

HEDIS® 2006

HEDIS[®] is a standardized, comprehensive set of indicators used to measure the performance of a health plan. In other words, HEDIS is a report card for managed care plans.

HEDIS was developed by representatives from consumer groups, employers, health plans, and the National Committee for Quality Assurance (NCQA). HEDIS measures address a variety of issues including effectiveness of care, access/availability of care, member satisfaction, health plan stability, use of services, and cost of care.

We collect and publish this information annually so customers can follow our progress, identify trends, and witness our ongoing commitment to improved performance. HEDIS results are also an important resource for self-evaluation. When HNE compares its annual HEDIS findings with those from previous years and national

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PROVIDING HEALTH RELATED NEWS FOR HNE MEMBERS

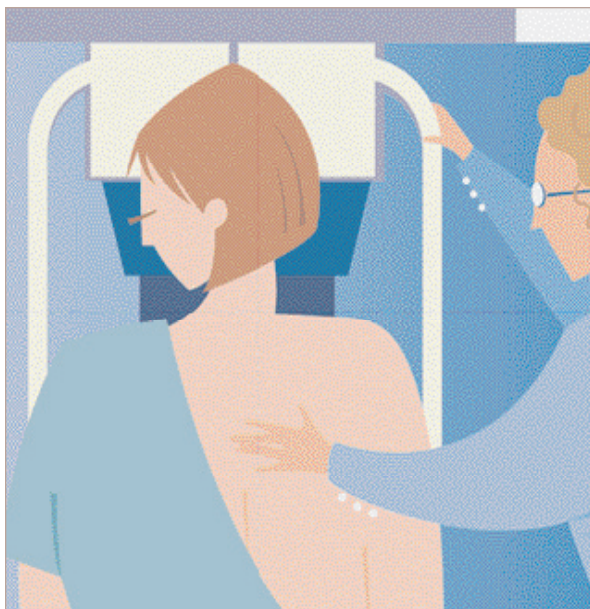
National Mammography Day October 20, 2006

by Pat Scheer, HNE Quality Operations Manager

HNE invites you to join us in recognizing National Mammography Day by scheduling a mammogram.

Women in the United States have a one in eight lifetime risk of developing breast cancer, according to the American Cancer Society. Early detection and prompt treatment can significantly reduce the suffering and deaths caused by this disease. Mammography has proven to be the most successful procedure for detecting breast abnormalities. The likelihood of being diagnosed increases with age. More than 75 percent of women diagnosed with breast cancer are at least

40 years of age. HNE encourages women 40 and older to have at least one mammogram every one to two years. Women under age 40 with a family history of breast cancer should receive mammograms according to their practitioner's advice.



Honor National Mammography Day by making a special effort to schedule a mammogram if you are 40 years of age or older, or if you are otherwise at-risk for breast cancer. Talk with your practitioner about mammogram frequency, self-exams, and preventive measures. If you know someone who is due for a

mammogram, discuss with her the importance of this life-saving test. *

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OCTOBER 2006



Primary Care Providers (PCPs) joining HNE:

FAMILY PRACTICE

Lisa A. Howard, MD
377 Walnut Street Ext.
Agawam, MA 01001
413.786.7217

Robert M. Quinn, MD
Hilltown Community Health Center
73 Russell Road
Huntington, MA 01050
413.667.3009
and
Hilltown Community Health Center
58 Old North Road
Worthington, MA 01098
413.238.5511

INTERNAL MEDICINE

William J. Mugg, MD
96 Lyman Street
South Hadley, MA 01075
413.533.7176

Frank J. Stirlacci, MD
Agawam Family Physicians
141 Main Street
Agawam, MA 01001
413.786.0880

Daniel M. Sullivan, MD
Williamstown Medical Associates
197 Adams Road
Williamstown, MA 01267
413.458.8182

PEDIATRICS

Margaret B. Rounds, MD
Ludlow Pediatrics
77 Winsor Street
Ludlow, MA 01056
413.589.9494

