Open Enrollment

PIH Health Acquires Pioneer Medical Group and Welcomes its Patients and Doctors

Crisis Averted: Mom Suffers Stroke While Driving
Do You Want to Change Your Medicare Coverage? Open Enrollment Starts October 15

A step-by-step guide to your coverage during the Annual Election Period

Medicare benefits change each year. It’s important to understand these changes in order to make an informed decision about your Medicare coverage. You can make changes to your coverage during the Medicare Annual Election Period (also known as open enrollment), offered every fall. Here are the five things to know:

TIMING: OCTOBER 15 TO DECEMBER 7

The open enrollment period is October 15 to December 7, 2019. During this time, Medicare beneficiaries can enroll, disenroll or switch Medicare Advantage (HMO) plans, Medicare Supplement plans, Medicare Prescription plans or Part D. changes made to any Medicare choices will take effect on January 1, 2020.

KNOW WHAT IS AVAILABLE TO YOU

Here’s a quick rundown of the different options:

Original Medicare. You can make an appointment with any doctor who accepts Medicare. You must choose a Medicare Part D plan for prescription coverage. You will pay a deductible, copayment and co-insurance.

Medicare Supplemental plans. This is additional insurance to cover benefits not covered by Original Medicare. You must pay a monthly premium based on the plan you choose.

Medicare Prescription plan or Part D. Provides prescription coverage under Original Medicare or Medicare Supplemental plans.

Medicare Advantage plans. You must choose a primary care physician to coordinate all your healthcare needs. Care is provided within a network of providers. There are no monthly premiums with a low, predictable copayment for services. This plan offers additional services not provided by Medicare, and Part D prescription benefits are usually included.
During open enrollment, you can select a health plan, doctors and the hospital that works best for you. Remember, when you select a doctor and medical group, you are also choosing the hospital where you will be treated, should you need inpatient care.

As you review your choices, we encourage you to consider a Medicare option that gives you access to PIH Health hospitals and exceptional senior care. Our senior services are one of the many reasons we have been voted a Top 100 hospital by the healthcare rating company Healthgrades®.

Pioneer Medical Group recently joined PIH Health so some physicians may still be listed under Pioneer Medical Group or Pioneer Provider Network.

We invite you to attend our Medicare Forums to get all your questions answered and to speak with representatives from all the Medicare health plans accepted by PIH Health. Upcoming forums will be held:

- **Saturday, October 5, 2019 | 9 am to 12 noon**
  PIH Health Hospital - Whittier
  12401 Washington Blvd., Whittier

- **Saturday, October 19, 2019 | 9 am to 12 noon**
  PIH Health Hospital - Downey
  11500 Brookshire Ave., Downey

- **Saturday, November 2, 2019 | 9 am to 12 noon**
  PIH Health Hospital - Whittier
  12401 Washington Blvd., Whittier

Bedside Pharmacy Service Delivers Prescriptions Before You Leave the Hospital

At PIH Health Hospital - Whittier, we know you’re anxious to get back home and we want your discharge process to be as smooth and efficient as possible. That’s why we are offering a Bedside Pharmacy service, which delivers discharge prescriptions directly to your hospital room before you leave, at no additional cost.

Not only does this eliminate the need to stop by the pharmacy on the way home, it gives you direct access to the delivering pharmacist, who can discuss your prescriptions and answer any questions.

To access this service, simply let your nurse, doctor or pharmacy technician know that you’d like your prescriptions filled by the PIH Health Community Pharmacy’s bedside delivery service.

PIH Health Community Pharmacy can collect your copay (via credit and debit card) and directly bill your prescription to your insurance provider. Refills can be transferred to your regular pharmacy.

It’s a great way to speed up your discharge process, eliminate wait times, and free you up to focus on your transition home and recovery.

To learn more, visit [PIHHealth.org/Pharmacy](http://PIHHealth.org/Pharmacy).
Emergency Support
When It Counts

Downey Resident Receives Life-Saving Surgery
at PIH Health Hospital - Downey

When 65-year-old José Castaneda woke up one day with chest pains and shortness of breath, he wasn’t exactly sure what to do. Worse yet, he was trying to make decisions alone. He doesn’t speak fluent English. His wife was traveling out of the country, his son lives in Texas and his daughter lives two hours away from his home in Downey.

José	Castaneda with his wife of 45 years, Rosa.

After talking to his daughter, Leslie, on the phone, she confirmed that something was wrong and called 911 on his behalf. The 911 operators assured Leslie that if José needed to be transported to a hospital, they would let her know—and they did. The paramedics arrived, took him to PIH Health Hospital - Downey, and within 30 minutes of his arrival, José already had an X-ray that identified a large blood clot in his lungs.
“This was a very serious situation,” said Yong Park MD, PIH Health vascular and interventional radiologist. “His blood pressure was dropping, his heart was working overtime and he had a large pulmonary embolus (blood clot) on the ‘saddle’ that divides the two lungs. This type of clot can be life-threatening because if the embolus moves, it can completely cut off the blood supply, leading to sudden death.”

The medical team immediately took José to a special procedures room, where they performed a bilateral pulmonary angiogram and mechanical thrombectomy. The angiogram (an imaging test using X-rays, a small catheter and a special dye) enabled the doctors to see inside the arteries. The doctors then performed a mechanical thrombectomy, an emergency procedure used to aspirate and physically remove the large blood clot from the lungs.

After the procedure, José was moved to the Intensive Care Unit, where he was kept overnight and given TPA (tissue plasminogen activator), a unique protein therapy used to dissolve any remaining smaller clots. Several days later, José was stable enough to go home.

After several weeks of continued recovery, José was healthy, but unable to return to work because of his physically demanding job as a shop foreman for a welding company. José retired—just one year earlier than planned.

“This day, my dad is doing just fine, he’s enjoying retirement and beginning to travel with my mom more,” said Leslie. “We’re all so grateful for the care he received from Dr. Park and the whole team at PIH Health Hospital - Downey. I know the PIH Health team saved my dad’s life. He feels very lucky to be alive.”

For more information, visit PIHHealth.org.
It’s Time for Open Enrollment: Learn How PIH Health is Right For You

If you get health insurance through your employer, you’re approaching an important time of the year. Most employer groups have their annual “open enrollment” during the fall, when you can add, drop or change your elective healthcare benefits.

