

## 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:**

- Developing patient-friendly printed and video training material for our MyChart Patient Portal
- To make the patients more comfortable if there are delays, patients will be advised of delays and will wait in the waiting room.
- When you are called back, the medical assistant will specify the name of the practitioner to avoid any confusion

For more information about our PFAC, call **513-564-3803**

## 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 **96.6%**. We'll report on our recent scores in each issue of this newsletter. Thank you for taking time to complete this survey... we value your feedback!



## PRACTICE UPDATES

We have a new Care Coordinator, Jeana Smith. Please help us welcome Jeana!

### Check us out Online!

We now have a website dedicated to our practice.

Visit us at [TheChristHospital.com/Primary-Care](http://TheChristHospital.com/Primary-Care)

## HEALTHY Habits

Do you feel sluggish mid-afternoon? If so, you are likely in need of a snack to help your body and brain function properly.

### May is *Mental Health Month!*

A healthy lifestyle can help to prevent the onset or worsening of mental health conditions like depression and anxiety. Eating healthy foods, managing stress, exercising, and getting enough sleep can go a long way in making you healthy all around.

While mental illness affects a significant portion of the U.S. population, the National Institute of Mental Health indicates that only about half of those living with mental illness receive treatment. Mental illnesses are common and treatable. Talk with your provider if you need help. To learn more about mental health, visit:

<https://www.nimh.nih.gov/index.shtml> or <https://mentalhealth.gov/>.

### New Shingles Vaccine - Shingrix

Shingles vaccination is the only way to protect against shingles and postherpetic neuralgia (PHN), the most common complication from shingles. The Centers for Disease Control (CDC) recommends that healthy adults 50 years and older get two doses of the new shingles vaccine called Shingrix®.

**Shingrix provides strong protection!** Two doses of Shingrix is more than 90% effective at preventing shingles and PHN. Protection stays above 85% for at least the first four years after you get vaccinated. Shingrix is now the preferred vaccine, over Zostavax®, a shingles vaccine used since 2006.

**Who Should Get Shingrix?** Healthy adults 50 years and older should get two doses of Shingrix, separated by 2 to 6 months. You should get Shingrix even if in the past you:

- had shingles in the past
- received Zostavax
- are not sure if you had chickenpox

Adapted from:

<https://www.cdc.gov/vaccines/vpd/shingles/public/shingrix/index.html>