HEALTH CARE TODAY IS A COMPLEX enterprise, best delivered by a team. And at the head of this team is a primary care physician, or PCP, who acts as head coach.

In this important role, PCPs maintain an open and collaborative relationship with their patients. They also coordinate their patients’ care, and manage internal communication with their patients’ other health care providers, including specialists, nurses and social workers.

Here is how this team-based approach works at UCLA Health.

YOUR PRIMARY CARE PHYSICIAN LEADS YOUR TEAM

As a patient, it is important for you to find a PCP you trust to oversee your medical care and advocate for your best interests. Your PCP should learn about your individual preferences, and develop a strategy to help you achieve your personal health goals.

If your PCP thinks you should make a lifestyle change, start a new medication or complete a preventive service, like getting a flu vaccine or a colon cancer screening, he or she should be able to clearly explain why they are making that recommendation, and how this change will help you reach your goals. Then, your PCP should encourage you to take the appropriate actions to support your long-term health.

THEY SHOULD ALSO HELP COORDINATE YOUR CARE

While your relationship with your PCP is incredibly important, so is his or her relationship with your other health care providers.

As the head coach of your health care team, your PCP should refer you to specialists, such as a cardiologist or gastroenterologist, when that outside expertise is required. When you are under the care of another health care professional, your PCP should remain updated on any new lab results, diagnoses or hospitalizations, so that he or she can adjust his or her strategy to keep you healthy.

COMMUNICATION IS KEY

An essential component of teamwork is open communication between everyone involved. You should develop a partnership with your PCP, and feel free to bring up any questions or concerns.

Providers and support staff should also stay in touch and share relevant clinical information so that they are on the same page and working towards the same goal. This is best achieved when everyone works for the same place—in this case, UCLA Health—and uses the same electronic health record system.

You can stay involved by signing up for the patient portal via the MyChart app or at my.uclahealth.org.

Find a primary care physician: uclahealth.org/EIMG

TEAMWORK BENEFITS PATIENTS IN HEALTH CARE
Here at UCLA Health, we are constantly making changes to improve how health care is delivered. In this second issue of *The Checkup*, I would like to highlight some of the ways that we have put our patients first as we have expanded.

We provide specialty services in the community. In addition to our more than 40 primary care offices, we also have more than 100 specialty and subspecialty practices in communities from Ventura to Pasadena and Santa Clarita to Laguna Hills. This means that you no longer have to travel to Westwood or Santa Monica to get top-notch cardiology, oncology or dermatology care.

We offer more urgent care and extended hours options. If you get sick or injured outside of regular business hours, we now offer several convenient alternatives to the emergency room. We recently expanded the number of UCLA Health practices that stay open on evenings, weekends and holidays—all of which offer either walk-in hours or same day access.

We connect you to extra services when you need them. UCLA Health offers a wide array of support services right in our community offices. These include pharmacists embedded in our primary care practices; nurse triage support through our Patient Communication Center; and regular diabetes education and support classes at several convenient locations.

There is more that we are excited to share with you in future issues. But in the meantime, we look forward to seeing you in one of our offices.

See our complete list of offices: uclahealth.org/locations

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**PRESIDENT’S MESSAGE**

**HOW WE HAVE STRENGTHENED OUR COMMITMENT TO YOU**

Johnese Spisso, President, UCLA Health

1. **The Flu Vaccine is Safe**
   - Despite what you may have heard, you cannot get the flu from the flu vaccine. That is because the vaccine does not contain any live flu virus. A side effect you may experience is a temporarily sore, red arm at the injection site.

2. **It is Also Effective**
   - While the flu vaccine does not completely protect you against the flu, it is up to 80% effective, according to the Centers for Disease Control and Prevention. And if you get the vaccine but still contract influenza, your risk of having a serious flu illness drops to below 1%. This means you are much less likely to miss work or be hospitalized.

3. **But it Doesn’t Work Immediately**
   - It takes about two weeks for the flu vaccine to offer protection. And once you are protected, you can still get sick from other germs or viruses that may cause similar symptoms.

4. **The Flu is Different from the Common Cold**
   - While both typically cause a fever, sore throat and fatigue, the flu also causes muscle and body aches, and typically lasts much longer.