There are several reasons for choosing carefully (and making decisions on time), since a new provider can make a positive difference in the quality of healthcare you’ll receive for the following year—and you won’t be able to make another change until the next open enrollment period. It’s a great chance to review and update your healthcare coverage, especially if your healthcare needs have changed.

“It’s very important to choose the right primary care physician and medical group so you can have access to the best hospitals and physicians in the area,” said Brian Smolskis, president, PIH Health Physicians. “I strongly encourage individuals to choose PIH Health Physicians to receive compassionate, high-quality healthcare from an expert medical team that puts your needs first, with the benefit of being admitted to PIH Health’s hospitals, if needed.”

For further clarity on how to access and move through the healthcare system, check out our five-part “Navigating the Healthcare Maze” video series at PIHHealth.org/Resources. The short videos cover insurance coverage; understanding bills; useful tips for taking control and managing your health; and more.

For more information about your insurance options or for a list of PIH Health doctors in your area, call 888.365.4450 or visit PIHHealth.org/Find-a-Doctor.

Healthcare’s Alphabet Soup
Healthcare jargon can get confusing. Here are five common acronyms and what they mean.

Health Maintenance Organization (HMO) An HMO typically offers lower monthly payments, but your choice of doctors and hospitals are limited to your plan’s network and your care will be coordinated through a primary care physician (PCP).

Preferred Provider Organization (PPO) A PPO gives you access to a larger provider network (than an HMO) and the option to go out of your network for care; however, this usually comes with higher copays, and you will be responsible for coordinating and managing your care.

Exclusive Provider Organization (EPO) An EPO lets you use the doctors and hospitals within the EPO network, but you cannot go outside the network for care (except for emergency care).

Flexible Spending Account (FSA) An FSA is an account you put pre-tax money in to pay for certain out-of-pocket healthcare costs, such as deductibles, copayments, some medications and coinsurance.

Health Savings Account (HSA) An HSA is a tax-advantaged medical savings account for people in a high-deductible health plan. Unlike a FSA, HSA funds roll over and accumulate year to year if they aren’t spent.
Regular Screenings, A Healthy Habit

It’s important to be a proactive participant in your own health and wellness—and one of the best ways is to prioritize regular health screenings.

A few simple tests and physical examinations with your doctor can detect the early onset of some serious medical conditions like heart disease, diabetes, high cholesterol and cancer. Prevention and early detection are important for living a longer, fuller life; and at PIH Health, we make it easy to stay on top of your health “to-do” checklist.

“Regular health screenings can help detect problems early, when your chances for treatment and cure are better,” said Roberto Madrid MD, vice president of medical group operations at PIH Health Physicians. “Patients are encouraged to take an active role in their healthcare by scheduling screenings and doctor appointments, as necessary.”

Here’s a list of health screenings and their recommended intervals:

<table>
<thead>
<tr>
<th>Screening</th>
<th>Gender/Age</th>
<th>Exam</th>
<th>Frequency</th>
</tr>
</thead>
<tbody>
<tr>
<td>Breast Cancer Screening*</td>
<td>Women 40+ years</td>
<td>Mammogram</td>
<td>Annually</td>
</tr>
<tr>
<td>Cervical Cancer Screening</td>
<td>Women 21-64 years</td>
<td>Pap Smear</td>
<td>Every 3-5 years**</td>
</tr>
<tr>
<td>Colon Cancer Screening</td>
<td>Men and Women 50-75 years</td>
<td>Colonoscopy</td>
<td>Every 10 years***</td>
</tr>
<tr>
<td>Lung Cancer Screening</td>
<td>Men and Women 55-77 years†</td>
<td>Lung CT Scan</td>
<td>Annually</td>
</tr>
<tr>
<td>Annual Wellness Visit</td>
<td>Men and Women</td>
<td>Physical</td>
<td>Annually</td>
</tr>
<tr>
<td>Abdominal Aortic Aneurism (AAA) Screening</td>
<td>Men 65-75 years (current or former smokers)</td>
<td>Abdominal Ultrasound</td>
<td>One time</td>
</tr>
</tbody>
</table>

*If above average risk, talk to your doctor.  **If normal, per doctor recommendation.  ***For average risk individuals; every 3-5 years for high risk individuals.  †Current smoker with 30-pack per year history or smoking cessation for 15 years or less.

PIH Health is a trusted provider in the community for high-quality medical care, and we offer all the health screenings you need to stay informed about your health. Be sure to check with your insurance company to understand your covered benefits.

Speak to your primary care physician about what screenings are right for you. For more information, visit PIHHealth.org/Screenings.
While exercise, diet and medication can help many people reach a healthy weight, some people who suffer from obesity are fighting an uphill battle. Their metabolism, genetics and physiology can hinder their best efforts to lose weight. For them, a surgical treatment may be the best option for permanent weight loss.

If you’ve reached the end of the road in your weight loss journey, turn to PIH Health’s Bariatric Surgery Center, which offers excellent care close to home. PIH Health offers three different surgical treatments for obesity. Each has advantages and disadvantages, but they’re all designed to make the stomach smaller and may even change the configuration of the small intestine, which can help people lose weight and keep it off.

PIH Health bariatric patient, Ludmila Vazquez, is loving life after losing more than 100 pounds after having gastric bypass surgery.
Surgical Treatments for Obesity

Roux-en-Y Gastric Bypass
The most complex of the three surgical options, this procedure can be performed with minimally invasive (laparoscopic) techniques and offers high weight loss success.

Sleeve Gastrectomy
This procedure is the most common option for surgical weight loss in the United States. It’s a simpler operation than gastric bypass with similar success rates.

Adjustable Gastric Band
This solution involves a silicone band placed around the top part of the stomach to reduce its volume. It’s the least invasive of the options, and is typically performed as an outpatient procedure.

“In addition to promoting long-term weight loss, bariatric surgery can improve health problems related to obesity, such as Type 2 diabetes, high blood pressure, unhealthy cholesterol and sleep apnea,” said Justin D. Braverman MD, PIH Health bariatric surgeon. “Best yet, it can improve physical function, mood and quality of life—making it an excellent option for anyone tempted to give up.”

