

THE KEY TO BETTER HEALTH: OUR SUPPORT

Johnese Spisso, President, UCLA Health



IN THIS THIRD ISSUE OF *The Checkup*, timed to come out in the beginning of a new year, we are focusing on how your UCLA

Health team can empower you to make lifestyle changes that support your long-term health. Here are some initial steps you can take to make 2019 your healthiest year yet:

Go for your annual physical.

With more than 40 primary care offices throughout greater Los Angeles—most of which offer same-day appointments—we make it easy for you to establish care with a primary care physician and come in for your annual wellness visit.

Follow along in the patient portal.

The UCLA Health patient portal, accessible online at my.uclahealth.org or through the MyChart app, offers several features to help you better understand your health. For instance, you can view recent test results in the patient portal and graph them against prior results. You can also read general information about many of these lab tests, and see if your cholesterol and hemoglobin A1c levels fall within the healthy range.

In addition to learning more about your health, you can use the patient portal to check on referrals, directly schedule primary care appointments, request prescription refills and ask your physician's office non-urgent medical questions.

Get extra help when you need it.

Your primary care physician should always be your first stop if you are sick, injured or have a health concern. If you need to see a specialist, such as a gastroenterologist, or join one of our specialty programs, such as cardiac rehab, your PCP can work with you to identify the best option and provide the appropriate referral.

Thank you for reading, and here's to a happy and healthy year ahead.

PREVENTIVE CARE

PREDIABETES: 5 THINGS YOU NEED TO KNOW



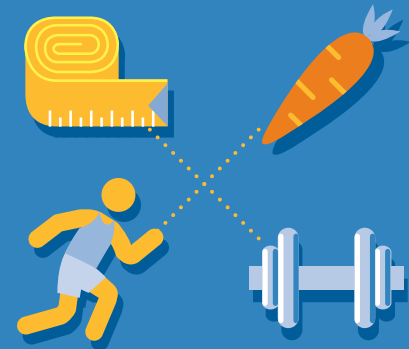
About 30 million people in the United States, or 1 in 10, have diabetes. Most have Type 2 diabetes, which may be preventable and takes years to develop as blood sugar levels increase. On the path to Type 2 diabetes, many people are first diagnosed with a reversible condition called prediabetes. Risk factors for both conditions include being overweight, being physically inactive and having a family history of diabetes. Here is what you need to know:



1. PREDIABETES MEANS YOUR BLOOD SUGAR IS ELEVATED

People diagnosed with prediabetes have blood sugar levels higher than normal on a glucose

tolerance test or a hemoglobin A1c test, which measures blood sugar control over three months. An A1c between 5.7% and 6.4% means prediabetes, and an A1c of 6.5% or greater means Type 2 diabetes.



4. IT IS ALSO REVERSIBLE

If you are diagnosed with prediabetes, you can often get your blood sugar under control and within a normal range by losing about 10 pounds, or 5% of your body weight if you weigh 200 pounds or more; exercising regularly; and cutting out simple carbohydrates, such as juice, soda, chips and sweets.



2. IT IS VERY COMMON

According to the Centers for Disease Control and Prevention, about 84 million American adults, or 1 in 3, have prediabetes. However, 9 out of 10 of them don't know they have it.



3. YOU WON'T NECESSARILY EVER GET DIABETES

Even if your A1c is in the prediabetic range, it won't necessarily ever tip into the diabetic range, especially if you make positive lifestyle changes to turn things around.



5. HELP IS AVAILABLE

If you have prediabetes or are at an increased risk for developing Type 2 diabetes, your primary care physician can provide resources on diet and exercise to help you manage or reverse this condition. UCLA Health patients can also work with a registered dietitian or attend a referral-based diabetes education program.

Find more diabetes resources: uclahealth.org/diabetes



Michael Bannon stops to stretch during his morning bike ride in Santa Monica.

PATIENT STORY

FROM 'DEAD ON THE ROAD' TO HEALTHY AND ACTIVE

ON FEB. 22, 2016, MICHAEL Bannon was taking his daily morning bike ride when tragedy struck. Somewhere along his one hour route through Santa Monica, Bannon, now 57, suffered a massive heart attack and was left “dead on the road,” he says.