Frank J. Stirlacci, MD
Agawam Family Physicians
141 Main Street
Agawam, MA 01001
413.786.0880

PCPs leaving HNE:

Mark H. Allen, MD

Diane M. Debenedetto, MD

Ardis B. Fisch, MD

Jorge P. Freiman, MD

Catherine A. Lockwood, MD

Naresh C. Mehta, MD

Sokharith Mey, MD

Charles S. Mills, MD

Albert S. Oh, MD

Krishna K. Susarla, MD

Wendell D. Wyatt, MD

No longer participating as a PCP:

Jay S. Fleitman, MD

Thomas B. K. Hewitt, MD

David A. McDougall, DO

Claudia Meininger-Gold, MD

Michael K. Wilson, MD

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South Hadley, MA 01075
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Elam Safi, MD
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Ware, MA 01082
413.967.5562

Additional office address:

Ira M. Nathanson, MD
Hampden County Physician Associates
800 College Highway
Southwick, MA 01077
413.569.2257

Change in group affiliation at same office:

Michelle C. Barnett, MD

Roger J. Beneitone, MD
Hampden County Physician Associates
53 Southampton Road
Westfield, MA 01085
413.568.4225

Alla Chesky, MD

Arthur G. King, Jr., MD
Hampden County Physician Associates
800 College Highway
Southwick, MA 01077
413.569.2257

Telephone number change:

Nancy H. Miller, MD

Laura Koenigs, MD
413.794.0811

standards, we can identify our strengths as well as highlight opportunities for improvement.

When this issue of MemberMatters went to our editor, final HEDIS results were not known, but by the time you read this, they will be. To view this information, log on to www.hne.com, go to the "Members" page and click on the "Commitment to Our Members" tab. If you prefer, call our Member Services Department at 413.787.4004 or 800.310.2835.

HNE Member Satisfaction Survey

The Consumer Assessment of Health Plan Satisfaction (CAHPS^{®2}) is a survey tool that HNE uses to find out how you, our members, feel about customer service and your level of satisfaction with the health care services that are provided to you through HNE.

Over 2,400 surveys were sent to randomly selected members by an outside agency earlier this year. The survey consists of approximately 60 questions and was administered by mail with telephone follow-up in accordance with CAHPS specifications.

If you were selected to take the survey, your responses are important to us and other members. So, thank you!

Like the HEDIS results, when this issue of MemberMatters went to our editor, final CAHPS results were not known. But, by the time you read this, they will be. To view this information, log on to www.hne.com, go to the "Members" page and click on the "Commitment to Our Members" tab. If you prefer a paper copy of the information, call our Member Services Department at 413.787.4004 or 800.310.2835. ✨

¹ HEDIS is a registered trademark of the NCOA.

² CAHPS is a registered trademark of the Agency for Healthcare Research and Quality.

For additional changes to provider addresses, phone numbers, and other changes, please see the Provider Directory on our Web site, www.hne.com.

HNE wants to keep you healthy! Find what interests you and take advantage of our educational and self-help programs. Preregistration is required for most classes. For more information visit www.hne.com and click on "Healthy Directions."

HNE is excited to announce— NEW IN 2006:

Disease Management Grocery Store Tours

In small groups, you will have the unique opportunity to walk through each food section at Big Y Supermarkets with a licensed registered dietitian who will review food labels. You will learn carbohydrate counting and how to identify the sodium, fat, and cholesterol content of food. The focus is on making better food choices that are affordable, following the diet plan for your health condition, and enjoying your meals. So whether you need to follow a diabetic meal plan, limit sodium and salt intake to lower blood pressure, or decrease dietary cholesterol and fat intake to lower blood cholesterol, the Disease Management Grocery Store Tour will help you! Those who have attended describe it as an "interactive and eye-opening" experience. To register call HNE at 800.842.4464, ext. 3553.