“I had a gastric bypass procedure in early 2017 at PIH Health and lost over 100 pounds,” said Ludmila Vazquez. “Most importantly, I’ve kept the weight off. I used to take medications for diabetes and high blood pressure, but now all that is gone—I only take vitamins. Dr. Braverman literally saved my life. Today, I have a lot more energy, I’m healthier and I’m able to enjoy more experiences with my family and friends.”

PIH Health Plastic and Reconstructive Surgeon, Millicent Rovelo MD, can make the outcome of bariatric surgery even better with follow-up plastic and reconstructive surgery.

For a consultation with PIH Health Plastic and Reconstructive Surgeon Millicent Rovelo MD, call 562.789.5439, or learn more at PIHHealth.org/PlasticSurgery.

To schedule a consultation with PIH Health Bariatric Surgeon Justin D. Braverman MD, call 562.789.5449. To learn more, visit PIHHealth.org/WeightLoss.
PIH Health acquired Pioneer Medical Group on July 1, 2019, welcoming its patients and its 46 healthcare providers to its existing medical group—PIH Health Physicians.

PIH Health is committed to ensuring Pioneer Medical Group’s patients have a smooth transition to PIH Health Physicians. PIH Health began managing the group’s operations on April 1, 2019 and patients can expect to receive the same excellent quality of care from their primary care physician and specialists, without interruption.

“Much like PIH Health, Pioneer Medical Group and its physicians have a culture of putting patients at the forefront of all they do, and an ongoing pursuit of excellence to benefit the communities they serve,” said Brian Smolskis, president of PIH Health Physicians.

“PIH Health is now able to connect with more communities, and serve as their partner in health and wellness. We extend a warm welcome to the more than 235 employees who have joined the PIH Health team. We look forward to providing our patients and their families with the type of high-quality care that positively impacts lives,” added Brian.

Standing in front of PIH Health Hospital - Downey, PIH Health Physicians leaders welcome new physicians to the PIH Health network. Pictured left to right: Roberto Madrid MD, PIH Health Physicians vice president of medical operations; Pinal Doshi MD; Jerry Floro MD; Eduardo Tellez MD; Sanat Patel MD; and Andrew Zwers, PIH Health Physicians vice president of group operations.
These acquisitions adds six medical office buildings and one urgent care center to the PIH Health network.

- **PIH Health Bellflower Medical Office Building**
  10251 Artesia Blvd., Bellflower, CA 90706

- **PIH Health Cerritos Medical Office Building**
  16510 Bloomfield Ave., Cerritos, CA 90703

- **PIH Health Downey Promenade Medical Office Building**
  12214 Lakewood Blvd., Suite 110, Downey, CA 90242

- **PIH Health Urgent Care Center Downey**
  12214 Lakewood Blvd., Suite 110, Downey, CA 90242

- **PIH Health Long Beach Medical Office Building**
  2220 Clark Ave., Long Beach, CA 90815

- **PIH Health Los Alamitos Medical Office Building**
  3851 Katella Ave., Suite 155, Los Alamitos, CA 90720

- **PIH Health South Gate Medical Office Building**
  4476 Tweedy Blvd., South Gate, CA 90280

See pages 26-27 for the complete map of PIH Health locations and services.

Call 877.552.5752 for more information or with any questions.

If you are looking for a new primary care physician, visit PIHHealth.org/Find-a-Doctor.

Ask the Expert

David K. Chen MD
PIH Health Ear, Nose & Throat
12462 Putnam St., Suite 500
Whittier, CA 90602

562.789.5456

Q. I'm beginning to notice a ringing and buzzing in my ears. Should I be concerned about it or will it go away on its own?

A. The medical term for ringing and buzzing in ears is a condition called tinnitus. If you experience ongoing tinnitus, you should talk with your physician. Tinnitus is not a disease in itself but a symptom of an underlying cause. Causes of tinnitus may include:

- Damage to the hearing nerve in the inner ear
- Wax buildup or foreign objects in the ear canal
- Ear or sinus infections
- Exposure to loud noise
- Diseases of the central nervous system

In many cases, tinnitus may go away on its own. If your tinnitus is caused by a buildup of earwax, ear drops or an ear irrigation procedure may be recommended. More severe symptoms of tinnitus can be very unpleasant and last for longer periods of time. They can affect concentration and the ability to work or sleep properly, which may lead to elevated stress levels, anxiety, and even depression.

If you experience ongoing tinnitus, it is best to consult your doctor. An otolaryngologist, also known as an ear, nose and throat (ENT) specialist, can help you identify the underlying cause, provide treatment, and recommend medication to alleviate discomfort.

To find an ENT specialist, visit PIHHealth.org/Find-a-Doctor.
Crisis Averted: Mom Suffers Stroke While Driving

Thirteen-Year-Old Helps Avoid Traffic Collision After Mom Suffers Stroke While Driving

Suffering a stroke is scary enough, but to have it happen while driving your two daughters to school is inconceivable. Yet that’s exactly what happened to 44-year-old Alma Padilla one Friday morning in November 2018.

“I was finishing a short phone call, and lost my ability to speak,” Alma explained. “I went to disconnect the speaker phone, but my right arm wouldn’t move. Worse yet, my truck was approaching an intersection with a red light, but I couldn’t get my right leg to respond and step on the brake. I knew something was desperately wrong, but I didn’t know what.”

Fortunately, Alma’s 13-year-old daughter in the passenger seat recognized the signs of stroke and guided the truck to safety on the side of the road. She immediately called 911. First responders suspected Alma had a stroke so they transported her to PIH Health Hospital - Whittier.

When treating a stroke, every moment matters, and because PIH Health Hospital - Whittier is a Comprehensive Stroke Center, Alma was in very good hands. The hospital’s expert stroke team worked closely with Los Angeles County Emergency Medical Services Agency to ensure the staff was ready to respond as soon as Alma arrived.

Once in the PIH Health Emergency Department, Glen Shook MD, an emergency medicine physician immediately diagnosed Alma with stroke and activated the hospital’s stroke system. Richard Rison MD, a neurologist coordinated her care by quickly admitting her and scheduling an endovascular procedure performed by Yong Park MD, an interventional radiologist.

“Advanced imaging systems in our neurointerventional radiology suite helps us save time while preserving valuable brain tissue, helping to identify the exact nature of the stroke,” explained Dr. Shook. “Alma had an ischemic stroke that resulted in a blockage in the artery supply in the crucial area of the brain that controlled her speech, motor function and sensation on her right side. She received a tissue plasminogen activator tPA (a clot busting medication), had a thrombectomy (the surgical removal of a blood clot) and two days later was released to go home. Alma needed no follow-up therapy and has made a full recovery.”

