

The Patient's Page

Summer 2007

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Multicare Associates is a provider-owned and operated clinic offering high quality multi-specialty medical services in the northern suburbs of the Twin Cities.

Our 3 clinics are conveniently located in Fridley, Blaine and Roseville. We are primary care providers for many Minnesota insurance plans.

Urgent Care Now Available at Blaine and Fridley Medical Centers

Patients can now visit both our Fridley Medical Center and Blaine Medical Center for a walk-in appointment for Urgent Care services. A physician's assistant or nurse practitioner will be available to treat minor illnesses, injuries and accidents.

Unlike many other Urgent Care centers, Multicare also offers lab and X-ray services. A physician will be consulted if your problem is more serious.

By establishing an Urgent Care system, our goal is that you will be in and out of the clinic

in less time. It is our ongoing mission to continually seek ways to better serve you, our patients. Our future plans include opening Urgent Care at the Roseville Medical Center.

Visit Multicare's Urgent Care for:

- A cold or sore throat
- Ear infection
- Sinus infection
- Pink eye
- Rash

Urgent Care Hours at Multicare

	Blaine Medical Center	Fridley Medical Center
	11855 Ulysses Street NE, Blaine Phone (763) 785-4200	7675 Madison Street NE, Fridley Phone (763) 785-4500
Monday – Thursday	8 a.m. – 8 p.m.	8 a.m. – 8 p.m.
Friday	8 a.m. – 5 p.m.	8 a.m. – 8 p.m.
Saturday	Closed	8 a.m. – Noon

Be Aware of Your Medications

In any given week, four out of every five U.S. adults will use prescription medicines, over-the-counter (OTC) drugs, or dietary supplements of some sort, and nearly one-third of adults will take five or more different medications, according to estimates.

Most of the time, medications are beneficial, or at least they cause no harm. On occasion, however, medications do cause injury. Some “adverse drug events” (or injuries due to medication) are inevitable. The more powerful a drug is, the more likely it is to have harmful side effects. Other times, harm is caused by an error in prescribing or taking the medication. These errors can be prevented.

On occasion medications do cause injury. The more powerful a drug is, the more likely it is to have harmful side effects. Know your medications.

Know your medications and help prevent serious medication mishaps. Consider these tips:

- Know the name, address and phone number of your pharmacy.
- Keep a list of your medications.
- Write down how each of your medications is used: for example, “Lipitor is used to decrease cholesterol levels,” “Actos is used to control diabetes,” etc.
- Be aware that many medications have similar sounding names and may be prescribed for very different illnesses.

- Have all of this correct information readily available for the doctor and in the event of an emergency, such as an unplanned trip to the hospital.

Medicine you can buy without a prescription to treat a fever or pain:

- Acetaminophen such as Tylenol or Panadol
- Nonsteroidal anti-inflammatory drugs (NSAIDs)
- Ibuprofen, such as Advil or Motrin
- Naproxen, such as Aleve or Naprosyn
- Ketoprofen
- Aspirin (also a nonsteroidal anti-inflammatory drug), such as Bayer or Bufferin
- Chloraseptic throat spray

Be sure to follow these safety tips when you use a non-prescription medicine:

- Carefully read and follow all directions on the medicine bottle and box.
- Do not take more than the recommended dose.
- Do not take a medicine if you have had an allergic reaction to it in the past.
- If you have been told to avoid a medicine, call your doctor before you take it.
- If you are or could be pregnant, do not take any medicine other than acetaminophen unless your doctor has told you to.
- Do not give aspirin to anyone younger than age 20 unless instructed by your doctor.

Need Help Paying for Your Medications?

