

Health Tip: Watch Those Medications and the Heat

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Other medications actually increase your body's heat production, potentially increasing body temperatures. These include:

- Thyroid hormone, such as Synthroid.
- Amphetamines such as Ritalin.
- Salicylates (aspirin products).

Thirst is one of the body's ways of telling you that you are dehydrating. Medications that will decrease your sense of thirst in hot environments include:

- Neuroleptics, such as Haldol or Prolixin.
- Sedatives, such as Ambien or Excedrin PM.

Medications that make your body less able to cool itself because they decrease your body's ability to regulate temperature include:

- Antihistamines, such as Benadryl and other nonprescription cold remedies.
- Anticholinergics, such as Cystospaz.
- Phenothiazines, such as Thorazine or Serentil.
- Benzotropine mesylate, such as Cogentin.
- Tricyclic antidepressants, such as Elavil or Sinequan.
- Monoamine oxidase inhibitors (MAOIs), such as Furoxone or Nardil.

Alcohol, caffeine, amphetamines and illicit drugs also affect a person's ability to sense dehydration or heat-related symptoms. These substances also reduce a person's judgment about whether treatment is needed for a heat-related illness.



7231 Forest Ave., Suite 203
Richmond, Va. 23226
804-282-3400 • fax 804-285-7990

Welcome

I'd like to welcome you to the inaugural edition of AccessMD News, a quarterly newsletter for AccessMD clients. Through AccessMD News, we hope to be able to share information, insights and developments concerning not only AccessMD, but other healthcare related topics as well. In addition to receiving AccessMD News at your home, each edition will be posted to our web site, www.myaccessmd.com, for those preferring to read it there and for archival purposes. I hope you find it informative and as with all AccessMD amenities and services, I hope you will provide us with feedback on its contents. I also encourage you to share ideas for future articles as well by calling us at 282-3400 or e-mailing us at info@myaccessmd.com.

Judith C. Worland,
Founder and CEO

Results of Client Survey Encouraging

AccessMD recently conducted a survey of members to measure client satisfaction and to learn about usage of the various amenities. Clients joining as of May were asked to respond to 7 questions. A gratifying 71% of members returned the questionnaire. Following are the results:

When asked which amenities members had used since enrolling in AccessMD, respondents answered yes according to the following percentages:

	Used Services
Called my doctor on his private beeper/line	13%
Called the AccessMD line after hours	7%
Called the special AccessMD number to make an	55%
appointment or for other information	
Secured a "same day" or "next day" appointment	40%
Saw my doctor during an extended appointment	55%
(e.g., 30 minutes or longer)	
Waited for my doctor in the private AccessMD waiting room	60%
Saw my doctor in a private AccessMD examining room	69%
Had my doctor facilitate a hospital admission or expedited	4%
referral to a specialist	
Enjoyed the peace of mind that comes from knowing	70%
I can use any of the above at any time	

When asked about their experience when calling the AccessMD appointment line, members reported that their calls were handled promptly, politely and completely:

If you have called the special AccessMD appointment line:

Was your call answered promptly?	95%
Was your call answered politely?	100%
Did you receive the information or service that you wanted?	100%

With regard to calls to physicians, clients reported similar results:

If you have called your physician on his private AccessMD line:

Was your call answered or returned promptly?	100%
Was your call answered politely?	100%
Did you receive the information or service that you wanted?	100%

Seventy-two percent of members have seen their doctor since enrolling in AccessMD. Of those visiting with their doctors, 85% reported that they

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Healthcare Travel Tips

For many of us summer means travel. Whether you're off to the beach, the mountains or anywhere in between, keep these travel tips in mind:

If you are traveling by air, always carry medications onboard with you, as opposed to packing them with your checked luggage so if your luggage is lost, you will have your prescriptions.

Under tightened airport security baggage checkers may ask you about prescription drugs that you are carrying. If you use a weekly or monthly dispenser to hold and track your medicines, you may not have all of the pharmacy bottles with you to describe (and prove) what you are carrying. Prior to leaving on your trip, you may want to call your doctor and ask him to write down your medications on his stationary, then sign it so you can show this to anyone asking about your prescriptions. This list and your doctor's number could also be helpful if you need to see a doctor while on vacation.



Results of Client Survey Encouraging

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requested an appointment on the day that they called or for the next day and in every case but one, their doctor was able to honor the request. Only one client reported that they were required to wait longer than 15 minutes to see their doctor, but indicated that they knew the reason was because there was a medical emergency, which could not be avoided.

