

## PATIENT AND FAMILY ADVISORY COUNCIL (PFAC) UPDATES

Our patient advisors continue to meet regularly to provide feedback on how our practice can better serve our patients.

Here are some changes we have implemented or are still in progress:

- Advisors were asking for communication about the Medicare Annual Wellness Visit. Look for additional detail on this soon.
- Advisors have been contributing ideas on the new Bi-monthly newsletter. One suggestion was to spotlight a staff member. We have some new team members to introduce in Practice Updates.
- We also installed a new scale that is sturdier and has arms

For more information about our PFAC, call **513-564-2427**

## Patient Satisfaction Scores

Every month, patients from our practice are randomly chosen to complete a survey about their patient experience. Our average overall score is **94.3%**. We'll report on our recent scores each issue of this newsletter. Thank you for taking time to complete this survey... we value your feedback!



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## PRACTICE UPDATES

In honor of the Winter Olympics, the practice created their own version of "Diabetic Olympics". To celebrate the great achievements of our patients in decreasing their blood sugars, Susan presented several patients with gold medals as they came into the office. The entire practice was beaming with pride for the accomplishments of these patients. Way to Go!!



## March is Colorectal Cancer Awareness Month

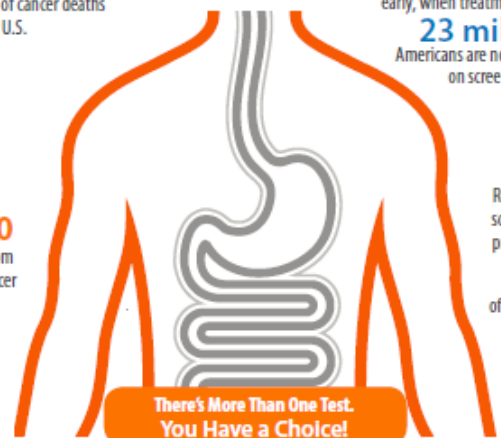
### Screening for Colorectal Cancer IT'S THE RIGHT CHOICE.

Of cancers that affect both men and women, colorectal (colon) cancer is the **#2** cause of cancer deaths in the U.S.

But it doesn't have to be. Screening tests can find this cancer early, when treatment works best. **23 million** Americans are not up-to-date on screening.

About **51,000** people die from colorectal cancer each year.

Recommended screening could prevent at least **60%** of these deaths!



There's More Than One Test. You Have a Choice!

**High-sensitivity fecal occult blood test** (Once a year) You do this test at home and send stool samples to a doctor's office or lab.

**Stool DNA** (Every 3 years) You do this test at home and send stool samples to a doctor's office or lab.

**Colonoscopy** (Every 10 years) The doctor looks for polyps or cancer in the rectum and the entire colon.

Screening can find **polyps** (abnormal growths) so they can be removed before turning into cancer.

Screening should start at age 50 and continue until age 75 for most men and women.

Colon cancer or polyps may not cause symptoms, especially early on. **Don't wait** for symptoms before you get screened!

Talk to your doctor if you or a close relative have:

- Inflammatory bowel disease, Crohn's disease, or ulcerative colitis.
- A personal or family history of colorectal cancer or colorectal polyps.
- A genetic syndrome such as familial adenomatous polyposis (FAP) or hereditary non-polyposis colorectal cancer (Lynch syndrome).



If you have any of these risks, you may need to start screening before age 50 and be tested more often than other people.

## What's new in MyChart?



### Direct Scheduling

You can now schedule sick visits through their MyChart account. Sick visits are intended to be scheduled for short-term illnesses such as sore throats, ear infections, coughs, colds, diarrhea/vomiting, flu-like symptoms, minor eye problems, rashes, and urinary tract infections. Log into MyChart and click "Schedule an Appointment" next time you're sick and need an appointment.