If you have difficulty affording your medications, you may want to review the list of drug manufacturers inserted with this issue of the newsletter. Look on your prescription bottle for the name of the manufacturer, then call the phone num-

Tips for Treating A Sore Throat

- Gargle with warm salt water to help reduce swelling and relieve discomfort. Mix one teaspoon (5 grams) of salt with one cup (eight ounces) of water. Try gargling this salt water at least one time each hour. If you have post-nasal drip, gargle often to prevent more throat irritation.
- Drink plenty of water to prevent dehydration. Fluids may help thin secretions and soothe an irritated throat. Hot fluids, such as tea or soup, may help decrease throat irritation.
- Use a vaporizer or cool air humidifier in your bedroom. Warm or cool mist may help you feel more comfortable by soothing the swollen air passages. It may also relieve hoarseness. However, don't let your room become uncomfortably cold or very damp. Use a shallow pan of water to provide moisture in the air through evaporation if you don't have a humidifier. Place the pan in a safe location where no one will trip on it or fall into it.
- Do not smoke or use other tobacco products and avoid secondhand smoke.
- Consider taking nonprescription medicine for your symptoms.
- Use nonprescription throat lozenges. Some nonprescription throat lozenges, such as Sucrets Maximum

Strength or Spec-T are safe and effective and have medication (a local anesthetic) that numbs the throat to soothe pain.

- Regular cough drops may also help.
- Use a decongestant. Decongestants make breathing easier by shrinking swollen mucous membranes in the nose, allowing air to pass through. They also help relieve a runny nose and postnasal drip, which can cause a sore throat. Decongestants can be taken orally or used as decongestant nasal sprays. Oral decongestants (pills) are probably more effective and provide longer relief but may cause more side effects.

See your doctor if the following symptoms occur:

- Drooling or increased difficulty breathing develops.
- Inability to swallow or drink enough fluids develops.
- A muffled voice develops.
- A new rash or fever develops.
- Signs of dehydration are present.
- A persistent sore throat or fever develops.
- Symptoms become more severe or more frequent.

It's Back-to-School Checkup Time...Already!

Summer may be in full swing, but the start of school is just around the corner. Many student athletes start training for fall sports in August and many require a physical.

Schedule your appointment early to complete your children's vaccinations and physical checkups. Inserted in this newsletter is a listing of immunizations that your child(ren) need at certain ages.

Infant and Children Checkups

2 weeks, 2 mo., 4 mo., 6 mo., 9 mo.,
12 mo., 15 mo., 18 mo.,
2 yrs., 3 yrs., 4 yrs.

Children and Adolescent Physicals

5 years; before entering kindergarten
Before entering middle school
Before entering high school
Sports physicals as needed

Multicare Associates
of the Twin Cities

Fridley Medical Center
7675 Madison Street NE, Fridley
Phone (763) 785-4500

Blaine Medical Center
11855 Ulysses Street NE, Blaine
Phone (763) 785-4200

Roseville Medical Center
1835 West County Road C, Roseville
Phone (763) 785-4300

Visit us on the Web!
www.multicare-assoc.com

If You Need Us to Share Your Medical Information

Patients occasionally request that their medical information be shared with another person. We make it a priority to protect your medical information. Therefore, we need written permission from our patients before we can share their medical information with anyone – even a close family member.

In order for Multicare to give results to another person you must submit a signed Authorization for Release of Protected Health Information. You can do this by:

- Asking for an authorization form at the front desk.
- Requesting a form at your appointment with your doctor.
- Filling out the form included below and turning it in at the front desk.

You Should Know....

If written permission has not been signed and placed in the chart, it is illegal for the clinic to give results to anyone even if it is a family member. Only in the case of parents of children under the age of 18 may results be given without permission.

The HIPAA Privacy Rule is a set of federal standards to protect the privacy of patients' medical records and other health information maintained by covered entities: health plan (including many governmental health programs, such as the Veterans Health Administration, Medicare and Medicaid), most doctors, hospitals and many other health care providers and health care clearinghouses. These standards provide patients with access to their medical records and significant control over how their personal health information is used and disclosed. Compliance with the standards was required as of April 14, 2003 for most entities covered by HIPAA. On that date, OCR began accepting complaints involving the privacy of personal health information in the health care system.

Authorization of Release of Protected Health Information

After completing this form, please return it to the Front Desk at any Multicare clinic.

I authorize Multicare Associates to speak with the person below to receive medical information regarding my care:

Name _____

Relationship _____

Phone number _____

Your name _____

Date _____

I understand that authorization is valid for one year unless revoked by me prior to that date.

Patient Signature _____