



THE CENTER OF HEALTH

A monthly newsletter from the Santa Ynez Tribal Health Clinic

February 2022

SYTHC Mission: *Provide the highest quality healthcare honoring cultural values and incorporating best practices*

SYTHC Vision: *A Center of Optimal Health for Years to Come*

WELCOME, DR. DOOHAN!

Richard W. Matens, M.Div.
Chief Health Officer

SYTHC is happy to welcome Noemi “Mimi” Doohan, MD, PhD, MPH as the clinic’s new Medical Director. Dr. Doohan is a board-certified Family Medicine provider.

Dr. Doohan comes to us from Scripps Health System in San Diego, where she worked as a hospitalist and treated patients in the Advanced Care COVID Clinic.

Dr. Doohan’s experience includes:

- ◆ Several years working with homeless populations as a Street Medicine provider
- ◆ Establishing and working with Family Practice Residency programs throughout California
- ◆ Working as a Team Leader in Maternal Child Health and Medical Education in Haiti
- ◆ Serving as a County Public Health Officer in Mendocino County and Deputy County Public Health Officer in Santa Barbara County
- ◆ Authoring multiple research articles regarding Family Medicine, Street Medicine, and Social Determinants of Health



In her new role, Dr. Doohan will be responsible for directing patient care and overseeing daily operations of the clinic’s Medical Department.

Dr. Doohan has conveyed that accepting the position with SYTHC has offered her and her husband a chance to “come home” to practice since her husband is from Santa Barbara and they own a home in Goleta.

I ask that you join me in welcoming Dr. Doohan to the SYTHC family!

ADMINISTRATION

NEW No-Show/Cancellation Policy!



The Santa Ynez Tribal Health Clinic has adopted a new No-Show/Cancellation Policy. You will start to notice that the Front Office will have you sign this acknowledgement form so that you are aware of our new expectations. This policy will reduce the number of appointments we no show or cancel daily. Our hope is to provide more appointments for patients that need to be seen. This policy will apply to all departments in the Clinic (Medical, Dental and Behavioral Health). We appreciate your understanding as we work on improving our access to the providers.

The mission of the Santa Ynez Tribal Health Clinic is to provide the highest quality of health care, honoring cultural values and integrating best practices. When any of our scheduled appointments are cancelled by a patient with short notice, when a patient arrives late for their appointment, or when a patient "no-shows", there is insufficient time for us to reappoint that time for another patient. Late cancellations/arrivals or "no-shows" are a lost opportunity for patients to take advantage of our valued services.

The following guidelines outline our Cancellation/No-Show Policy for the SYTHC Behavioral Health, Medical and Dental clinics, effective immediately:

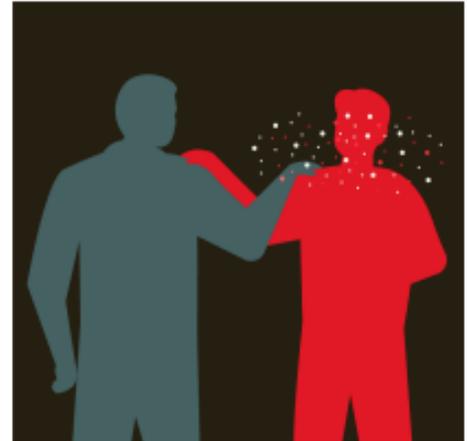
- ◆ Cancellations of scheduled appointments should be received by the Front Desk **at least 24-hours prior** to the scheduled appointment time.
 - *Exceptions will be considered in the event of an emergency or illness on a case-by-case basis.*
 - *Any late cancellation (not received 24 hours prior to the appointment time) will be considered a "no-show".*
- ◆ When a patient arrives more than ten (10) minutes late for their scheduled appointment time, the appointment will be considered a "no-show".
- ◆ If a patient does not show up for their scheduled appointment (w/o sufficient or zero notice) , this will be considered a "no-show".
- ◆ If a patient has two (2) "no-shows" over a 6-month timeframe for any of our clinical departments, the patient may not be eligible to schedule an appointment in that clinical department for six (6) months, from the date of the second no-show.

Your cooperation is vital to the clinic's ability to offer the highest quality health care to all of our patients.

COVID-19 Omicron Variant: What Community Members Need to Know

COVID-19 cases are rising in some Native communities due to a new variant of the virus called the Omicron variant.