In a very limited number of cases AccessMD clients reported that their doctor had been involved in a hospital admission or referral to a specialist. All of those clients felt that their care had been expedited and 80% believed that they received care that they otherwise would not have without the doctors' intervention.

Overall, clients report high levels of satisfaction with AccessMD:

Overall, how would you describe your satisfaction with AccessMD to date:

Very satisfied	64%
Satisfied	21%
Not very satisfied	0%
Disappointed	0%
Too soon to know	15%

Finally, clients were provided with a space to share general comments. Following are a few thoughts expressed in that section:

"To me Access MD is comparable to an insurance policy, it is there to be used if I need it. To have the telephone answered promptly by a polite, intelligent, courteous person. To get report of lab studies in less time. To get an appointment when I request it. To feel relaxed during an examination, because the doctor has enough time to see me. All of the above advantages give me peace of mind and make the additional expense worthwhile."

"Everyone should join."

"Question 2 comment-Dr. Galeski called back in less than 10 min. I haven't had to use AccessMD too much yet but Dr. Galeski returned my call promptly. I was pleased that it worked so well because it seems to me that weekends and holidays things happen to me and it's a relief to know I can get assistance from Dr. Galeski. I had my first appointment with Dr. Galeski since joining AccessMD. All was completely satisfying to me under AccessMD benefits. This visit was pre-scheduled before I joined AccessMD and I didn't have to wait 2 hours in the clinic. Thank you very much."

Look for additional client satisfaction surveys during the course of the year. Additionally, feel free to provide us with feedback (good or developmental) anytime by calling 282-3400 or e-mailing us at info@myaccessmd.com.

www.myaccessmd.com

How to Beep Your Doctor

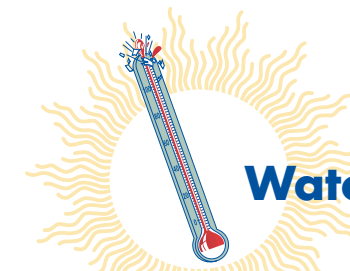
As the name implies with AccessMD you have access to your doctor in a number of ways. One of the most popular ways that clients contact their physician is to beep or page him or her. Some clients have not worked with pagers very much, so we would like to briefly explain how to use this method of reaching your doctor.

Your doctor's pager number is found on the back of your AccessMD membership card. Simply call that number. After a couple of rings the call will be answered and you will hear the message "Enter the number you wish displayed." At this time, you should use your phone to key in the phone number that you would like for your doctor to call. A couple of reminders:

Take a minute to be sure that you are entering a number where your doctor can reach you. For instance, if you are at a friend's or relative's house, and want your doctor to call you there, you should enter their number – not your home number. After paging hang up the phone and try to remain off of the phone until the call is returned.

Some clients carry cell phones with them virtually everywhere. If you are going to be mobile during a time when you want to reach your doctor and you have a cell phone, it is probably best to leave your cell phone number for your doctor to call.

If you are local, there is no need to enter the 804 area code. Remember, however, if you are calling from outside the area and are not having the doctor call you on a local number (e.g., your cell phone), please include the area code when you key in the number.



Health Tip: Watch Those Medications and the Heat

With the cool, unusually wet spring in Richmond, we may not be thinking about issues associated with the heat. But, as sure as summer follows spring, we will soon begin to swelter under the dog days of July, August and even into September.

While our activities and the way we dress can affect our body's ability to deal with the heat, medications can also play an important role. Keep the following in mind:

Some prescriptions are designed to decrease the heart's output and limit blood flow to the skin. The body is less able to cool itself by sweating, which may increase body temperatures. Some medications that may do this are:

- Antispasmodics, such as Donnatal or Levsin.*
- Diuretics, such as Dyazide or Maxzide.*
- Beta-blockers, such as Inderal or Toprol.*
- Calcium channel blockers, such as Cardizem.*
- Anti-Parkinson medications, such as Sinemet.*

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Physician Spotlight

At the center of the AccessMD experience is the patient/physician relationship. AccessMD is proud to provide some of the most talented and credentialed physicians in the Greater Richmond area.

In each edition of AccessMD News, we plan to spotlight one of our participating physicians, sharing with you little tidbits of information and other interesting insights.

Physician: Dr. John M. Daniel, III, FACP

Years in practice: 22

Family: Married 25 years to Princess Daniel, with two sons, 18 and 12. John begins college at the University of Richmond in the fall and may follow his dad into medicine and is a swimming coach this summer. Alex is a rising 7th grader who enjoys playing the piano.

Hometown: Native Richmonder

Undergraduate studies: BS in Biology from the University of Richmond

Medical School: Medical College of Virginia

Favorite Pastimes: travel, running, golf