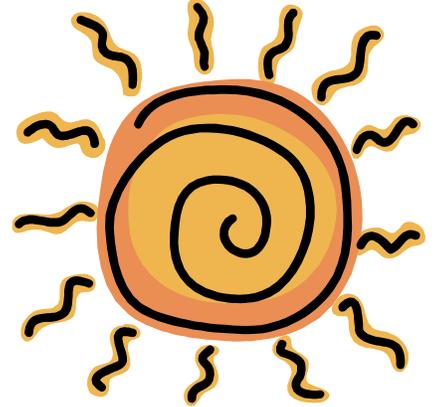
The National Park Service offers free annual park passes to all active military and their families. Military members must present their CAC, while dependents must present their dependent ID card. This pass will allow access to all parks for free that charge admission at their gates. To purchase a pass or find out more information visit www.nps.gov/findapark/passes.htm.



UV Safety Awareness Month

By: Donald Graybill, Health Promotion Technician
Army Wellness Center

As the summer rolls around, one thing that you will want to do is protect your family from the sun's UV rays. As you stroll through the supermarket or pharmacy you will notice that the sunscreen manufacturers have all changed their labels. The FDA has placed stricter rules for the labeling and you will no longer see "sun block," "sweat proof," and "water proof on the bottles". The sunscreen should be labeled as "Broad Spectrum" which will protect against UVA and UVB rays. You can look for these new labels to begin in the summer of 2012.



Protecting yourself from the sun is important but knowing the signs of skin damage is too. Skin cancer is the most common form of cancer, and if left untreated, can be life threatening. Repeated exposure to the sun can damage your skin's DNA and change the appearance of existing moles. An easy way to check your moles for any damage is to remember **ABCD**:



A is for Asymmetry: One half of a mole or birthmark does not match the other.

B is for Border: The edges are irregular, ragged, notched or blurred.

C is for Color: The color is not the same all over and may include shades of brown or black, sometimes with patches of pink, red, white or blue.

D is for Diameter: The spot is larger than 6 millimeters (about ¼ inch – the size of a pencil eraser). Although, melanomas can sometimes be smaller.

Remember to properly protect everyone with the correct attire and sunscreen as you and your families spend more time outside this summer.



September is Fruits and Veggies: More Matters Month!

By: *Tiffany Payne RD, LDN*
Army Wellness Center

This month-long celebration is a time to recognize the importance of fruits and vegetables in our diets and encouraging increasing consumption among Americans to meet recommendations.

Why fruits and vegetables?

Fruits and vegetables provide a variety of essential vitamins, minerals, fibers and are critical to improving the overall health of Americans. These foods are a natural source of energy and low in calories. Plants and plant foods, in general, naturally contain compounds called phytochemicals that offer several health benefits including eye and heart health and prevention of several types of cancer.

Increasing fruits and vegetables, along with regular physical activity, may help to prevent chronic disease such as heart disease, type 2 diabetes, high blood pressure and manage weight for you and your family.

What are the recommendations?

The 2010 Dietary Guidelines for Americans recommends eating fruits and vegetables more than any other food group. However, the amounts of fruits and vegetables to be consumed by different people vary based on gender, age and activity level. Therefore, the new healthy plate icon (MyPlate), developed in 2011 by the United States Department of Agriculture (USDA), replaces the well-known, pyramid model and illustrates encouraged daily intake of fruits and vegetables. The new model eliminates the need to memorize serving sizes and suggestions and offers a more straightforward approach by designating of half your plate for these foods.



How do I eat more fruits and vegetables?

Eating a variety of types and colors of fruits and vegetables not only makes a plate look more appealing, but also adds color, texture and provides a variety of important nutrients. Try these tips to increase your intake of fruits and vegetables and take advantage of the several health benefits:

Explore different forms including fresh, frozen, canned and dried.

Fresh fruits and vegetables make great on-the-go snacks.

Don't be afraid to try new fruits and vegetables! Look for local and in season produce for best prices and taste.



www.fruitsandveggiesmatter.gov and www.fruitsandveggiesmatter.org

September is National Childhood Obesity Awareness Month

***By: Tiffany Payne RD, LDN
Army Wellness Center***

This September, the United States will celebrate its 3rd annual National Childhood Obesity Awareness Month. Today, one third of children are overweight or obese, according to President Barack Obama's 2011 Presidential Proclamation for National Childhood Obesity Awareness Month. This puts 1 in every 3 children at early risk for many chronic diseases such as type 2 diabetes, high blood pressure, heart disease and even stroke, health problems which used to only be concerns for adults. Health professionals consider these alarming statistics to qualify obesity in our country as an epidemic.