Adult Asthma Education

A certified asthma education nurse teaches this workshop. To register, call 413.787.4000 or 800.842.4464, ext. 3553.

NEW!! HNE's Virtual Asthma Class on DVD

For more information or to order a copy, call 413.787.4000 or 800.842.4464, ext. 3030.

Diabetes Education and Meal Planning Workshop

A certified diabetes educator/nurse and a dietitian/nutritionist teach this workshop. To register, call 413.787.4000 or 800.842.4464, ext. 3030.

NEW!! HNE's Virtual Diabetes Class on DVD

For more information or to order a copy, call 413.787.4000 or 800.842.4464, ext. 3030.

Living Well Grocery Store Tours

HNE offers this exciting program to all HNE members. As a participant, you will have the opportunity to walk through the grocery store with a registered dietitian. You will learn how to read food labels; count carbohydrates; determine portion sizes, fat, sodium, and cholesterol content; and much more! Space is limited. For more information, dates, or to register, call 413.787.4000 or 800.842.4464, ext. 3031.

HNE's Virtual Grocery Store Tour

This informative guide will help you read food labels; determine portion sizes, fat, sodium, and cholesterol content; and much more. Use at your own pace in the comfort of your home. Available on VHS-video or CD-ROM format and free of charge to HNE members. For more information or to order a copy, call 413.787.4000 or 800.842.4464, ext. 3031.

Smoking Cessation

HNE provides reimbursement of up to \$50 to attend a smoking cessation program for HNE members who have asthma, diabetes, cardiovascular diseases, and/or who are pregnant. For more information, call 413.787.4000 or 800.842.4464, ext. 3553.

Area hospitals also offer instruction, education, and support groups on a wide range of topics. For more information, please contact the individual hospitals directly.

Baystate Medical Center

baystatehealth.com
800.377.HEALTH (4325)

Berkshire Medical Center

berkshirehealthsystems.com
413.447.2000

Cooley Dickinson Hospital

cooley-dickinson.org
413.582.2400

Fairview Hospital

berkshirehealthsystems.com
413.528.0790

Franklin Medical Center

baystatehealth.com/fmc
800.377.HEALTH (4325)

Holyoke Medical Center

holyokeyhealth.com
413.534.2500

Baystate Mary Lane Hospital

baystatehealth.com/mlh
800.377.HEALTH (4325)

Mercy Medical Center

mercycares.com
413.748.9000

Noble Hospital

noblehospital.org
413.568.2811

North Adams Regional

Hospital
nbhealth.org
413.663.3701

Flu Season Is Upon Us

Are you age 65 or older? Do you have asthma, diabetes, heart disease, lung disease, or problems with your immune system? Do you have other health problems that put you at serious risk of complications should you catch influenza? If you answered "yes" to any of these questions then read on!

Because flu season is just around the corner, it's time to concentrate on preventing the flu through exercise, nutrition, and flu shots. Influenza (flu) is far more dangerous than a bad cold. It is a disease of the lungs and can lead to pneumonia. According to the Centers for Disease Control and Prevention, the flu causes more than 20,000 deaths and more than 114,000 hospitalizations nationwide in a typical year. Flu-related complications can occur at any age, but older adults and people with chronic health problems are much more likely to develop serious complications. If you fall within these high-risk categories, call your primary care physician (PCP) to schedule a flu shot. If you do not have a chronic disease and are younger than 65 years old but you still want the flu vaccine, please call your PCP to discuss if it is appropriate for you. The proper scheduling of your flu shot is important. The vaccine's protection doesn't start until about 2 weeks after you receive the shot and its effectiveness is limited in duration. If you receive the flu shot too early, you may not have protection in February and March. ★

In this column, we explore risk factors for certain health problems and feature people who have identified their health risks and taken steps to lower them.

High Blood Pressure

High blood pressure, although a common medical condition, can have serious consequences if left untreated. These include coronary artery disease, stroke, and kidney failure. Even borderline hypertension can damage the heart and blood vessels and increase the risk of heart attack.