Alma said, “I couldn’t be more grateful for my care at PIH Health—everything was excellent. The doctors and nurses came in frequently to check on me and I was very happy with my care.”

Whether you or a loved one is experiencing stroke symptoms, you can count on PIH Health for the highest quality care. We’ve earned the Gold Seal of Approval from The Joint Commission and the American Heart Association/American Stroke Association’s Heart-Check mark for Advanced Certification, which recognizes the highest level of competence for the treatment of acute stroke events.

For more information about stroke care at PIH Health, visit PIHHealth.org/Stroke.

<table>
<thead>
<tr>
<th>THE SIGNS OF A STROKE</th>
</tr>
</thead>
<tbody>
<tr>
<td>B</td>
</tr>
<tr>
<td>![Image of symbols for balance, eyes, face, arm, speech, and time]</td>
</tr>
</tbody>
</table>

For more information about stroke care at PIH Health, visit PIHHealth.org/Stroke.
For all you trivia buffs: Did you know that Ronald Reagan, our former 40th President of the United States, was a colon cancer survivor? He had a colonoscopy in 1985 to remove cancerous polyps from his colon.

Colon cancer is the nation’s second-leading cause of cancer-related deaths in the U.S. (men and women combined), but it’s just one of the many digestive disorders treated by the Gastroenterology and Digestive Health teams at PIH Health.

Your digestive system is made up of multiple organs, including the esophagus, stomach, liver, gallbladder, pancreas, small intestines and colon. A problem with any of them can lead to health conditions—and persistent symptoms may be a sign that you need medical attention.

Whether your treatment happens at PIH Health Hospital - Downey or PIH Health Hospital - Whittier, we’re a trusted provider in our community for high-quality medical care and surgical services. Best yet, we’re close by, so you don’t need to travel far to access good doctors.

“Our PIH Health Digestive Services experts specialize in gastrointestinal health—and work together to ensure the best patient outcomes,” said Armen Gregorian MD, PIH Health general and colorectal surgeon. “We diagnose and treat a wide range of digestive conditions, including colon polyps, swallowing disorders, gastroesophageal reflux disease (GERD), ulcers, gastritis, chronic constipation, irritable bowel syndrome, inflammatory bowel disease, colon cancer and diseases related to the liver, pancreas, gallbladder and bile ducts.”

Whatever your condition, PIH Health is on the leading edge of treatment and advanced technologies. We offer a broad range of endoscopic procedures allowing us to examine and treat a variety of digestive disorders with a flexible fiber-optic instrument passed through the digestive system under direct visualization. We also offer capsule endoscopy which involves swallowing a capsule to visualize the intestines.

To schedule an appointment with a gastroenterology specialist, call 562.967.2656. To learn more, visit PIHHealth.org/Colon.
PIH Health Foundation Gala Raises $590,000 to Support Patients

It was a magical night for a magnificent cause. On April 27, 2019, 600 guests wore their finest attire and gathered at the PIH Health Foundation Gala at the Hyatt Regency in Huntington Beach to support a common mission—putting "Patients First."

Thanks to the generosity of our donors, this year’s black-tie affair was a complete success, raising $590,000 toward programs, services and patient care to benefit those served by PIH Health. This vital source of funding will help address the greatest needs within the organization as we continue to ensure quality healthcare for all who need it.

“It was an honor to help orchestrate an event that will have such a direct and profound positive impact on patients in our community,” said Lori O’Shea, gala committee co-chair. “I’m hopeful that thousands of people will benefit through improved health and wellness.”

Gala attendees enjoyed world-class entertainment, silent and live auctions, and a fabulous meal all while supporting a cause close to their hearts—PIH Health.

Thank you to Lambert Radiology Medical Group and PIH Health Medical Staff for making lead gifts to the 2019 PIH Health Foundation Gala.
“This annual event was another tremendous display of how much people care about supporting PIH Health and the patients it serves,” said Mary McCarthy, gala committee chair. “We all had a great time, but the true beneficiaries are people in the community. It was such a joy being part of the team bringing this event to life—and the funds raised will go a long way in supporting the PIH Health mission.”

You can help support PIH Health Foundation by making a donation in support of PIH Health’s “Patients First” vision, so we can continue providing the highest quality patient care to people in our local communities. PIH Health is a nonprofit organization and appreciates any and all support.

For more information or to make a contribution to PIH Health Foundation, please call 562.698.0811 Ext. 81520 or email PIHHealthFoundation@PIHHealth.org.

Rich, Annette and James Atwood.
Maximize Your Impact in 2019

For many, the holiday season is a time to count your blessings and give back. In fact, 40 percent of charitable donations are made during the last half of the year. If you’d like to make the most of your end-of-year giving, here are several tips that can help you maximize the impact of your charitable investment before 2019 ends.

1. Talk to your advisor.

Before making any significant gift to charity, consult with your certified public accountant (CPA); attorney or other advisor, to understand its impact on your taxes and estate.

2. Give early and complete your gift by December 31.

A gift by check is complete when mailed to PIH Health Foundation and postmarked on or before December 31, even if it’s not cashed until the following year. Gifts by credit card are complete when your credit card account is charged. Gifts of stock and real estate are more complex, so don’t wait until late December to make these gifts.

3. Review your stocks.

Another way to make a year-end charitable donation is by giving appreciated stock. Selling stock will incur capital gains on the appreciation, but if you gift stock, you will receive a charitable deduction for the current market value of the stock—just as you would with a cash gift. Such gifts are deductible up to 30 percent of your adjusted gross income, and you can carry the deduction forward for up to an additional five years.
4. Take advantage of GivingTuesday.

You’re probably familiar with “Black Friday” and “Cyber Monday,” but have you heard of GivingTuesday? It’s a global day of giving, falling on the first Tuesday after Thanksgiving, fueled by the power of social media and collaboration. It’s a movement that encourages individuals and organizations to make charitable gifts. If you’re looking for the right time to give, consider joining the celebration and give back on #GivingTuesday.

Save the Date: GivingTuesday is December 3, 2019.