- **The Omicron variant spreads much more easily and quickly.**
- People who have received a **booster vaccine** are well protected against severe disease.
- Unvaccinated people are at high risk of getting sick.
- People who have received a vaccine but not a booster dose are at high risk of breakthrough infection.
- **Getting a booster dose, wearing a mask, keeping 6 feet of distance, getting tested, and avoiding large indoor gatherings are the best ways to protect yourself and your community.**



How contagious is the Omicron variant?

The Omicron variant is much more contagious and spreads much faster than earlier variants.

Omicron is now the dominant COVID-19 variant in the US just four weeks after doctors first detected the variant in the country. By comparison, it took the Delta variant four months to become the dominant variant in the US after first arriving in March 2021.

Like earlier variants, Omicron spreads person to person through airborne germs. The best way to protect yourself from germs is to wear a well fitted mask.

Does Omicron cause less severe illness?

There isn't enough evidence to know for sure yet. Omicron causes symptoms similar to previous variants, including cough, tiredness, congestion, runny nose, headache, sore throat, sneezing, muscle ache, and loss of taste and smell. More severe symptoms such as difficulty breathing, chest pain, and new confusion are still being reported with Omicron.

Am I at risk of getting sick from the Omicron variant?

People who have not been vaccinated are at very high risk of getting sick from Omicron, even if they have had a prior COVID-19 infection.

People who have been fully vaccinated but are past due for a booster shot (6 months after full vaccination for Pfizer and Moderna, 2 months for Johnson & Johnson) are at high risk of a breakthrough infection, though they will be less likely to experience hospitalization or death.

Wearing a well fitted mask in public places helps prevent the spread of Omicron. If you feel sick, get tested as soon as possible.

STOP OMICRON

1. Get a vaccine booster
2. Wear a mask in public places
3. Keep 6 feet of distance
4. Avoid crowded spaces
5. Get tested if sick

How effective are vaccines against Omicron?

COVID-19 vaccines are effective against Omicron. Protection from the vaccines declines over time but booster doses can restore protection. Booster doses are recommended 6 months after a second dose of Pfizer or Moderna and 2 months after one dose of Johnson & Johnson. Vaccination, and booster doses when eligible, will help protect people from severe COVID-19 disease.

Cavities: Signs, Symptoms, & Treatments



Tooth decay (also known as dental caries or cavities) is one of the most common and widespread chronic diseases. Did you know, by the age of 35, nearly 80% of Americans have experienced at least one cavity?

Cavities can affect all surfaces of your teeth, but the two most common sites are the “occlusal” (chewing surfaces) and “interproximal” (between your teeth). If the teeth and surrounding areas are not cared for properly with toothbrushing and flossing, the naturally occurring bacteria in your mouth will begin to digest sugars and carbohydrates (left over from food or drink particles in your mouth) and convert them into acid byproducts. These acids are strong enough to demineralize or soften the outer enamel surfaces on your teeth and tiny holes begin to form—the first stage of dental caries. As the enamel begins to breakdown, a tooth may eventually lose the ability to protect itself and, in time, the acid can penetrate further into the tooth and attack the tooth structure from the inside out.

The early stages of tooth decay are often asymptomatic. In fact, patients are usually unaware they have cavities until the decay has progressed, at which point symptoms may include bad breath, bleeding gums, tooth sensitivity and/or a toothache.

Annual or bi-annual dental exams are the best way to avoid severe tooth decay, as dentists can examine your teeth and x-rays for the formation of cavities. When a cavity is detected, a dentist may recommend “fillings” to treat the tiny holes which have been diagnosed. By spotting the tooth decay process early, more comprehensive forms of treatment, such as root canals/crowns/extractions, can be avoided.

Diligent home-care and a clean diet are easy ways to avoid cavities. By regularly brushing the surfaces of your teeth (twice a day), flossing between your teeth (once daily) and scheduling regular hygiene visits, plaque formations can be removed. Also, cutting back on sugary or starchy foods and drinks will minimize the ability of the bacteria in your mouth to form harmful acid attacks.

Certain medical conditions and medications may also lead to an increased risk of cavities. Make sure to divulge your entire health history when visiting a dentist for your examinations. A dental professional can discuss your individual risk factors and recommend certain strategies to keep your teeth healthy!

Prescription Trouble?

Have you ever had difficulty with a prescription? Sometimes, when you go to the pharmacy, the pharmacy staff may tell you that they don't have your prescription in stock. Or, you may get sticker shock when your prescription is not covered by your insurance. You may have taken a medication for years and when you go to pick up a refill you are notified it is no longer covered. If these or other problems occur, there is usually a solution.