Blood pressure is the amount of force blood exerts against artery walls as it flows through them. If you have high blood pressure, or hypertension, your heart has to work too hard and blood vessels are damaged, which increases your risk of heart disease, stroke, kidney disease, and blindness.

Your Risk of Developing High Blood Pressure

Risk factors for high blood pressure fall into two categories:

RISK FACTORS YOU CAN'T CONTROL:

- ▲ Family history
- ▲ Gender (affects more males than females)
- ▲ Race (affects African-Americans more than other ethnic groups)
- ▲ Age (high blood pressure occurs most often in men older than 35 and women older than 45)

RISK FACTORS YOU CAN CONTROL:

- ▲ Smoking (narrows blood vessels and makes the heart beat faster, causing your blood pressure to rise)
- ▲ Excessive weight
- ▲ Stress
- ▲ Lack of exercise (regular exercise tones your heart, blood vessels, and muscles and keeps your blood pressure lower)
- ▲ Excessive alcohol consumption
- ▲ Excessive sodium (salt) consumption

Most people with high blood pressure have no symptoms, and one-third of those who have high blood pressure don't know they have it. Therefore, you should have your blood pressure checked at least every 1 to 2 years. Based on your blood pressure readings and your risk factors, your doctor may recommend treating your condition with medication and/or lifestyle changes, including:

- ◆ Adopting a low-fat, low-sodium diet, with adequate potassium.
- ◆ Maintaining a healthy body weight.
- ◆ Increasing aerobic activity.
- ◆ Quitting smoking. *

For more information: National Heart, Lung and Blood Institute, www.nhlbi.gov

In My Own Words



NAME: Jayne Berman

AGE: 58

HEALTH RISK:
High Blood Pressure

WHAT HAPPENED:

During a routine doctor's visit, I found out I had borderline high blood pressure. My doctor said that I should take steps to treat my blood pressure. Not that the numbers were so high necessarily, but I do have other risk factors for heart disease—my mother had high blood pressure and heart disease, and I have "weight issues" and high cholesterol.

THIS IS WHAT I DO: My doctor prescribed medication to lower my blood pressure. When I started taking the medicine, I got a nagging cough that just wouldn't go away. I asked my doctor about it and he thought the medication might be causing the cough. So he changed my prescription to a different blood pressure drug, and the cough disappeared! I had no idea the medicine could be causing the cough, and I was relieved to find such a simple solution. My doctor also recommended weight loss and exercise to help manage my blood pressure.

Now I'm on an eating plan supervised by a nutritionist that emphasizes portion control, proper food choices, and low sodium. I am losing weight, but sometimes I feel as though I'm only taking "baby steps" toward my goal! I don't like to play any sports, but I do enjoy walking at my local community center for exercise. I've worked up to walking three miles, three times a week.

I hope that I will be able to stop taking blood pressure medication by losing weight and exercising more. Meanwhile, I'm confident about my doctor's recommendation to take medication to lower my blood pressure. *



Wellness Coach

Marian Blain

It's Tee Time!

Marian Blain is head coach of the Colgate University golf team. She played in four LPGA events as an amateur and has been head pro at Seven Oaks Golf Course in Hamilton, NY since 1982. In 1992, she won the Central New York PGA Professional of the Year and was named the Central New York PGA Woman's Player of the Year in 2004.

Golf definitely is a challenging game. But golf can be enjoyed by everyone because it is adaptable for different physical abilities, and the handicap system allows all players to compete, regardless of their skills, experience, or level of play. Even if you are not at a high level of fitness or you have physical limitations, golf still can be very rewarding.

Rotation and release

Are you constantly topping the ball? Would you like to hit the ball farther? You can practice this exercise anywhere to learn proper body rotation:

- ➔ Pretend you are setting up with your club. Extend both arms out to your sides at shoulder height, palms facing forward.
- ➔ Keeping your left hand still, bring your right hand across your body to meet your left palm, facing your target.

