

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:

- Marketing developed a MyChart video that will be shared on Social Media and our website. This was a result from input from our Patient and Family Advisory Councils.

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 overall score last quarter was 98.9%! 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

Our office is live on **E-Visits!** These are an alternative when you feel under the weather and not up to leaving home. You can log into your MyChart account and answer questions about how you are feeling, and you'll receive a return message from your physician who will evaluate your symptoms, provide medical advice, and if needed, recommend medication or send a prescription to your pharmacy.

In today's fast-paced world, convenience is *everything!* That's why, if you're not already using MyChart – you should be! You can use MyChart to schedule appointments, cancel them, conduct an E-visit without leaving the comfort of your own home, see the results of imaging and lab tests, refill prescriptions, ask your provider a question, and so much more! Check out our short video tutorial to learn how to access these fantastic features! Don't have a MyChart account? Sign up at your next visit, or click the "Sign Up Now" button on our MyChart site.

Video Tutorial link: <https://vimeo.com/313429967>

MyChart site:
<https://www.thechristhospitalmychart.com/mychart/>

HEALTHY Habits

Get Control Over Your Seasonal Allergies

The Asthma and Allergy Foundation of America lists Cincinnati as 74 out of 100 of the worst cities for spring seasonal allergies. Before you reach for another box of tissues, it's time to get to the source of the sneezing, itchy eyes and sinus pressure.

What are allergies?

Seasonal allergies are an abnormal response of the body's immune system to airborne substances in the environment. In Greater Cincinnati, the most common outdoor allergens are tree pollen, grasses and weeds/ragweed.

Allergy symptoms and risk factors

When allergens are inhaled or ingested, antibodies attack the particles and release histamines, which cause common allergy symptoms such as: fatigue, headache, watery and itchy eyes, postnasal drip, cough, sinus pressure and frequent sneezing, dark circles and swelling under eyes.

Certain risk factors make some people prone to allergy season, including family history of allergies, exposure to high amounts of allergens or cigarette smoke, and inflammatory conditions such as eczema.

Control your allergies and breathe easier

Check the air quality index. Many TV stations and Web sites report the air quality index. When the air quality is poor, try to avoid being outdoors for long periods of time, close the windows and run an air purifier.

Adapt your living space. To help reduce indoor allergens such as pet dander, dust mites and mold, change your furnace filter regularly and use a dehumidifier in damp locations. Where possible, install hardwood, tile or linoleum instead of carpet.

Start antihistamines early. Dr. Tolbert says the best way to avoid allergy symptoms is to start a daily antihistamine or over-the-counter nasal steroid before allergy season starts. Once symptoms start, they become much harder to treat.

Get to a physician when things get serious

When allergies become so intense that they induce vomiting, abdominal pain, dizziness and difficulty breathing, allergy shots may be necessary. These shots desensitize the body to allergens but are only effective when administered consistently.

Adapted from Healthspirations article contributed by Dr. Gerry Tolbert, M.D., The Christ Hospital