Expensive Prescriptions: Your clinician prescribes medication suited to your specific need. An issue you may run into is that your insurance company may not want to pay for that prescription. Insurance companies enter agreements with pharmaceutical companies to negotiate prices and develop a document called a "formulary". A formulary is a list of generic and brand name prescription drugs covered by your health plan. This list is then broken down into categories or tiers.

An example of a Tier List is found below (please note that not all insurance plans have the same number of tiers, and they may have different requirements for each):

- ◆ **Tier 1:** Tier 1 drugs are usually generics and have the lowest or no copay.
- ◆ **Tier 2:** Tier 2 drugs will cost you more than Tier 1 medications. They include non-preferred generics and brand-name medications.
- ◆ **Tier 3:** Tier 3 includes generics, preferred brands, and non-preferred brands. Your out-of-pocket price for these drugs will be higher than Tiers 1 and 2. Your health plan may place a drug in Tier 3 if it's new or if there is a similar drug on a lower tier.
- ◆ **Tier 4:** Tier 4 includes generics, preferred brands, non-preferred brands, and specialty drugs. Specialty medications treat rare or serious medical conditions. Your out-of-pocket cost will be highest in Tier 4.

Out-of-stock Prescriptions: Pharmacies have limited space, and every medication has an expiration date. Pharmacies purchase medications up front, and everything they throw out costs them money. If a medication is rarely prescribed, generally they do not want to purchase a large amount (e.g., a bottle of 100 pills, when they may only resell 15 pills before it expires).

Some medications have problems at the factory or shipping issues. When this happens, there will be a shortage and the medication will be on backorder similar to items purchased from Amazon. When this happens, they may give you an estimated date for when they expect to have more in stock.

MEDICAL DEPARTMENT

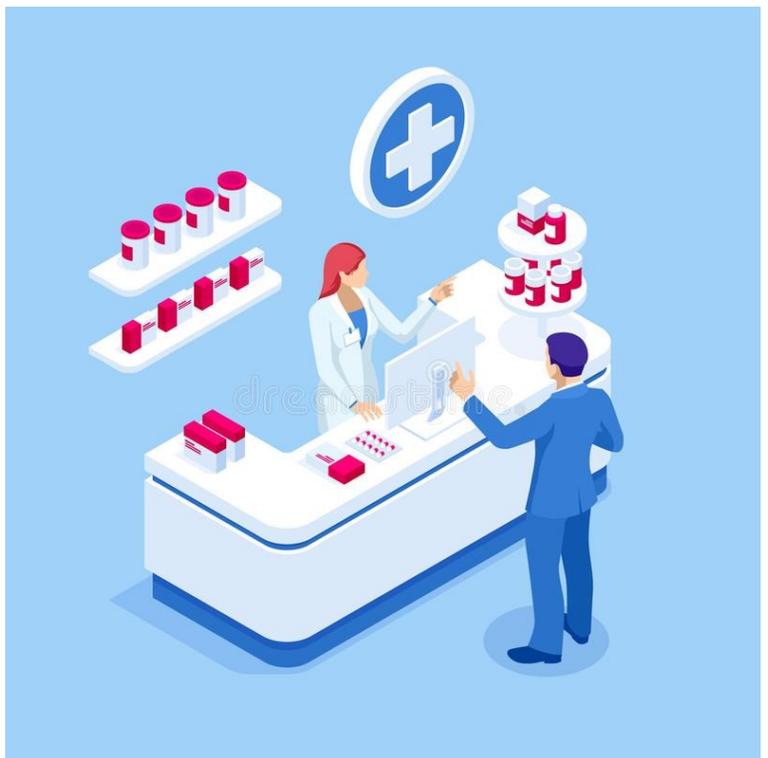
There are also times when medication becomes popular, and the pharmacy will run out of it quickly. This is seen, for example, during bad flu seasons when Tamiflu (an antiviral medication for the flu) may be in short supply.

Solutions: First, you are under no obligation to purchase your prescription if it is too expensive. If you have a concern, you should immediately call your prescriber's office and ask to speak to the clinician who prescribed the medication. If you are unable to speak with them, ask if they are going to be in the office that day, and if not, ask to communicate with another clinician if you need immediate care. If unable to speak with someone, leave a detailed message of your issue for the clinician. Let them know the issue; whether the medication is not in stock, or is too expensive.

For out-of-stock medications, the prescriber can send the prescription to another pharmacy. Ask the pharmacist if the medication is located at another one of their locations that you could easily get to. If not, the medication could sometimes be substituted for a similar medication or another medication that can treat the same issue.

