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— Jennifer N. Sayles, MD, MPH, Chief Medical Officer

Continued on page 2...
1) Improve Patient Communication

You are a lot of patients in a limited time. Fair or not, your patients may feel rushed or less connected to you. With a few small changes you can help manage time perception and improve communication in the process.

1. Improve patient communication and satisfaction with this simple mnemonic:

   - A: Ask carefully
   - L: Listen carefully
   - E: Expect what the patient says
   - R: Remember that you can’t see your patients after hours

2. Inform Your Patients About After-Hours Access

   - You see a lot of patients in a limited time. Fair or not, your patients may feel rushed or less connected to you. With a few small changes you can help manage time perception and avoid the onset of diabetes.
   - Studies show that uncompensated time is estimated to cost $123 billion per year. With a few small changes you can help manage time perception and

3. Write it Down

   - Offer spoken and written advice. It is difficult for some patients to be consistently attentive to you. They may need everything written down to review later or with their family.

4. Be ALERT

   - Be alert to patients who are candidates for long-acting reversible contraceptive (LARC) methods. IEHP contracts with specialty pharmacies to deliver devices directly to your office and pick them up if they are unused. Visit the IEHP Secure Provider Portal or call (909) 890-2054 for more information.
   - Consider immediate postpartum inpatient placement of IUDs and contraceptive implants. This is also covered and is highly convenient for new moms.

2) Inform Your Patients About After-Hours Access

Remind your IEHP patients that they have other options to get care when they can’t get in to see you, including:

IEHP 24-Hour Nurse Advice Line: Trained nurses can offer your IEHP patients medical advice, 24/7, right over the phone. The number is printed on the back of IEHP Member Cards.

Urgent Care Clinics: IEHP has more than 90 Urgent Care clinics, and many are open late or on weekends. IEHP patients can go to www.iehp.org or call IEHP Member Services to find a clinic in their area.

Pharmacy Drug Safety Program

IEHP has a Pay-For-Performance (P4P) program for pharmacies that focuses on optimizing drug therapy regimens and reducing drug errors, such as drug interactions, therapeutic duplications, inappropriate dosing (max), and high-risk medication prescriptions.

   - This program aims to facilitate a multidisciplinary care approach by promoting the collaboration between pharmacist and medical professionals. You may initially experience an increased number of calls from pharmacists to discuss your patients’ drug profiles as they perform drug reviews prior to dispensing a medication. Pharmacists help play an essential role in preventing medication errors and providing drug education.

   - By working together, the shared goal of drug safety is helping IEHP Members improve their health outcomes.

Strategies to Improve Contraceptive Access

Most women of childbearing age use birth control, but access to birth control for some women can be challenging. Here’s what you can do:

1. Prescribe a full year of hormonal contraceptives at once. Under California Senate Bill 999, up to a 12-month supply is covered.

2. Prescribe intrauterine devices (IUDs) or subdermal implants for patients who are candidates for long-acting reversible contraceptive (LARC) methods. IEHP contracts with specialty pharmacies to deliver devices directly to your office and pick them up if they are unused. Visit the IEHP Secure Provider Portal or call (909) 890-2054 for more information.

3. Consider immediate postpartum inpatient placement of IUDs and contraceptive implants. This is also covered and is highly convenient for new moms.

3 NEW Programs to Prevent Diabetes

IEHP has partnered with Family Service Association (FSA) to offer 3 NEW programs to help IEHP Members and the local community live healthier and more active lives, and avoid the onset of diabetes.

Diabetes Prevention Program (DPP)

DPP is a free year-long lifestyle change program based on the CDC’s proven National DPP. It helps IEHP Members with prediabetes improve eating and exercise habits to prevent the onset of diabetes.

There are 16 weekly classes, with six classes being held monthly after that. Classes are available at night and on weekends. IEHP Members must meet all of the following criteria to be eligible for the program:

1. Be at least 18 years old
2. Have a Body Mass Index (BMI) ≥ 25 (≥ 23 if Asian)
3. Have a blood test result in the prediabetes range within the past year:
   - Hemoglobin A1C test between 5.7% to 6.4%
   - Fasting plasma glucose of 110 to 125 mg/dL
   - Two-hour plasma glucose of 140 to 199 mg/dL
4. Have no previous diagnosis of type 1 or type 2 diabetes (women with previous gestational diabetes are eligible)
5. Have no end-stage renal disease

Mobile Fresh

Mobile Fresh is a grocery store on wheels, with a large selection of fruits, vegetables and other healthy foods. IEHP Members and the general community can save up to 30 percent off of grocery store prices. EBT, cash, debit and credit cards are accepted. Mobile Fresh will make stops in the following areas:

- Riverside County: Hemet, Jurupa Valley, Menifee, Moreno Valley, Perris, Riverside, and San Jacinto
- San Bernardino County: San Bernardino, Colton, Fontana, Ontario, and Victorville

Healthy Cooking Classes

Healthy Cooking Classes are available for free to IEHP Members and the general community. There are six classes in this course, with one class being offered each week. The curriculum builds from one week to the next, so participants are encouraged to take all six classes.

To learn more, call your IEHP Provider Relations Team at the number below.
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You are a lot of patients in a limited time. Fair or not, your patients may feel rushed or less connected to you. With a few small changes you can help manage time perception and improve communication in the process.

1. Be ALERT
   - Listen carefully
   - Explain things understandably
   - Always expect what the patient says
   - Ask for their family.

2. Write It Down
   - Offer spoken and written advice.
   - It is difficult for some patients to be consistently attentive to you. They may need everything written down to review later or with their family.

3. Take a Seat!
   - Chair and sits down.
   - Doctor pulls up a chair and sits down.

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1. **Take a Seat!**
   - Studies show that – in the office or to the hospital! A patient's perception of time 
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2. **Be ALERT**
   - Improve patient communication and satisfaction with this simple 
   - Mnemonic:
     - A – Always 
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   - It is difficult 

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**Healthy Cooking Classes**

- A free, 12-week program that focuses on making healthier food choices and 
- Increases physical activity in the home. Classes are available 
- In-person and online and are open to all adults. Classes 
- Are taught by registered dietitians and trained 
- Education specialists.

- **Mobile Fresh**
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