



## Welcome to the Sentara Quality Care Network (or SQCN, pronounced “sequin”)

You are receiving this because your doctor or provider is in the SQCN network. They have chosen to come together to offer you seamless healthcare.

This month we are looking at these important topics:

- Understanding healthcare information
- When to go to your primary care, urgent care, or Emergency Department
- Diabetes and your feet

You also have access to customizable, no-cost services. Find them [here](#). You can contact us at 757-455-7330 or [SQCN@sentara.com](mailto:SQCN@sentara.com) to get started. We look forward to serving you!

### April is National Minority Health Month

The theme this year is "[Better Health Through Better Understanding](#)." Often, healthcare information can be confusing. It is estimated that only 14% of people in the United States understand the healthcare information they are given. If you have trouble, know that you are not alone!

There are many reasons healthcare information can be hard to understand. This includes new medical terms, a scary diagnosis, or a complicated

treatment plan.

It's OK to ask your healthcare team to slow down, repeat information, or give you additional resources. Consider bringing a trusted friend or family member with you to the appointment. They can help support you as well.

Keep reading to find more ways your healthcare team and SQCN can support you in your health journey.

## Should You Go to Your Primary Care Team, Urgent Care, or an Emergency Department (ED)?

It's important to choose a primary care team—if you haven't already—to help manage your overall health. When you have a health team in place, they are there for routine checks and new conditions. Find a [SQCN Provider](#) here.

Going to your primary care team can be less expensive than a visit to urgent care or the ED. Wait times are likely shorter too.

But sometimes you need to go to urgent care or the ED. Please download the [tip sheet](#) on the right for more information on where to go and when.

If you have questions for the SQCN team, you can contact us at 757-455-7330 or [SQCN@sentara.com](mailto:SQCN@sentara.com).

## Where to Get Care, Now

From Your Primary Care Team, a Member of Sentara Quality Care Network (SQCN)

When you have a medical problem, it can be hard to know where to get help. There are many issues your primary care team can assist with. We know your health history and have a practice provider available after office hours, weekends and holidays. Telehealth may also be an option. For other concerns, there is Urgent Care or the Emergency Department (ED)\*.

As a SQCN provider, we want to ensure you get seamless and simple healthcare. Follow this order of care for lower copays and wait times. A visit to the ED can be much more costly and take longer. If you have a medical emergency, call 911.



### Your primary care team can help you with the following:

- ✓ Wellness visits, annual screenings, flu shots, vaccines
- ✓ Earaches, sore throats, sinus infections, allergies
- ✓ Urinary tract/bladder infections
- ✓ Minor injuries, sprains, back pain
- ✓ Mild abdominal pain, nausea, heartburn, diarrhea
- ✓ Medication refills



### Consider Urgent Care before the ED for the following:

- ✓ Minor cuts and falls, including possible broken bones
- ✓ Flu/COVID symptoms, high fever
- ✓ Vomiting or dehydration
- ✓ Anything non life- or limb-threatening that can't wait



### \*If experiencing life- or limb-threatening symptoms or major injuries, go to an ED. This includes:

- ✓ Chest pain
- ✓ Difficulty breathing
- ✓ Weakness or numbness in face, legs, or arms
- ✓ Difficulty speaking
- ✓ Sudden dizziness, imbalance, or loss of consciousness
- ✓ Worst headache of your life
- ✓ Severe abdominal pain
- ✓ Coughing or vomiting blood
- ✓ Uncontrolled bleeding

## What Can I Ask My Primary Care Team?

When it comes to your health, nothing is too small or too embarrassing to ask your primary care team. You can ask anything:

- **Are you worried about affording or finding healthy food?** Reliable housing? Getting back and forth to medical appointments?

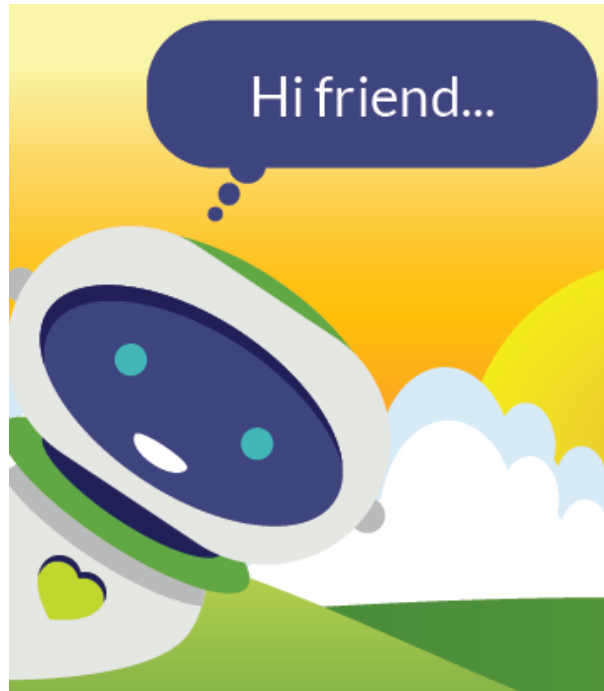
- **Want to exercise more?** Your doctor has recommendations on how to maximize your physical activity.
- **Have you fallen recently or are you worried about your balance?** Ask for tips to feel steadier and gain confidence.
- **Do you often feel lonely, isolated, or has something happened recently to cause you anxiety or sadness?** Your emotional health matters. Ask your healthcare team about ways to improve it.
- **Are bladder control issues interrupting your daily routine?** Treatment options may be available to help you get back to enjoying life.