For medications that are too expensive or not on the insurance formulary, there are a multitude of options. One option is the prescriber submits a prior authorization requesting the insurance company cover the medication. This may take some time and is normally not completed the same day. The medication could also be changed to another medication in same class, or to a different class of medication that treats the same issue. Sometimes the insurance company will only cover the capsule form of a medication (not the tablet form) and a quick switch is called in. You can also use phone apps like GoodRx to see if the coupon price for the medication is cheaper than the copay or cash price.

Switching the medication completely is not always as straight forward as you would think. For example, there are seven different statin medications (medication that treats high cholesterol), but they all have different potency, side effects, and different drug interactions. A clinician may need to do a thorough review of your chart or even have you return for a visit before they can prescribe a different medication.



If you have any questions regarding your medications, please call us at 805-688-7070.



WELCOME OUR NEW COMMUNITY HEALTH REPRESENTATIVE

Jack Sierra

Jack Sierra is a new Team Member on our crew in the Community and Social Services Department at the Santa Ynez Tribal Health Clinic. Jack is a Community Health Representative and a Medical Assistant. He is also a community member of the Santa Ynez Band of Chumash Indians. His grandmother is Dolly Sierra. Jack has always had a passion to work and give back to his community. He is excited to see what the future holds him on the new journey upon which he is about to embark. Please join us in welcoming Jack to our team!

COMMUNITY & SOCIAL SERVICES

HEART-HEALTH TIPS FOR SENIORS

February is American Heart Month. What can seniors do to keep their hearts healthy? Exercise and diet play important roles in heart health at any age, but certain adjustments need to be made.

MAINTAIN PHYSICAL ACTIVITY

High-impact aerobic exercise like playing racquetball might be a bit too strenuous and risky for older Americans. But there are plenty of moderate, low-impact activities to help strengthen muscles, improve circulation, maintain flexibility, and improve balance such as:

- Yoga
- Walking
- Tai chi
- Stretching
- Water aerobics



CHECK YOUR LEVELS

Get regular check-ups from your healthcare provider for:

- Cholesterol
- Blood Pressure
- Blood Sugar



After age 55, many people require fewer calories than when they were younger.

As a result, the types of food you eat need to be nutrient-dense such as:

- Beans
- Lean Meats
- Nuts
- Vegetables
- Fish
- Fruits



Other factors contribute to heart disease such as:

Smoking – It might be time to quit

Drinking - Reduce your alcohol intake if you have more than 2 drinks per day

Stress – Try to keep it to a minimum through meditation, positive thinking, laughter, and deep breathing

KEEP A HEALTHY WEIGHT



AIM FOR A HEALTHY LIFESTYLE



INFORMATION TECHNOLOGY

20 Essential Windows Keyboard Shortcuts to Make You Forget Your Mouse

Compared to reaching for the mouse or navigating a menu, a single keyboard shortcut can shave a moment off your task. This might not seem like much, but add up all those saved moments over a week or month, and you're gaining a decent chunk of time.

- ♦ **CTRL+Z = Undo** — No matter what program is running, **CTRL+Z** will roll back your last action. Whether you've overwritten an entire paragraph in Word or accidentally deleted a file, this shortcut is a lifesaver!
- ♦ **CTRL+W = Close** — This shortcut works just about everywhere, **CTRL+W** will close down whatever you're viewing (File Explorer, browser tab, or open image file) without requiring to select the Close button.
- ♦ **CTRL+A = Select All** — This command highlights all text in a document or selects all files in a folder. Hitting **CTRL+A** saves time by eliminating clicking and dragging using your mouse.
- ♦ **ALT+TAB = Switch Apps** — This is a classic Windows shortcut and can be extremely useful while running multiple applications. Press **ALT+TAB** and scroll through all your open windows.
- ♦ **ALT+F4 = Close Apps** — Also a classic Windows shortcut, **ALT+F4** closes active apps so you can skip the process of maneuvering through each application's on-screen menus. You will not lose unsaved work because Windows will prompt you to save your documents prior to closing them.