5. Make a gift directly from your IRA?

If you’re receiving taxable income from retirement plan assets or life insurance policies, there are a number of tax-advantaged ways to make these assets work for you and the causes you love. The Charitable IRA Rollover Act allows donors age 70½ or older to donate up to $100,000 from their IRA without counting the distribution as income.

6. Multiply your efforts with employer gift-matching programs.

Many companies offer gift-matching programs that can increase—sometimes even double—the impact of your gift. Explore this option to stretch your donation even further.

7. Begin your shopping at AmazonSmile.

If you use Amazon for holiday shopping—or anytime of the year—be sure to use Smile.Amazon.com. It’s the same Amazon you use normally (same products and prices), but 0.5 percent of eligible purchases will be donated by Amazon to the charitable organization of your choice. Select PIH Health Foundation when you choose your charity.

Support PIH Health by starting your Amazon shopping at smile.amazon.com. When you make purchases, 0.5 percent of your total purchase will be donated to PIH Health Foundation.

Ask how you can make a difference and help us continue to provide high-quality healthcare to the communities we serve.

For more information about making a gift by December 31, 2019, email PIHHealthFoundation@PIHHealth.org or call 562.698.0811 Ext. 81520.
How Healthy is Our Community?

PIH Health conducts a Community Health Needs Assessment (CHNA) every three years as part of our ongoing efforts to address our communities’ most significant health needs. The CHNA features health-related statistics, maps, and community input on a variety of topics including social determinants of health, chronic disease and leading causes of death.

These images illustrate some 2019 CHNA findings that describe our PIH Health communities.

PIH Health Primary Service Area Population

Source: U.S. Census Bureau, American Community Survey, 2012-2016

Race/Ethnicity

Source: U.S. Census Bureau, American Community Survey, 2012-2016
Q. Several of my friends have diabetes. How can I prevent it?

A. In the United States, more than 30 million people live with diabetes—and every 23 seconds someone new is diagnosed, according to the American Diabetes Association. Although there are certain factors you cannot change—such as your genes, age or past behaviors—there are several things you can do to reduce the risk of diabetes:

- **Lose weight and keep it off.** Many children and adults today are overweight. You may be able to prevent or delay diabetes by losing five to 10 percent of your current weight.

- **Get regular exercise.** Physical activity helps you lose weight and lower your blood sugar levels—both of which lower your risk of Type 2 diabetes.

- **Eat healthy.** Avoid sugary drinks, eat smaller portions, limit red meat and refined carbs, and focus on consuming less fat and sugar. You should also eat plenty of high-fiber foods, like whole grains, fruits and vegetables.

- **Watch portion sizes.** Eating too much food at one time has been shown to cause higher blood sugar and insulin levels in people at risk of diabetes.

- **Drink water as your primary beverage.** By drinking more water, you’ll avoid beverages that are high in sugar and preservatives. Sugary beverages like soda and juice have been linked to an increased risk of Type 2 diabetes.

- **Don’t smoke.** Smoking can contribute to insulin resistance, which can lead to Type 2 diabetes.

To learn more about PIH Health Endocrinology, please visit [PIHHealth.org/Endo](http://PIHHealth.org/Endo).
Certified Stroke Care in Your Community

PIH Health Hospital - Downey is Now a Primary Stroke Center

Time is of the essence when it comes to stroke care. The faster a stroke is diagnosed, the greater the chances of survival and recovery. That’s why we’re proud to announce that PIH Health Hospital - Downey has attained advanced certification by The Joint Commission as a Primary Stroke Center. This means that the hospital has met The Joint Commission’s high standards in providing stroke care, and will provide Downey and surrounding communities with access to the next generation of stroke treatments. Those standards include having a designated stroke unit for continuous patient monitoring, compliance with the latest clinical practice guidelines, and other rigorous requirements that demonstrate PIH Health’s delivery of excellent stroke care.

One patient who is particularly grateful of this new certification is Alicia Higuera, a 56-year-old resident of Bellflower. On March 20, 2019, Alicia should have been celebrating her birthday, but she wasn’t feeling well all day and her husband noticed she wasn’t speaking clearly on the phone. He immediately left work and took Alicia to the nearest hospital—PIH Health Hospital - Downey, which is just 10 minutes away from the couple’s home.

Although the emergency room was busy—and Alicia had yet to check in—the staff noticed Alicia’s difficulty walking and talking, and suspected a possible stroke. Within five minutes, they took her in for a stroke assessment and within 10 minutes, she was admitted for testing, confirmation and treatment. It turns out that she had an ischemic stroke, which is a serious condition usually caused by a blood clot that blocks a blood vessel in the brain.

The hospital’s stroke team, led by Martin Orens MD, emergency medicine physician and Dane Copeland MD, neurologist, immediately administered a tissue plasminogen activator (tPA), a medication that helps to break down blood clots and restore blood flow to the brain when given within 4.5 hours of stroke onset. Alicia arrived just in time. She spent the next 24 hours in the Intensive Care Unit (ICU), and two days later she was released to go home.

“It means so much that PIH Health Hospital - Downey was able to care for me in my time of need,” said Alicia. “Having expert stroke care so close to home helped me get the critical treatment I needed very quickly. I’m very fortunate to have made a full recovery.”

PIH Health’s other hospital, PIH Health Hospital - Whitter is a Comprehensive Stroke Center, which is the highest certification that a stroke center can receive. The hospitals work closely to provide the appropriate level of stroke care and patients have all the resources they need to address their condition from the moment they arrive at the hospital to the moment they transition to rehabilitation or home.

If you or someone you love is ever in need of stroke care, remember that both PIH Health hospitals are among the best.

For more information about stroke care at PIH Health, visit PIHHealth.org/Stroke.
Prescription medications help us get over many ailments, so why are so many Americans not taking them properly? According to the National Council for Patient Information and Education, about half of the estimated 187 million Americans who take prescription medicines do not take them as prescribed. That could mean: not filling a prescription, discontinuing the medication before the course of therapy is complete, or taking the wrong amount at the wrong time.

Lack of compliance can put a patient’s health and life at risk. Your PIH Health doctor can help address the most common reasons people don’t take medications as prescribed.

**Cost:** Some patients cannot afford certain medications, which means they may choose to not fill prescriptions, or ration medication to extend their supply. No patient should go without needed medication. If cost is an issue, talk to your doctor, who may be able to suggest a generic alternative that’s equally effective and costs less, or offer resources to help with medication costs.

