

PATIENT AND FAMILY ADVISORY COUNCIL (P F A C) U P D A T E S

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
- Providing information on how to link your Christ Hospital Health Network MyChart with your MyChart accounts from other organizations
- 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 **513-564-6800**

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 **95.5%**. 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 practice would like to welcome Britney Riehle, Medical Assistant for Dr. Lichter.

E-Visits Now Available!

What are E-Visits? A convenient, time-saving alternative when you feel under the weather. Feeling sick and not up to leaving home? Log onto your MyChart account and answer questions about how you are feeling, and you'll receive a return message from your provider who will evaluate your symptoms, provide medical advice, and if needed, recommend medication or send a prescription to your pharmacy.

HEALTHY Habits

How to Reach Your Weight Loss Goals

It's hard to lose weight. The first step in this journey is realizing that losing weight requires a permanent lifestyle change. Here are five tips to help you reach your weight-loss goals:

Develop a plan with your doctor

We can check for underlying conditions such as heart disease or osteoarthritis that could trigger a medical emergency once a patient starts exercising or dieting. Your doctor can also recommend how much weight you should lose by measuring your body mass index (BMI). You and your doctor can strategize on a long-term diet and exercise plan that gets you there.

Be realistic about weight loss

If your goals are too aggressive, they will be hard to reach, and you'll likely end up frustrated and feel like giving up. Lose no more than one to two pounds per week.

Track what you eat

Jotting down everything you eat in a food diary encourages you to track your caloric intake and be more conscious of your food choices. Most people should aim to eat no more than 2,000 calories each day.

Start exercising regularly

Just 30 minutes of cardiovascular activity, three days a week can help you control weight, and it doesn't have to include intense workout sessions at the gym. Try increasing your physical activity throughout the day by using the stairs, parking at the far end of the lot, or power walking on your break. You can also track the calories you burn using a pedometer or calorie calculator.

Work out with a friend

Staying motivated with your diet and exercise plan is the hardest part of shedding unwanted pounds. Connect with people at the local gym or in your neighborhood who have similar weight loss goals. Plan exercises you both like and work out together.

Adapted from Healthspirations article contributed by Dr. Robert Dressler, D.O., The Christ Hospital