You'll see that to perform this motion, you will have to rotate your body to the left, which releases the right side of your body toward your target. Proper body rotation will help you have better contact with the ball and you'll get the maximum distance out of your shot.

Remember the basics

Aligning your body for a golf shot is an important fundamental of the game. If you are set up incorrectly, you won't swing correctly. However, when your body is set up correctly, your club will have better contact with the ball and you'll be able to hit closer to your target. After all, isn't that what we all want?

Here's an easy way to visualize proper body alignment for your golf shot:

- ➔ Turn and face your target (the flag, the green, an area on the fairway).

Then point both arms at your target spot, keeping your arms parallel (don't bring your hands together).

- ➔ Note the position and line of the right arm toward the target. This represents the line along which the club should travel when you hit your golf shot.
- ➔ Then note the position and line of your left arm toward the target. This represents the line along which you should align your shoulders. As you can see, this line is actually *parallel* and *left* of the target.
- ➔ Now when you hit the ball (with your body positioned to the left of the target line) it will travel more consistently in the direction you want.

Before you know it, you'll be hitting fairways and greens, instead of hazards and bunkers! ✨

About Nutrition Bars

NUTRITION BARS COME IN DIFFERENT TYPES, flavors, and brands, and many can serve as a meal if you are in a hurry —although they should never replace food completely. They usually contain protein, carbohydrates, and fats. Some brands even have essential vitamins, minerals and fiber.

Registered dietitian Laurie Jones, director of Employee Health Improvement, MaineHealth, recommends choosing a nutrition bar that supports your goals for a healthful diet. These tips may help you make your decision:



Laurie Jones, RD

- ◆ On average, energy bars have between 150 and 250 calories. Some have as many as 380 calories, so be sure to read the label.
- ◆ Not all nutrition bars are created equal: Some taste better than others, while others contain more protein or fat.

- ◆ In general, when choosing an energy bar, look for:
 - HIGH FIBER.** At least 3 grams
 - LOW SATURATED FAT.** Less than 3 grams
 - MODERATE SUGAR.** About 18 grams or less
 - NO TRANS FATS AND HYDROGENATED OILS** ✨

Is it Safe? *Recalls and Resources*

As consumers, we expect to receive safe, quality products and services when we spend our hard-earned money. And for the most part, we are getting what we pay for and can use the items with confidence. But, from time to time, we hear about a product that has been

Obsessive Compulsive Disorder

Obsessive-compulsive disorder (OCD) is a type of anxiety characterized by recurring uncontrollable thoughts and rituals. OCD may be a problem if the ritualistic activities are troubling to you, disrupting your life, or consuming at least an hour of your time a day. You may have OCD if these statements apply to you:

- Upsetting thoughts or images enter my mind over and over again.
- I can't stop these thoughts or images, even though I want to.
- I have a hard time stopping myself from doing things over and over (e.g., counting, checking, washing my hands, re-arranging objects, or collecting useless things.)
- I worry a lot about terrible things that could happen if I'm not careful.
- I have unwanted urges to hurt someone, but I know I never would.

Generally, a combination of medicine and "talk therapy" can help relieve the symptoms of OCD. Talk with your doctor. *

For more information: National Institute of Mental Health, www.nimh.nih.gov

recalled because government officials have deemed it unsafe, hazardous, or defective. An item may be sold by a reputable dealer, but the problem may be an issue of manufacture. This information is critical for us as consumers because our health and safety may be in jeopardy if we use or consume these recalled items. Vendors and other suppliers usually are informed immediately of these recalls and will pass this information on to consumers.

The Web site, www.recalls.gov, was developed by six government agencies involved in public security. It works like a gateway to information about all government recalls. You can search for recalls for a particular item by product type, company name, product category, or product description.