In an article published by the NY Times earlier this year, obesity rates have started to level off the past 12 yrs. It is good news that the rates in the United States are not continuing to climb like they had been for the previous two decades, but the lack of decrease in obesity rates despite educational efforts all over the country suggests this epidemic will not quickly be coming to an end. In President Obama's proclamation, he encourages "all Americans to take action by learning about and engaging in activities that promote healthy eating and greater physical activity by all our Nation's children."

The Alliance for a Healthier Generation encourages some simple changes for families to become a better health model for children:

Drink more water and less soda—Encourages children to make healthier decisions when adults they look up to make good choices for themselves.

Listen to when you are full—It takes about 20 minutes for your stomach to tell your brain you are full. Slow down at meals and respond to signs you are no longer hungry by not continuing to eat, even if there is still food on your plate.

Start walking—Balance calories consumed with calories burned with regular physical activity to maintain a healthy weight.

Be positive—Make having a healthy lifestyle fun. Try not to get discouraged when making changes seems difficult. Remember that any small changes can make a big difference!

<http://www.whitehouse.gov/the-press-office/2011/08/31/presidential-proclamation-national-childhood-obesity-awareness-month>, <http://www.healthierkidsbrighterfutures.org/home/>, <http://well.blogs.nytimes.com/2012/01/17/obesity-rates-stall-but-no-decline/>, <http://www.healthiergeneration.org/parents.aspx>



SEPTEMBER IS HEALTHY AGING MONTH

Source CDC, NIH/nihseniorhealth.gov

Physical Activity Recommendations for Older Adults:

- 30 minutes/5 days a week of moderate intensity aerobic activity.
- 2 days of muscle strength training that work all major muscle groups. (legs, hips, back, abs, chest, shoulders, and arms).

Benefits of Exercising for Older Adults:

- Studies show that people with arthritis, heart disease or diabetes benefit from regular exercise.
- Helps people with high blood pressure, balance problems or difficulty walking.
- Studies also suggest that exercise can improve or maintain some aspects of cognitive function, such as your ability to shift quickly between tasks, plan an activity and ignore irrelevant information.
- Helps reduce stress.

Activities That Increase Breathing and Heart Rate:

Endurance exercises are activities that increase your breathing and heart rate for an extended period of time. Examples are walking, jogging, swimming, raking, sweeping, dancing, and playing tennis. Build up your endurance gradually, starting with as little as 5 minutes of endurance activities at a time, if you need to. Then try to build up to at least 30 minutes of moderate-intensity endurance activity on most or all days of the week. Doing less than 10 minutes at a time won't give you the desired heart and lung benefits. Do a little light activity, such as easy walking, before and after your endurance activities to warm up and cool down.

Moderate Endurance Activities to Try:

Here are some examples of moderate endurance activities for the average older adult. Older adults who have been inactive for a long time will need to work up to these activities gradually.

- walking briskly on a level surface
- swimming
- dancing
- gardening, mowing, raking
- cycling on a stationary bicycle
- bicycling
- playing tennis



Vigorous Endurance Activities to Try:

These are examples of activities that are vigorous. People who have been inactive for a long time or who have certain health risks should not start out with these activities.

- playing basketball
- jogging
- climbing stairs or hills
- shoveling snow
- brisk bicycling up hills
- digging holes



Work Your Way Up Gradually:

Gradually working your way up is especially important if you have been inactive for a long time. It may take months to go from a very long-standing sedentary lifestyle to doing some of the activities suggested in this section. When you're ready to do more, build up the amount of time you spend doing endurance activities first, then build up the difficulty of your activities. For example, gradually increase your time to 30 minutes over several days to weeks (or even months, depending on your condition) by walking longer distances. Then walk more briskly or up steeper hills.

Clinic Stars of FY-12 2nd Quarter

By: Nancy Bie, Administrative Officer, Business Office



Marilyn Marsicano transferred to Behavioral Health in April 2011. She came to this section with excellent "people skills" and a desire to learn the patient appointments system along with other administrative responsibilities of the position. In addition to learning these skills, Marilyn's keen sense of humor and ability to help patients feel more at ease are much appreciated by the staff and patients she assists. She has continually expanded her administrative skill set and is a valued member of the Behavioral Health team.



Jessica Abel, a Medical Support Assistant in Radiology provided outstanding support and guidance to our patients, outside hospitals and clinics during this past quarter. Ms. Abel is a very influential employee who made the Radiology front desk area more efficient and organized. She also volunteers to help out with other duties not assigned within Radiology. Ms. Abel receives frequent compliments from patients regarding the support, positive attitude and extra willingness to help. Her support is invaluable to both the patients and the Radiology Team.