**Side Effects:** Some people stop taking their medications due to unpleasant side effects. Remember, there’s a reason you were prescribed this medicine. If you’re suffering from negative side effects, call your doctor, who might be able to recommend another medication with fewer side effects or offer remedies for minimizing them.

**Symptoms Disappear:** Patients who feel better soon after taking medication may be tempted to stop before finishing the full regimen. For the medication to be most effective, patients need to finish the full course of treatment, or run the risk that the ailment will return.

**No Noticeable Improvement:** When patients don’t see any benefit from a medication—or if it seems to take too long to get results—they are more likely to stop taking the prescribed medication. Discuss your concerns with your doctor, who may prescribe an alternate medication or dosage that is better suited for you.

**Complicated Instructions:** Patients may stop taking medication if the instructions, timing or regimen is too complicated to understand. Before you give up, call your doctor, nurse or pharmacist for additional explanation. If language is an issue, ask for a translator.

“It’s always important to take your medicine for as long as prescribed, at the right time and dose, and according to precise instructions—that’s the surest way to help you feel and stay well,” said Elisabeth Brown MD, a family medicine physician at PIH Health’s Bloomfield Medical Office Building in Santa Fe Springs. “Medication adherence assures the maximum beneficial impact of the medicines you take, and minimizes risk.”

For a list of PIH Health doctors in your area, call 562.789.5982 or visit PIHHealth.org/Find-a-Doctor.

Learn more from Dr. Brown. Watch her video about taking medications properly at PIHHealth.org/Meds.
Guided from the Heart

Multidisciplinary Team Expertly Manages High-Risk Pregnancy for Cardiac Patient

Carly Grubbs, a 30-year-old teacher, has lived with cardiac issues her entire life. She was born with an eight millimeter hole in her heart, which required her to have Ventricular Septal Defect (VSD) surgery when she was just 12-months-old.

Unfortunately, scar tissue from the surgery caused challenges when Carly was a teenager. She would have periodic and unexpected episodes of nausea, immediately followed by passing out (referred to medically as a syncopal episode).

She lived with this complication until August 2018, when PIH Health Cardiologist Sudhaker Nayak MD referred Carly to a heart specialist at a local academic medical center, who determined Carly’s episodes were caused by life-threatening arrhythmias (irregular heart rhythm). At the time of the diagnosis, Carly was four months pregnant with her first child, but due to the severity of her condition, she had a permanent pacemaker implanted immediately.

At the same time, Carly was receiving medical care from PIH Health Obstetrician Sacha Kang Chou MD. Because Carly’s pregnancy was considered high-risk, the situation became very complex.

“At the same time, Carly was receiving medical care from PIH Health Obstetrician Sacha Kang Chou MD. Because Carly’s pregnancy was considered high-risk, the situation became very complex.

“While a pregnant patient with a pacemaker has a high probability of delivering without problems, it’s always prudent to monitor the patient for complications closely, and be aware of any maternal or fetal issues that arise,” said Dr. Kang.

PIH Health patient, Carly Grubbs, welcomed Virgil Albert Grubbs III into the world despite her complications due to cardiac issues.
Q. I think I sprained my ankle. Do I really need to go to the doctor?
A. It can be difficult to determine if an injury is a fracture, sprain or strain—so it’s smart to treat all injuries as severe until proven otherwise. Sprains usually occur at joints from a twisting injury, which causes ligaments to overstretch or tear. An X-ray may be needed to rule out a fracture.

If there’s any possibility that a bone is broken, professional treatment is immediately needed. See your doctor if you have:

• Rapid and significant swelling or bruising at the site of injury (within 15 minutes of the initial injury)
• Inability to move the injured joint
• Inability to put any weight on the injured limb
• Loss of feeling

If a person ignores the signs of swelling and pain, and becomes active too soon, the joint may not heal properly and will remain weak. There’s a good chance that it will become re-injured, only this time more severely, and could lead to other problems down the road.

To schedule an appointment with a PIH Health Orthopedic & Sports Medicine specialist, call 562.789.5461. To learn more, visit PIHHealth.org/Ortho.
Get Your Kids Vaccinated Before Halloween

Last year’s flu season was tough; that’s why this year, doctors are urging parents to have their children get a flu shot early so they can be “flu free by Halloween.” Getting the vaccine doesn’t guarantee that your child won’t get the flu, but it minimizes risk and if your child contracts the flu, the symptoms are usually less severe when vaccinated.

Immunization takes a couple weeks to reach full effectiveness, so by getting children immunized now, parents can ensure they’re protected when flu season ramps up in November. These recommendations support those made by the American Academy of Pediatricians (AAP), which urges parents to get flu shots for all children six months and older before the end of October.

“The flu virus is common, very contagious and unpredictable,” said Bo Kong MD, a pediatrician at PIH Health’s medical office building in La Mirada. “It can cause serious complications leading to hospitalizations or death even in healthy children. Being immunized every year reduces the risk of these complications due to the flu.”

So while you’re shopping for Halloween costumes and stocking up on candy, don’t forget to put your kids’ vaccination appointments on the list, too.

To make an appointment with a PIH Health pediatrician, visit PIHHealth.org/Peds. Flu shots are also available at PIH Health pharmacies with no appointments needed.

Two Pharmacy Locations. Three Reasons to Smile.

If you’re not in the habit of having your prescriptions filled at one of our PIH Health Pharmacy locations, we’ve got three great reasons for you to start.

- **50 percent off coupon for new patients:** We now offer 50 percent off any over-the-counter items, including snacks and food (excluding bariatric vitamins) for new patients. Coupon is for one-time use.
- **Loyalty rewards program:** For those who already use our pharmacies, we have a new loyalty card to thank you for your business. Fill 10 new prescriptions (not refills) and you’ll receive a $10 gift card accepted by PIH Health hospitals’ cafeterias, gift shops or Jazzman’s Cafés.
- **Two convenient locations:** Our pharmacies are located at 12462 Putnam Street in Whittier and 12400 Bloomfield Avenue in Santa Fe Springs and offer excellent service, close to home. Stop by either location to get your coupon and loyalty card.