Below is a sampling of the products you can find out about that fall under the jurisdiction of the various agencies:

- ◆ **CONSUMER PRODUCTS SAFETY COMMISSION (CPSC):** appliances, clothing, toys, lighting devices, furniture, children's products, sports and exercise equipment
- ◆ **NATIONAL HIGHWAY TRAFFIC SAFETY BOARD (NHTSB):** motor vehicles, safety seats, equipment (e.g., brakes, air bags), school buses, tires, odometer fraud
- ◆ **FOOD AND DRUG ADMINISTRATION (FDA):** undeclared ingredients (peanuts, sulfites), packaging or labeling problems, drugs, vaccines, cosmetics, medical devices, blood products, drug shortages, patient safety news



- ◆ **U.S. DEPARTMENT OF AGRICULTURE (USDA):** meat, poultry, eggs, animal feed
- ◆ **U.S. ENVIRONMENTAL PROTECTION AGENCY (EPA):** pesticides, vehicle emissions standards, information about fuel additives, air toxins, greenhouse gasses
- ◆ **U.S. COAST GUARD:** searchable recalls database by company, problem, model, or hull ID

From medications to food products, home appliances to children's toys, vehicles to safety seats, you can find detailed, up-to-date recall information about a variety of consumer products you and your family may use. This information may be particularly helpful when you are thinking about purchasing a used item, or if you are considering using an older appliance. *

For more information: www.recalls.gov. You also can subscribe to get the latest news about recalls through your e-mail from the CPSC, USDA, and the FDA. See their respective Web sites:

Consumer Products Safety Commission, www.cpsc.gov

U.S. Department of Agriculture, www.usda.gov

Food and Drug Administration, www.fda.gov

What can I do for Stomach Flu?

STOMACH FLU (a type of gastroenteritis) often is a viral infection that brings on sudden stomach cramps, vomiting, nausea, and diarrhea. It is not caused by the influenza virus.

Stomach flu can be especially dangerous to infants, small children, and the frail elderly because vomiting and diarrhea can cause rapid dehydration.

Symptoms/Signs

- ✗ Stomach cramps, nausea, vomiting, and diarrhea that usually last less than 2 days.

Call Your Doctor Right Away If:

- ✗ Excessive vomiting or diarrhea occurs in infants, small children, the frail elderly, or people with other health problems.
- ✗ There are signs of dehydration: increased thirst, dark yellow urine, limited urination, and skin that may be wrinkled and have no tone.
- ✗ Nausea, loss of appetite, fever, and general abdominal pain are followed by pain in the lower right abdomen.

Talk with Your Doctor If:

- ✗ You have a fever higher than 101F for more than 2 days.
- ✗ After only liquids are used, diarrhea continues for more than 2 days.
- ✗ Diarrhea is bloody or black.
- ✗ Vomiting continues on and off for more than 12 hours in an adult or 8 to 12 hours in a small child without significant improvement.

If physician referral is not recommended at this time,

Try HomeCare™:

FLUIDS

- Drink clear liquids for the next 24 hours.
- Breastfed infants: continue feeding as usual and offer water or oral rehydration fluids too.
- Formula-fed infants: eliminate all but clear liquids (e.g., water or oral rehydration solutions) for 24 hours.

NUTRITION

- Don't eat anything for the first 24 hours.
- Slowly introduce bananas, rice, applesauce, and toast (BRAT diet) on day 2.

MEDICATION

- Try Ibuprofen or acetaminophen for pain.
- Do not give your child antidiarrhea medicine unless recommended by his or her doctor.

REST

- Reduce your activity. Bed rest may be needed.

PREVENTION

- Make sure meats are properly stored and prepared and all cooking surfaces are decontaminated.
- Avoid dressings, prepared salads, shellfish, poultry, and other meats left unrefrigerated for more than 2 hours.
- Wash your hands before and after handling food, after using the bathroom, and after contact with someone who has the stomach flu.
- Disinfect cutting boards and all food preparation and cooking surfaces.

Good Questions!