## Program Update: Pyx Health

Are you feeling lonely?

Anyone can experience loneliness and social isolation at times. Recognizing your emotions and learning to cope with them can lead to a healthier, happier life. Signs of loneliness can include:

- Less quality sleep
- Undue stress
- Trouble concentrating or feeling restless
- Feeling like you don't have people to talk with



The no-cost Pyx Health app is available to members like you. We encourage you to try it out by following these easy steps. From a smartphone or tablet:

- Search "Pyx Health" in the App Store or Google Play
- Download the app to your smartphone or tablet

Don't have a smart device? No problem, sign up by:

- Landline: Call 1-855-499-4777 (select option 1)

- Web: [PyxHealth.com/store-download](https://PyxHealth.com/store-download)

Register with your name, phone number, birthday, and email address. When prompted to enter your health plan ID, please refer to your insurance card for your individual number.

You will be introduced to Pyxir, a virtual robot. Pyxir will engage you with daily tips, helpful resources, and games/activities. He can put you in touch with a compassionate, live staff member who can take your call. Contact the team at [SQC�@sentara.com](mailto:SQC�@sentara.com) for more information.

## CipherHealth: Follow-up Call After ED Discharge

If you were recently discharged from the ED or hospital, you can expect a follow-up call from the SQCN team. You will be called 48 hours post-discharge during the week (Monday-Friday). You will be asked questions about your health and progress, such as:

- Are you feeling the same, better, or worse since your visit in the ED?
- If you were given a prescription, were you able to fill your prescription, or do you have any questions about how to take your medications?
- Do you have a follow-up appointment scheduled with your doctor?
- Do you have any questions regarding your discharge instructions?

And remember, your primary care team, and their on-call partners, are available 24/7 to assist you with your healthcare needs.

## Ask Your Pharmacist: Managing Your Medications

Taking your medication as prescribed is the single most effective way to maintain your health. Your healthcare team is here to support you.

A few tips:

- **Bring all your medications** with you to appointments.
- Let your care team know **if you have difficulty with any of them.**
- **If you are having trouble remembering to take them,** inform your care team.
- **When you have questions** about your medications, just ask!
- **Use the same pharmacy.** This allows the pharmacy team to quickly

check for interactions or possible duplicate medications.

- **If you are experiencing a side effect** or are concerned about your medications, please contact your care team.
- **Try a mail order pharmacy.** It is a more convenient way to receive your medications.

You may receive a phone call from a pharmacist to review your medications. This is a wonderful opportunity to discuss any questions or concerns. Together, we will collaborate with your prescriber to maintain the best treatment options for you.

### **Care Corner: Finding Help Beyond Healthcare Needs**

Social needs can get in the way of getting good healthcare. A social worker can help you with:

- Transportation or ride share benefits included in your health plan.
- Food through SNAP or Meals on Wheels.
- Help with medication costs.
- Someone to talk with about other issues.

Your healthcare team may also ask you if you need any of the above resources. They want to help you remove barriers so you can take care of your health.

Ask your healthcare team if a social worker would be helpful. If you want to learn more or get started, contact us at 757-455-7330 or [SQC�@sentara.com](mailto:SQC�@sentara.com).

### **Diabetes and Foot Care**

Diabetes can affect your feet. This is because your blood might not flow enough to have feeling there. And if you can't feel your feet, you might not realize there is something wrong with them.

Please download the [tip sheet](#) on the right to learn more.

If you are interested in diabetes self-management services, contact us at 757-455-7330 or [SQCN@sentara.com](mailto:SQCN@sentara.com).

## Diabetes and Your Feet

### A Message on Behalf of Your Primary Care Team

Your primary care team is working with a team of specially trained registered nurse care managers and care coordinators. Together, they can help you understand and manage your diabetes and any other conditions.

When you have diabetes, it can affect your feet. This is because your blood might not flow enough to have feeling there. And if you can't feel your feet, you might not realize there is something wrong with them.

#### Here are some ways you can take care of your feet:

- ✓ Wash your feet daily with warm, soapy water. This is a good time to check them.
- ✓ Use lotion to keep them soft but don't put it between the toes.
- ✓ Wear well-fitting shoes and take care to not walk around barefoot. You may step on something without knowing it.
- ✓ You may qualify for diabetic shoes or inserts covered by your insurance. You may be able to have covered nail trims as well.
- ✓ Contact us to create a customized, no-cost care plan.



Your feet can show there is a health problem. Pay attention to these issues:

- Swelling or cuts, sores, blisters, or red spots.
- Skin color changes.
- Loss of feeling or tingling in feet or toes, pain in your legs.

If you notice any of these changes, call your primary care team. Contact your SQCN Care Manager at 757-455-7330 or [SQCN@sentara.com](mailto:SQCN@sentara.com).

Source: <https://www.cdc.gov/diabetes/library/factsheets/diabetes-and-healthy-feet.html>, Accessed 27 March 2023



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**Questions? Contact the SQCN Team:**

**757-455-7330 | [SQCN@sentara.com](mailto:SQCN@sentara.com)**

**Find a [SQCN Provider](#)**

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