WINDOWS NAVIGATION SHORTCUTS

- ♦ **WIN+D = Show or Hide the Desktop** — This shortcut minimizes all open windows, bringing the Home Screen into view. If you save rows and rows of files and shortcuts on your Desktop, **WIN+D** will enable you to access them within moments.
- ♦ **WIN+LEFT ARROW or WIN+RIGHT ARROW = Snap Windows** — Snapping a Window simply opens one side of the screen (left or right, depending on the arrow selected). This allows comparing two windows side-by-side.
- ♦ **WIN+TAB = Open the Task View** — Similar to **ALT+TAB**, this shortcut allows switching apps, but does so by opening an updated Windows Application switcher. The latest version shows thumbnails of all open programs on the screen.
- ♦ **TAB and SHIFT+TAB = Move Backward and Forward Through Options** — When you open a dialog box, these commands move forward (**TAB**) or backward (**SHIFT+TAB**) through the available options, saving you a click. If you're using a dialog box with multiple tabs, use **CTRL+TAB** or **CTRL+SHIFT+TAB** to navigate through them.

INFORMATION TECHNOLOGY

CTRL+ESC Open the Start Menu — If you do not have a Windows Key, this shortcut will open the Start Menu. Otherwise, a tap of the Windows Key (if you have it) will do the same. From there, you can stay on the keyboard and navigate the Start Menu with the cursor keys, **TAB**, and **SHIFT+TAB**.

ADVANCED WINDOWS SHORTCUTS

F2 = Rename — Highlight a file and hit **F2** to give a new name. The command also allows editing text in other programs – tap **F2** in Excel, and you'll be able to edit contents of a selected cell.

F5 = Refresh — This key will refresh a page – a good option when using File Explorer or a Web Browser. After a refresh, you'll see the latest version of the page you're viewing.

WIN+L = Lock your computer — Use this keyboard shortcut prior to stepping away. **WIN+L** locks the machine and returns you to the Login Screen, requiring a password to regain access.

WIN+I = Open Settings — This shortcut opens the Settings dialog. Alternatively, use **WIN+A** to open the Action Center Panel, which shows Notifications and provides quick access to certain settings.

WIN+PRTSCN = Save a screenshot — A dedicated screenshot tool, **WIN+PRTSCN** grabs the entire screen and saves it as a PNG file in the Screenshots folder inside your Pictures folder. At the same time, Windows copies the image to the Clipboard. Alternatively, **ALT+PRTSCN** will take a screenshot of just the active window, but only copies the image to the Clipboard, so no saved file.

CTRL+SHIFT+ESC = Open the Task Manager — The Task Manager is the window into everything running on your Windows system, from open programs, to background processes. This shortcut will open the Task Manager, regardless of the application you're using.

WIN+C = Start talking to Cortana — This shortcut puts Cortana in Listening Mode, but it must be activated prior to using. To do so, open Cortana from the Taskbar Search Box, Click the Cog icon, and turn on the keyboard shortcut. Once enabled, as an alternative to saying "Hey Cortana", select **WIN+C** whenever you want to talk to the Windows Digital Assistant.

WIN+CTRL+D = Add new Virtual Desktop — Virtual Desktops create secondary screens for stashing open applications and windows, creating extra workspace. This shortcut enable the creation of a Virtual Desktop. Once you've created one, click the Task View button to the right of the Taskbar search box to switch from one desktop to another. Or stay with shortcuts:

WIN+CTRL+ARROW (R or L) — will cycle through the open desktops, and **WIN+CTRL+F4** will close whichever one you're viewing and shift to the next available Virtual Desktop.

WIN+X = Open the hidden menu — Windows has a hidden Start Menu, named the Quick Link Menu. This shortcut allows access to all key areas of the system. From here, you can jump to Device Manager, or bring up PowerShell to access advanced Windows commands.

2021-22 Patient Survey

SYTHC continues to conduct its annual Patient Survey. When you visit the clinic, our Team Members facilitate the survey that covers the following 12 questions.

- 1) *What services do you receive at the Clinic? (Please select all that apply)*
- 2) *How did you find the experience of scheduling appointments?*
- 3) *How empathetic were our staff members to your needs?*
- 4) *How long did you have to wait until the provider attended to you?*
- 5) *How satisfied were you with your interaction with the provider you saw?*
- 6) *How easy is it to navigate our facility?*
- 7) *How satisfied are you with the cleanliness and appearance of our facility?*
- 8) *How would you rate the professionalism of our staff?*
- 9) *Was your provider able to address your concerns?*
- 10) *How likely are you to recommend the Clinic to your friends and family?*
- 11) *How would you rate the Clinic overall? (5 being the highest rating)*
- 12) *Are there things you feel we could improve upon? If so, please share them here.*

We hope that you will please take the time to complete the survey to let us know how we can better serve our community.

Santa Ynez Tribal Health Clinic



90 Via Juana Lane
PO Box 539
Santa Ynez, California 93460

CHUMASH
ENTERPRISES

Tel: (805) 688-7070

Web: www.sythc.org