5. **Almost Everyone Can Get the Same Vaccine**
   - Every UCLA Health patient between 6 months and 64 years old can get the same single dose vaccine. For patients 65 and older, a high-dose vaccine is recommended. Reach out to your physician with any questions.

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**PREVENTIVE CARE**

**PROTECT YOURSELF FROM THE FLU — GET VACCINATED NOW**

Influenza, or the flu, is a contagious viral illness that infects the nose, throat and lungs. It can be mild to severe, and even lead to hospitalization or death.

As we head into flu season, the best way to protect yourself and your family is to get the annual flu vaccine—available in our offices now. Here is what you need to know.

Find more on preventive care: uclahealth.org/the-checkup
A FEW YEARS AGO, SHEBYON Begood, 49, was dealing with an array of health problems that kept her from enjoying her life. “I was constantly in and out of the hospital,” says Begood, who lives in Santa Monica. “And these were not short stays.”

The culprit was urinary tract infections—a complication of her Type 1 diabetes and a kidney transplant she had a decade earlier—that would often turn into a serious and life-threatening condition called sepsis. Then she was diagnosed with breast cancer. “That was devastating,” Begood says, “because I’ve been sick all my life and struggling all my life.” What she really wanted, she says, was to spend quality time with her sister, her two daughters, and her three grandchildren. But being so sick made that impossible.

Urged by her family to demand better care, Begood transferred from another system to UCLA Health. But with 11 specialists and dozens of prescriptions, Begood required a higher level of care coordination than what is typical in a primary care practice. So, when UCLA launched a new initiative for high-risk, complex patients in Westwood, called the Extensivist Program, Begood was one of the first patients to join.

“When we met Shebyon, she was not able to get the cancer treatment she needed because of her frequent infections,” says Dr. Sun Yoo, the Extensivist Program’s medical director. “We came in and asked: ‘Why is this happening? And what can we do to prevent these infections from starting?’”

Dr. Yoo and her team found some simple fixes. They altered Begood’s antibiotic regimen and changed some other medications. Then, they taught her how to better drain her bladder and spot early signs of infection, so she could get treated right away. Dr. Yoo engaged all of Begood’s specialists, and they came up with a unified care plan for her together. Dr. Yoo also made it a priority to stay in contact with Begood’s robust support team, which includes nurses, a social worker, a care coordinator and her family.

The results speak for themselves. In the last 15 months, Begood has been hospitalized only twice, and for just a few days each time. She is also now cancer-free. “She looks better, she feels better, and most importantly, she is able to stay home,” Dr. Yoo says.

This change has greatly improved Begood’s quality of life. “My family comes and sees me every weekend now,” she says. “It feels like Christmas every time they walk through that door.”

PATIENT STORY

TEAM-BASED CARE HAS KEPT ONE PATIENT HEALTHY

“We came in and asked: ‘Why is this happening? And what can we do to prevent these infections from starting?’”

Dr. Sun Yoo meets with Shebyon Begood and care coordinator, Kevin Noel.
IN-PATIENT CARE, CLOSER TO HOME

As UCLA Health has expanded and opened primary and specialty care medical offices throughout greater Los Angeles, we have also grown our hospital network, and placed internists who specialize in treating hospitalized patients, called hospitalists, into several community hospitals—eight of them covered by EIMG health plans.

If you have a medical emergency, you should always call 911. But if you think you may need to be hospitalized and it is not an emergency, you can call your primary care physician (PCP), who will help you decide where to go based on your symptoms and where you live. You can request that a UCLA hospitalist care for you during your stay and coordinate that care with your PCP so you have a smooth transition home.

If you need highly-specialized care, you will have first priority for a transfer to Ronald Reagan UCLA Medical Center in Westwood or UCLA Medical Center, Santa Monica, where our physicians handle the most serious cases.