A passerby found him and started chest compressions; then emergency personnel resuscitated him when they arrived. He was transported to Ronald Reagan UCLA Medical Center, where physicians used hypothermia protocol to place him in a medically induced coma. He woke up three days later, and soon after, underwent a quadruple bypass surgery.

After a successful procedure, performed by Dr. Peyman Benharash, and about 10 days of in-hospital recovery, Bannon was sent home. At a follow-up appointment, cardiologist Dr. Melkon

Hacobian referred him to outpatient cardiac rehab—an important step in the recovery process that is clinically shown to improve patient outcomes and quality of life.

Bannon was specifically referred to the Ornish Lifestyle Medicine program, which takes place over the course of nine weeks and is held in twice weekly 4-hour sessions. In each meeting, up to 10 participants complete one hour of supervised exercise and another hour of meditation or yoga. They also listen to a nutrition lecture, have a group meal and talk with their peers in a support group. “It is equal parts exercise, nutrition, love and support, and stress management,”

‘My heart attack really improved my life.’

says Bannon, noting that he experienced the benefits of the program right away.

Before his heart attack Bannon says he was healthy, but never “peak healthy.” He went on a daily bike ride, but also knew that he had high cholesterol and did little to address it.

After his heart attack, Bannon made the healthy changes he learned in the Ornish program. When he was told that bypass grafts can fail when people resume bad habits, he saw an incentive to stick with the positive changes. “I told him that if he continues his aggressive lifestyle modifications, he can control this, and prevent disease progression,” Dr. Hacobian says.

Today, Bannon eats a plant-based diet, rides his bike every morning and meditates four times per week. In the last three years he has lost 30 pounds, reduced his “bad” LDL cholesterol by 62%, and reduced his total cholesterol more than 50%, from 224 to 105 mg/dL.

While this time has been difficult, Bannon says he is thankful for it all. “I wouldn’t wish this experience on anyone,” he says, “but in the end, my heart attack really improved my life.”

PRIMARY CARE OPTIONS NEAR YOU

EVERYONE SHOULD HAVE A primary care physician. This is the doctor you should see for an annual physical and work with to manage chronic medical conditions. Your PCP should also be your first stop if you are sick, injured or have a health concern.

Because primary care is the cornerstone of UCLA Health, we now have 40-plus offices in the greater Los Angeles region with physicians who specialize in internal medicine, family medicine or pediatrics. Most offices offer same-day appointments for new and existing patients; all provide care that is patient-centered, coordinated and convenient.

The adjacent map details where we currently have primary care offices. Find the location closest to where you live or work, and call 1-800-UCLA-MD1 to schedule an appointment.

Find out more: uclahealth.org/primary-care



- | | | |
|----------------------------|------------------------------|------------------------------|
| 1. Beverly Hills | 10. Pacific Palisades | 19. Ventura |
| 2. Brentwood | 11. Palos Verdes | 20. Westlake Village+ |
| 3. Burbank | 12. Porter Ranch | 21. West Los Angeles+ |
| 4. Century City* | 13. Redondo Beach* | 22. Westwood*+ |
| 5. Culver City* | 14. Santa Clarita** | 23. Woodland Hills* |
| 6. Encino | 15. Santa Monica** | |
| 7. Malibu | 16. Simi Valley | |
| 8. Manhattan Beach+ | 17. Thousand Oaks | |
| 9. Marina del Rey* | 18. Torrance+ | |

* URGENT CARE SERVICES | EXTENDED HOURS
 + MULTIPLE PRIMARY CARE OFFICES

DIGITAL DIGEST

OPTIMIZE YOUR USE OF THE PATIENT PORTAL

The UCLA Health patient portal, which you can access online at my.uclahealth.org, offers several ways for you to stay involved in your medical care. It is also convenient, and can help you save time that you may have otherwise spent in a waiting room or on the phone.

Try it: my.uclahealth.org



DOWNLOAD AND START USING THE MOBILE APP

Want to access your medical information on the go? The features offered in the online patient portal are also available in a mobile app. Download the "MyChart" app from the App Store or Google Play Store, open it, and select UCLA Health as your organization. Your login information remains the same.