For more information about PIH Health’s pharmacies, visit PIHHealth.org/Pharmacy.
Health Education and Prevention

COMMUNITY WELLNESS TALKS

To register: Call 562.967.2890 or visit PIHHealth.org/Calendar

Heart Health: Five Class Series
Your guide to healthier living starts now. Join us for an on-going series of five free community classes. Topics include managing stress and emotions, benefits of regular exercise, understanding medications, understanding food labels, and function of the heart.

PIH Health Hospital - Whittier
Flo and Frank L. Scott
12401 Washington Blvd., Whittier
Wednesdays, 3 – 4 pm

Outsmart Back Pain
Join us as PIH Health Physical Therapist John Roche discusses the tendencies of lower back pain and important things to do in order to live actively with this common debilitating condition.

PIH Health Hospital - Downey
Rehabilitation and Wellness Center
11420 Brookshire Ave., Downey
Thu 9/19 2 – 3 pm

Headache: When to Be Concerned
Meet PIH Health Neurologist, Ron Shatzmiller MD as he aims to help you understand how to recognize minor headaches, tension-type headaches versus severe headaches accompanied by symptoms such as slurred speech or numbness.

Bloomfield Medical Office Building
Conference Room, Third Floor
12400 Bloomfield Ave., Santa Fe Springs
Mon 9/23 5 – 6:30 pm

Blood Pressure Matters
Join Family Medicine physician Gina Tran MD as she discusses hypertension (high blood pressure) in older adults. Topics will include: symptoms and causes of high blood pressure, complications of untreated high blood pressure and prevention strategies.

Steinmetz Senior Center
1545 S. Stimson Ave., Hacienda Heights
Tue 10/8 1 – 2 pm

Listen to Your Heartburn
PIH Health’s Gastroenterologist John Lah MD as he provides a general overview of heartburn, symptoms and triggers of heartburn and why heartburn should be discussed with a physician.

Washington Medical Office Building
Conference Room Suite 306
12291 Washington Blvd., Whittier
Tue 11/12 1 – 2 pm

Why Does My Hip and Knee Hurt?
Join Andrew Luu MD, a board certified Orthopedist as he talks about the causes, symptoms, diagnoses and treatment options for hip and knee pain.

Steinmetz Senior Center
1545 S. Stimson Ave., Hacienda Heights
Thu 10/8 1 – 2 pm

Gus Velasco
Neighborhood Center
Meeting Room 1
9255 Pioneer Blvd., Santa Fe Springs
Thu 11/14 1 – 2 pm

Navigating the Healthcare Maze: Things You Need to Know About Accessing Healthcare (and a Whole Lot More!)
This class aims to eliminate confusion around how to access and move through the healthcare system.
To view the videos, visit PIHHealth.org/Resources

PIH Health Hospital - Downey
Conference Room 1
11500 Brookshire Ave., Downey
Thu 9/9 10 – 11:30 am

Whittwood Medical Office Building
Conference Room 1
15725 E. Whittier Blvd., Whittier
Tue 10/22 2 – 3:30 pm

PIH Health Hospital - Downey
Conference Room 1
11500 Brookshire Ave., Downey
Thu 11/7 2:30 – 4 pm

Vaccines to Consider After 50
Join us as Family Medicine physician Gina Tran MD discusses the importance of recommended vaccines for adults 50 and over.

Whittler Hearing Center
Conference Room
13127 E. Philadelphia St., Whittier, CA 90601
Tue 9/12 1 – 2 pm

PREGNANCY AND NEW BABY

• Breastfeeding 101
• Getting Ready for Your Baby**
• Cesarean Section Class**
• Infant/Toddler Safety Class
• A Journey through Childbirth**
**Not held in December

To register: Call Ext. 25580 for PIH Health Hospital - Downey or Ext. 17541 for PIH Health Hospital - Whittier

SUPPORT GROUPS

Alzheimer’s/Dementia
First Tuesday of the month from 1 – 3 pm.
For families, call Ext. 12453

Bariatric
For those considering surgery and those who have already had the procedure. No registration required.
Second Tuesday of every month from 7:30 – 8:30 pm, call Ext. 12918

Breast and Women’s Cancer
First Tuesday of every month at 7 pm, call 562.696.5964

Breastfeeding
Provide knowledge and support.
Every Thursday in Downey, call Ext. 25580
Every Wednesday in Whittier, call Ext. 17580

Depression Screenings
For an appointment, call Ext. 82023

Postpartum Depression Mom’s Group
First Wednesday of every month from 11:30 am – 1 pm, call Ext. 82023

Journey Through Cancer
Receive caring friendships from others who relate and offer support. Oncology certified nurse in attendance.
Third Thursday of each month from 11 am – 12:30 pm, call Ext. 12570

Living with Loss
Bereavement support program, call Ext. 12500

Mended Hearts
For heart surgery patients and their families. Fourth Wednesday of every month, call Ext. 12368

Mental Health Family Support Group
(Conducted in Spanish)
Salud Mental-Grupo de Apoyo para la familia). Every Thursday from 6 – 8 pm, call Ext. 17882

Scleroderma
Meets quarterly on Saturdays, call Ext. 12492

Stroke Support Group
Second Tuesday of every month from 2 – 3:30 pm, call Ext. 12453

Cardiac Rehabilitation Lecture Series
Free five-part recurring series, includes structure and function of the heart, understanding food labels, benefits of regular exercise, medications, managing stress and the emotional aspects of heart disease. Anyone wishing to learn more about heart health is welcome. For questions, call Ext. 12733

PIH Health Hospital - Whittier
Flo and Frank L. Scott
12401 Washington Blvd., Whittier
Wednesdays, 3 – 4 pm

Advance Care Planning
Participants learn about healthcare directives and physician orders for Life-Sustaining Treatment (POLST). Recommended age 15 and up. To schedule an appointment or for more information, call Ext. 82023 or email sssambulatory@PIHHealth.org

PIH Health Home Health
15050 Imperial Hwy., La Mirada
First Wednesday of every month, 5 – 6:30 pm

Freedom from Smoking
This program offers you a step-by-step process to quit for good. During each session activities and assignments will provide you with skills and techniques to support quitting in an individual and group setting.
To register: Call Ext. 12549

Visit us online at PIHHealth.org/Calendar or call 562.698.0811 and the extension noted. For a list of additional community classes, visit: PIHHealth.org/Lectures.
Parkeding

Parking fees for PIH Health Hospital - Whittier, Wells Medical Office Building and Washington Medical Office Building are as follows:
- $6 per visit
- $21 weekly
- $90 monthly
First 30 minutes are free.
Free valet included with parking fee.

