



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 covering these important topics:

- Health literacy in communications
- Updated breast cancer screening guidelines
- Youth sports physicals
- Depression and mental health awareness

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

How Are We Doing?

We would love your feedback as we plan newsletter content for 2024. Please take this 10-question, anonymous survey. Tell us what you like, areas of improvement, and topics that will help you and your loved ones.

Do You Understand Your Healthcare Information?

If you have trouble understanding healthcare information, you are not alone. It can be full of hard-to-understand terms and jargon. **Studies show only 14% of people in the United States understand the healthcare information they are given.** This may be because of new medical terms, a scary diagnosis, or a complicated treatment plan. Or English may not be your native language.

No matter what the reason, it is okay to ask your healthcare team to slow down, repeat information, or give you additional resources. Here are questions you may want to ask your primary care team or provider:

- Can you explain the diagnosis and what it means to me?
- Is there an alternative to the recommended procedure/test?
- What will this test tell us? How will it change the treatment plan?
- Is there a generic option for my medication?
- Are there expected side effects to the recommended treatment?
- What is the best way to contact you and your staff in case I have questions later?

Remember, this is your health. Nothing is too small or too embarrassing to ask. Use this [question builder from the Department of Health and Human Services](#) to prepare for your next appointment. Here is an [Understanding Medical Words Tutorial from Medline Plus](#) that will help you and your family better understand medical terms and the treatment process.

Source: <https://medlineplus.gov/healthliteracy.html>

Ask Your Pharmacist: Know Your Medications

Asking questions during a healthcare visit is a good way to make sure you understand any new changes or updates to your health or medications. Making a list prior to the visit may help with remembering them. Here is a [prep card template](#) you can use.

Watch this [two-minute video](#) from the Department of Health and Human Services on the importance of asking your doctor questions. It can empower you when making healthcare decisions. Remember that medications are an important part of your treatment plan.



Three key questions to ask about your medications include:

1. Why do I take this medication? What condition does this treat?
2. How should I take this medication?
3. What should I expect?

If you are interested in connecting with the SQCN pharmacy support team, please email SQCN@sentara.com.

New Breast Cancer Screening Recommendations

Are you a woman over the age of 40? If so, it is time to schedule your mammogram. The new recommendation is to start at age 40, and every other year after. (Breast surgeons suggest yearly.)

The reason for the change is that more women are diagnosed with breast cancer at a younger age. Secondly, it is estimated that African American women are 40% more likely to die from breast cancer than white women. This is likely due to racial inequities; more research is being done.

Be sure to have the breast cancer screen conversation with your doctor.

Source: <https://www.cancer.org/cancer/types/breast-cancer/screening-tests-and-early-detection/american-cancer-society-recommendations-for-the-early-detection-of-breast-cancer.html>

Make the **Pink Promise**

Sentara Health Pink Promise

Studies show that 1 in 8 women will develop breast cancer in their lifetime. [Make the Sentara Health Pink Promise](#) by scheduling your mammogram this month, or by reminding someone you care about to schedule theirs.

Youth Sports Physical and the Annual Child Well-Care Visit: What is the Difference?

It's sports season. You may be wondering if your child needs a sports physical. Here are some issues it covers:

- Heart problems
- Flexibility levels
- Conditioning aptitude
- Breathing issues, such as asthma
- Illnesses such as diabetes or epilepsy
- Musculoskeletal abnormalities

The sports physical does not replace an annual child well-care visit. This wellness exam covers all the above and:

- Suggested vaccines
- Flu shots during the season
- Growth tracking and milestones
- Going over any concerns you may have

The well-care visit is not only before school starts—schedule anytime in the calendar year. Contact your primary care team for appointments.

Mindfulness Training for Young Athletes

Mindfulness may help athletes and dancers improve performance. It can also be used along with talk therapy and medication for mental health.

Examples of mindfulness tools:

- **Breath exercises that can be done anywhere.**
- **Write down or talk about three good things** that happen each day.
- **Read books** like “Mind Gym: An Athlete's Guide to Inner Excellence” by David Casstevens and Gary Mack and “The Mindful Runner: Finding Your Inner Focus” by Gary Dudley
- **Download free apps** like Healthy Minds Program, Ten Percent Happier Meditation (includes a podcast), and Waking Up: Meditation & Wisdom
- **[Enroll in free educational courses like the Science of Happiness](#)**, offered by UC Berkeley

If you are interested in learning more, check out the [CHKD Mindfulness Program](#). You can also talk with your healthcare team.

Care Corner: Diabetes and Your Mental Health

Our mental health makes such a difference in our daily lives. Having diabetes is difficult enough but can also cause mental health distress. This can come out as worry, frustration, and even anger. If not taken care of, distress can lead to depression.

Consider these two questions. In the past month:

1. Are you often overwhelmed by diabetes management?
2. Do you often feel you are not managing your diabetes regimen?

If the answer to either of the above is "yes," talk with your primary care team. Please see the [attached sheet on Diabetes and Distress](#) with tips on how to cope.

If you are interested in connecting with the SQCN care management team to help with diabetes self-management services, please email SQCN@sentara.com.

Diabetes and Distress

A Message on Behalf of Your Primary Care Team

Having diabetes can cause distress. What is distress? It can come out as worry, frustration, and even anger. If not taken care of, distress can lead to depression. Distress happens because diabetes is a condition that you must manage regularly—but know that you are not alone.

Consider these two questions. In the past month:

1. Are you often overwhelmed by diabetes management?
2. Do you often feel you are not managing your diabetes regimen?

If the answer to either of the above is yes, talk with your primary care team.

Here are some ways to manage your distress:

- ✓ Talk about how you feel with your family, friends, and healthcare providers.
- ✓ Allow those that want to help, to help.
- ✓ Take each diabetes-related task as it comes.
- ✓ Meet your daily eating and exercise goals.
- ✓ Research options to lower the cost of supplies and medications.
- ✓ Do the things you enjoy.


Your diabetes care manager can work with you on the above goals and more. Together, you can:

- Lessen your feelings of worry and burnout.
- Empower your lifestyle choices.
- Achieve your best health.

Contact our care management team to get started with diabetes self-management services. Reach SQCN Member Services at 757-455-7330 or SQCN@sentara.com.

Source: <https://www.cdc.gov/diabetes/managing/diabetes-distress/tips-cope-diabetes-distress.html>. Accessed 4 May 2023.

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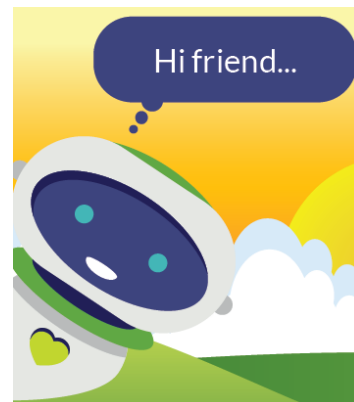


Program Update: Pyx Health App

Do you feel lonely or isolated? There's a free app for that!

The no-cost [Pyx Health app](#) is available to members, like you, who could use a boost or someone to interact with. It includes daily tips, helpful resources, and games/activities. You can have as much or as little interaction as you like.

We encourage you to try it out! Follow 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

Contact the team at SQCN@sentara.com for more information.

Questions? Contact the SQCN Team:

757-455-7330 | SQCN@sentara.com

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