Dunham Telephone Call Menu

Thank you for calling Dunham Army Health Clinic

If you have a **medical emergency**, please hang-up and dial **911**, or go to the nearest emergency room.

Otherwise please stay on the line and listen to the following selections.

To make any appointment, Press 1

To make an Appointment with Primary Care, Pediatrics, Gynecology, or Optometry, Press 1
To schedule a Military Physical Exam, Press 2

To cancel an Appointment, Press 2

For the Pharmacy, Press 3

For the hours of Operation Press 1
For Medication Refills, Press 2
To speak to someone at the Pharmacy, Press 3

For the TRICARE Service Center or an existing referral question, Press 4

For additional services, Press 5

For Medical Records, Press 1
For Radiology, Press 2
For the Laboratory, Press 3
For Immunizations, Press 4
For the Optometry Clinic, Press 5
For the EFMP Office, Press 6
For the Dental Clinic, Press 7
For Behavioral Health, Press 8
To return to the Main Menu, Press # Key
To repeat this menu, Press the * Key

If you are physician or from a physician's office, Press 6

For General Information, Press 0

To repeat this menu, Press 9

SMOKING CESSATION CLASSES

By: Dunham Nursing



Upcoming On-Site Classes at Dunham U.S. Army Health Clinic are scheduled September 12, October 10, November 07, and December 12. Class time is 1500-1600. To register, call (717) 245-3630 or send an email to dunham.clinic@us.army.mil. Classes are free and open to active duty, retirees, dependents and DOD Civilian employees. On-Line Classes are available at <http://www.ucanquit2.org>

The Smoking Cessation Triage Program provides toll-free triage telephone services to assist all non-Medicare eligible beneficiaries in obtaining resources to quit smoking. The Program provides beneficiaries access to smoking cessation educational materials, web information and interactive “chat” services. For beneficiaries without web access, the Program provides smoking cessation materials via U.S. mail. The new Smoking Cessation Triage Program toll-free telephone line is 866-459-8766. The Program’s services are available 24 hours a day, seven days a week (during business hours, after business hours, weekends, and holidays). This beneficiary service is staffed with specially trained, smoking cessation contact representatives who possess an understanding of the processes or stages of smoking addiction and smoking cessation and the ability to triage callers and recommend resources for treatment. These contact representatives will also advise beneficiaries of the additional web-based information and interactive chat services available on the Government’s website <http://www.ucanquit2.org>.

The Smoke-Free Quit Plan – Provides beneficiaries with an important tool in determining the triggers for smoking, the methods that will help them successfully quit, a guide to developing a support plan, and information on how to prevent a relapse. With the support of this new Smoking Cessation Triage Program beneficiaries can get started with their quit plan today by calling 866-459-8766 or by logging on to: <https://www.hnfs.net/bene/healthyliving/ThatsitProgramMain.htm> and clicking on the “Healthy Living” page.



SELF CARE CLASS

By: Dunham Nursing

Self Care Class —this briefing will address health topics, lifestyle changes and prevention services. The class will provide recommendations for proper use of over the counter medications and conclude with the issuing of a FREE Over The Counter Medical Card for use at Dunham Clinic and the “HEALTHWISE” Handbook. Class available on-line as well at: <http://dunham.narmc.amedd.mil> under the link “Services”.

Classes will be held Tuesdays, 1430-1600 on the following dates:

September 11, October 09, November 13 and December 11

To register, please call 245-3630.





We hope you found this newsletter to be helpful and encourage you to provide feedback on our performance to our Patient Advocate at (717) 245-3911 or send us an email at dunham.clinic@us.army.mil

DUNHAM CLINIC UPCOMING CLOSURES

Aug 2012

Sep 2012

03 –Labor Day

Oct 2012

08-Columbus Day

PLEASE NOTE

All holiday hours are subject to change. Please check the Dunham web site for changes to the holiday calendar and/or hours of operation. Changes will also be posted in the waiting area of the main clinic at Carlisle Barracks.

REMINDER

The clinic closes at 1200 every Thursday afternoon to complete mandatory training and administrative requirements. This dedicated weekly closure time optimizes our ability to care for our patients. We appreciate your understanding and patience.

DUNHAM U.S. ARMY HEALTH CLINIC

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GOT COMMENTS?

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<http://dunham.narmc.amedd.army.mil>

TriCare Phone Inquiries
1-877-874-2273

Health Benefits Advisor
717-245-4112

Appointment Line
717-245-3400
www.tricareonline.com

Patient Advocate
717-245-3911

NEW PHARMACY REFILL NUMBER
1-800-377-1723