It's important to be involved in decisions affecting your care. When you and your doctor work together to manage your health problems, you'll feel more satisfied and confident with your care. Asking the right questions will help you understand your condition.

Q. My doctor says I have BPH, or benign prostatic hypertrophy, and that it is not prostate cancer. What questions can I ask my doctor about managing this condition more effectively?

A. These questions will help you talk with your doctor about your benign prostate problems:

- What can I do to reduce my symptoms?
- What can make my symptoms worse? Fluids? Medications?
- What should I do if my symptoms get worse?
- Will medications help?
- If so, what are the risks, benefits, and side effects of these medications?
- Is surgery ever needed for BPH?
- How likely is it that I will need surgery for my BPH?
- What are the risks and benefits of surgery for BPH? How long is the recovery period? *

Laboratory Tests

WHAT DOES IT MEAN WHEN MY DOCTOR ORDERS A LABORATORY TEST?

A lab test is a medical procedure performed on a sample from your body, usually blood or urine. The tests may be done by your doctor or by a laboratory technician. If you have symptoms of an illness or disease, your lab test results can help your doctor confirm or diagnose your condition. Your doctor also may use the tests to help plan your treatment, evaluate your response to it, and monitor your health over time.

Screening tests (often part of your routine health check-up) are used to look for significant changes in your health before any symptoms are noticed.

WHAT IS A "NORMAL" RESULT?

In the laboratory, your doctor or a technician will take your test sample and analyze it. If you are healthy or your disease is under control, you probably will have a normal reading. Because there is a lot of natural

variation between one person and another, there are usually a wide range of normal results. Results that are normal for you may not be normal for another person, and vice versa. (It's also common for the normal range of values to be defined slightly differently from one lab to another.)

Test results can be affected by a range of factors, including your age, gender, ethnicity, medical history, present state of health, and even the food or medicine you just have taken. That's why your doctor may ask you to avoid eating or drinking for several hours before a test or not to take medications.

HOW WILL TESTS BE USED?

All laboratory tests should be interpreted in the context of your general health picture. Your doctor usually will consider your test results together with those from other tests and procedures. Some laboratory tests, such as those for sexually transmitted diseases, can pinpoint specific health problems. Other

results help provide a general health picture and help your doctor identify possible problems. The information your doctor collects from your laboratory test results may help him or her to diagnose your condition, or to plan or revise your recommended treatment. Give your doctor all the information you can about your medical history and present condition. If you have questions about your test results, ask your doctor to discuss these with you.

WHAT QUESTIONS SHOULD I ASK MY DOCTOR ABOUT LAB TESTS?

- ❖ What kinds of tests will I have, and what are they called?
- ❖ What do you expect to find out from these tests?
- ❖ How long will it take for results to come in? When will you contact me about them?
- ❖ Do I have to do anything special to prepare for any of the tests?
- ❖ Do these tests have any side effects or risks?
- ❖ Will I need more tests later?

For your treatment to be most successful, it is essential to understand your doctor's responses to your questions. Here are some important tips:

- ❖ If you don't understand your doctor's responses, keep asking questions until you do.
- ❖ Take notes, or get a friend or family member to take notes for you. You might even want to bring a tape recorder to help you remember the discussion.
- ❖ Ask your doctor for a written copy of his or her instructions.
- ❖ Ask your doctor for printed material about your condition.
- ❖ If you still have trouble understanding your doctor's answers, ask where you can go for more information. Other members of your health care team, such as nurses and pharmacists, can be good sources of information. Talk to them as well. ✱

MEMBERMATTERS

PROVIDING HEALTH RELATED NEWS FOR HNE MEMBERS

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Health New England
One Monarch Place
Springfield, MA 01144-1500

How can we help you?

For information on your plan:

- Call Member Services at 413.787.4004 or 800.310.2835
- Visit us in person at: One Monarch Place, Springfield, MA.

For questions or comments on *MemberMatters*:

- Contact Joe Kane, jkane@hne.com, 413.787.4000 Ext. 3229

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