DIRECT SCHEDULE APPOINTMENTS

If you are an established patient, you can now directly schedule primary care appointments through the online patient portal or mobile app. Just select "Schedule An Appointment" from the quick links; select which UCLA Health provider you want to see; choose a day and time that works for you; and hit "Schedule." No phone calls are necessary!



GET IN TOUCH WITH YOUR PHYSICIAN'S OFFICE

If you are a current patient, you can use the patient portal to ask your physician a non-urgent medical question, check on a referral, or submit feedback. Just select "Ask a Question" from the quick links and select the appropriate option.

The Checkup Northwest Edition

COVERING OFFICES IN PORTER RANCH, SANTA CLARITA, SIMI VALLEY,
THOUSAND OAKS, VENTURA, WESTLAKE VILLAGE AND WOODLAND HILLS



PRACTICE SPOTLIGHT

WOODLAND HILLS



PRIMARY AND URGENT CARE

The Village at Westfield Topanga
6344 Topanga Canyon Blvd., #2040

On the 2nd level, above Tender Greens

Phone: (818) 610-0292

Hours: Monday - Friday: 8 am - 8 pm;
weekends and holidays: 9 am - 6 pm.
Closed Thanksgiving and Christmas.

Parking: Free parking in The Village
garage for up to 2 hours.

More info: [uclahealth.org/
woodland-hills](http://uclahealth.org/woodland-hills)

SPECIALTIES & SERVICES

- Internal medicine
- Pediatrics
- Family medicine
- Sports medicine
- Behavioral health services
- Pharmacist consultations
- X-ray
- Acupuncture
- Well-woman care
- Routine and travel immunizations
- Blood draw and lab work, with order

PLEASE NOTE

- Same day appointments available for most medical needs.
- Weekday visits are by appointment only, scheduled by phone or via the patient portal.
- Walk-ins accepted for urgent medical issues on weekends and holidays.
- Last urgent walk-in patient accepted 30 minutes before the office closes.

NEW SPECIALTY

ADVANCED HEART FAILURE

UCLA Health recently expanded the cardiology services offered in **Thousand Oaks** and **Santa Clarita** to include appointments for advanced heart failure patients.

THOUSAND OAKS

Dr. Ali Nsair, medical director of UCLA's Heart Transplant and Mechanical Circulatory Support Program, sees patients once a week.

Where: 100 Moody Court, Suite 110
Phone: (805) 642-6252

SANTA CLARITA

Dr. Megan Kamath, who specializes in advanced heart failure and transplant cardiology, sees patients once a week.

Where: 25775 McBean Parkway, Suite 202

Phone: (661) 753-5464

More info: uclahealth.org/heart



NEW SPECIALISTS

SANTA CLARITA OB/GYN

UCLA Health now has three female OB/GYN physicians in Santa Clarita. Dr. Jacqueline Collins, Dr. Autumn Schafer and Dr. Katherine Taylor are all board certified and offer the full range of obstetric and gynecological services.

Where: 23861 McBean Parkway, Suite E24, Santa Clarita

Phone: (661) 259-8252

More info: uclahealth.org/santa-clarita

CLINICAL UPDATE

ARE YOU TAKING ONE OF THE FOLLOWING?

- sleeping pills
- anxiety medication
- pain medication
- medication to sharpen focus
- medication to stimulate appetite

WHILE ALL OF THESE MEDICATIONS HAVE appropriate and time-honored uses, they can also be misused or abused.

To screen prescriptions for possible issues, the State of California recently developed an oversight program called CURES. Here is what you need to know:

- Because physicians are now required to consult CURES before prescribing these medications, it may take a bit longer to get refills. To avoid a delay or interruption, please plan ahead and give your physician's office at least one week to process refills.
- If you have questions about this process or you want to know if your prescription is impacted by CURES, please reach out to the UCLA Health MyMeds/Clinical Pharmacists team to discuss. They are available by phone at (323) 22-DRUGS [(323) 223-7847].

Find more health news: uclahealth.org

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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



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TheCheckup@mednet.uclahealth.edu

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