We Want to Hear From You

Send us an email and tell us what health or lifestyle questions you would like to see addressed in an upcoming issue of Healthy Living.

Please send your topics and stories to us via email at MarComm@PIHHealth.org. You could be featured in an upcoming issue. Until then, greetings of health and wellness from our family to yours.

Receive Healthy Living Magazine by email

Would you like to receive PIH Health’s Healthy Living magazine by email instead of receiving a printed copy in your mailbox? If so, please visit PIHHealth.org/HL.
Healthy Living is distributed twice per year in the spring and fall. Receiving the magazine digitally will permit you to take wellness tips with you while you’re on-the-go and at the same time, help us preserve our environment.

My PIH Health

Are you a PIH Health patient who would like to have 24/7 access to your health information, make an appointment, view test results, order a prescription renewal or communicate with your physician quickly and confidentially? If so, we offer the My PIH Health portal to all of our patients. It’s free and it’s easy to sign up and use. Go to PIHHealth.org/MyPIHHealth and click the “Sign Up” button.
List of PIH Health Services

1. 12401 WASHINGTON BLVD., WHITTIER, CA 90602
   - PIH Health Hospital - Whittier
   - Optical Shop
   - Women’s Health, Suite 300
   - Family Medicine, Suite 207
   - Radiation/Oncology, Suite 500
   - Dermatology and Aesthetics, Suite 500
   - Pediatric Services, Suite 401
   - Adolescent Care Center
   - Gynecology, Suite 300
   - Urgent Care Center
   - Pharmacy, Suite 105
   - Podiatry, Suite 402
   - Pediatric Services, Suite 401
   - Family Medicine, Suite 207

2. 11500 BROOKSHIRE AVE., DOWNY, CA 90241
   - PIH Health Hospital - Downey

3. 11420 BROOKSHIRE AVE., DOWNY, CA 90241
   - Rehabilitation and Wellness Center

4. 11411 BROOKSHIRE AVE., DOWNY, CA 90241
   - Family Medicine, Suite 207
   - Women’s Health, Suite 302

5. 11480 BROOKSHIRE AVE., DOWNY, CA 90241
   - Cardiology, Suite 300
   - Digestive Health, Suite 111
   - General Surgery, Suite 111

6. 12393 WASHINGTON BLVD., WHITTIER, CA 90606
   - Patricia L. Scheffy
   - Breast Health Center
   - Nursing Center

7. 2205 W. BEVERLY BLVD., MONTEBELLO, CA 90640
   - Family Medicine
   - Otolaryngology
   - Urgent Care Center

8. 12291 WASHINGTON BLVD., WHITTIER, CA 90606
   - Behavioral Health Clinic, Suite 300
   - Digestive Health Services, Suite 201
   - Endocrinology, Suite 205
   - Family Medicine Residency, Suite 500
   - Laboratory/Blood
   - Draw Station, Suite 103
   - PIH Health Outpatient
   - GI Center, 4th Floor
   - Radiology/Interventionists, Suite 302
   - Wound Healing Center, Suite 100

9. 12462 PUTNAM ST., WHITTIER, CA 90602
   - Cardiology, Suite 203
   - Chiropractic, Suite 402
   - Dermatology and Aesthetic Medicine, Suite 501
   - Diabetes Education and Nutrition, Suite 303
   - Ear, Nose & Throat (ENT), Suite 500
   - Laboratory/Blood
   - Draw Station, Suite 101
   - Oncology, Suite 206
   - Orthopedics and Sports Medicine, Suite 402
   - Pain Management, Suite 402

10. 1850 S. AZUSA AVE., HACIENDA HEIGHTS, CA 91746
    - Family Medicine, Suite 88
    - Mammography, Suite 88
    - Pediatrics, Suite 300
    - Urgent Care Center, Suite 88

11. 212 W. WHITTIER BLVD., LA HABRA, CA 90631
    - Eye Care Center, Suite 100

12. 1400 S. HARBOR BLVD., LA HABRA, CA 90631
    - Family Medicine
    - Orthopedics and Sports Medicine
    - Urgent Care Center
    - (Reopening late 2019)

13. 351 E. FOOTHILL BLVD., ARCadia, CA 91006
    - Home Health Nursing Services

14. 10251 ARTESIA BLVD., BELTFLower, CA 90706
    - Family Practice
    - Internal Medicine
    - Pediatrics
    - Radiology
    - Ultrasound/Mammography

15. 16510 BLOOMFIELD AVE., CERRITOS, CA 90703
    - Coumadin/Diabetic Center
    - Family Practice
    - Internal Medicine
    - Pediatrics

16. 12214 LAKEWOOD BLVD., DOWNY, CA 90242
    - Chiropractic
    - Family Practice
    - Infectious Disease
    - Internal Medicine
    - Otolaryngology (ENT)

17. 2220 CLARK AVE., LONG BEACH, CA 90815
    - Allergy
    - Chiropractic
    - Family Medicine
    - Internal Medicine
    - Pediatrics
    - Rheumatology

18. 10050 IMPERIAL HWY., LA MIRADA, CA 90638
    - Dermatology and Aesthetics Center, Suite 300
    - Eye Care Center, Suite 301
    - Family Medicine, Suite 201
    - Pediatrics, Suite 401
    - Women’s Health, Suite 401
    - Urgent Care Center
    - Home Care
    - Hospice

19. 15082 IMPERIAL HWY., LA MIRADA, CA 90638
    - Podiatry
    - Physical Therapy
    - Occupational Therapy
    - Speech Therapy

20. 4476 Tweedy Blvd., Long Beach, CA 90808
    - Chiropractic
    - Family Practice
    - Internal Medicine
    - Pediatrics
When you need us, visit URGENT CARE for:

- Cold/flu symptoms
- Allergies and respiratory/sinus infections
- Urinary Tract Infections (UTI, or bladder infections)
- Mild asthma attacks
- Minor cuts and scrapes
- Minor fractures and sprains

Visit PIHHealth.org/UCC to learn more.

The greatest gift you can give to your loved ones is your health.

Schedule your mammogram today!
Call 562.906.5692 or visit PIHHealth.org/Mammogram