WESTSIDE & LOS ANGELES
1. Ronald Reagan UCLA Medical Center
2. UCLA Medical Center, Santa Monica
3. Providence Saint John's Health Center
4. Cedars-Sinai Medical Center
5. Providence Saint Joseph Medical Center

NORTHWEST VALLEY
6. Los Robles Hospital & Medical Center
7. West Hills Hospital & Medical Center
8. Henry Mayo Newhall Hospital

DIRECT SCHEDULING NOW AVAILABLE

Making an appointment with your primary care physician just got easier. If you’re an established patient, you can now schedule appointments through the UCLA Health patient portal or mobile app. No phone calls necessary! Here’s how:

1. Sign into the patient portal at my.uclahealth.org or launch the MyChart app
2. Select “Schedule An Appointment” from the quick links
3. Click “Self Schedule an Appointment” from the available options
4. Pick which UCLA Health provider you want to see
5. Select a day and time that works with your schedule
6. Fill in some details about your visit
7. Confirm that the appointment details are correct, and hit “Schedule”

Try this new feature: my.uclahealth.org
NEW SPECIALISTS

BREAST SURGERY

UCLA Health recently hired experienced breast surgeons to join our community practices. They offer in-office consultations and perform breast surgery at nearby community hospitals.

- **Dr. Carlie Thompson** joined the Burbank Breast Care office. She works with Dr. Deanna Attai.
- **Dr. Gregory Senofsky** splits his time between Santa Clarita, Porter Ranch and Encino.
- **Dr. Jeannie Shen** is based in Pasadena. She speaks fluent Mandarin.
- **Dr. Anna Houterman** is based in Laguna Hills.
- **Dr. Michele Carpenter** sees patients in the new Orange office.

**Please Note:**
The Jack H. Skirball Health Center will now be open weekdays from 8 am to 5 pm and Saturdays from 8 am to 4 pm. It will no longer offer extended weekday hours or holiday hours.

NEW LOCATION

WESTLAKE VILLAGE PEDIATRICS

UCLA Health recently opened a pediatrics practice in Westlake Village, offering care for newborns through adolescents.

- **Where:** 1250 La Venta Dr., Suite 105
- **Phone:** (805) 557-7187
- **Hours:** Monday – Friday: 8 am – 5 pm
- **Pricing:** Free parking available in lot

More info: uclahealth.org/westlake-village
IN YOUR NETWORK

COMPLETE LIST OF EIMG HEALTH CENTERS

As an Entertainment Industry Medical Group member, you can access primary care services at one of our five health centers, and specialty services throughout UCLA Health.

Please note: Extended hours and holiday access shifted from the Jack H. Skirball Health Center to the Toluca Lake Health Center in July 2018.

BOB HOPE HEALTH CENTER
335 N. La Brea Ave.
Los Angeles, CA 90036
Phone: (323) 634-3850
Hours: Weekdays: 8 am - 5 pm; Saturdays: 8 am - 4 pm

JACK H. SKIRBALL HEALTH CENTER
23388 Mulholland Drive
Woodland Hills, CA 91364
Phone: (818) 876-1050
Hours: Weekdays: 8 am - 5 pm; Saturdays: 8 am - 4 pm

SANTA CLARITA HEALTH CENTER
25751 McBean Parkway, Suite 210
Valencia, CA 91355
Phone: (661) 284-3100
Hours: Weekdays: 8 am - 5 pm; Saturdays: 8 am - 4 pm

TOLUCA LAKE HEALTH CENTER
4323 Riverside Drive
Burbank, CA 91505
Phone: (818) 556-2700
Hours: Weekdays: 7 am - 8 pm; weekends and holidays: 8 am - 4 pm. Open 365 days/year.

WESTSIDE HEALTH CENTER
1950 Sawtelle Blvd., Suite 130
Los Angeles, CA 90025
Phone: (310) 996-9355
Hours: Weekdays: 8 am - 6 pm

For more information, call (800) 876-8320 or visit uclahealth.org/EIMG

Contact The Checkup via e-mail: TheCheckup@mednet.ucla.edu

WE WANT TO HEAR FROM YOU

PATIENT EXPERIENCE
Email us at UCLAHealthExperience@mednet.ucla.edu

BILLING QUESTIONS
Call us at (310) 301-8860

SCHEDULE AN APPOINTMENT
Call us at 1-800-UCLA-MD1

SHARE YOUR STORY
Write in at connect.uclahealth.org

NEWSLETTER FEEDBACK
Email us at TheCheckup@mednet.ucla.edu

Find more ways to get in touch: uclahealth.org/contact