

Sandy Crest Health Letter

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OPEN 24 HOURS

Holetown, Sunset Crest, St. James, Barbados

INTRODUCTION:

We hope that this inaugural **Sandy Crest Health Letter** meets You and Your Family in great health and spirits.

WOW!! We recently celebrated our third birthday and what an experience our first three years have been. Our opening on August 5, 2006 represented a significant paradigm shift in the delivery of health care here in Barbados.

The **Sandy Crest Health Letter** was conceptualized to help You the patient live Your life to its healthiest potential, while providing You with the opportunity to keep in touch with what's happening at **Sandy Crest**. The **Sandy Crest Health Letter** covers a range of topics. Every attempt will be made to make this at minimum a quarterly exercise.

Sandy Crest has always subscribed to the **fact** that "*illness never takes a holiday*", and to this end we have committed the Centre to providing a **24 hour service** even on days such as Christmas, New Year's Day, Good Friday, Easter Sunday, Heroes' Day, Emancipation Day, Kadooment Day, Independence Day and other public holidays. We have at all times placed You the patient, at the equinox of our modus operandi. Only in **exceptional circumstances** have we closed the Centre overnight (Since our opening we have had to close 13 nights vs. over 1,100 nights we have remained open).

At Sandy Crest all patients are systematically screened (triaged) by our very highly trained and friendly nurses. Triaging establishes the potential seriousness of any given patient's medical condition; which in turn determines the order in which You the patient is eventually seen. *For example a 45 year old man with severe chest pain and shortness of breath will be seen ahead of a child with a sprained toe.*

Sandy Crest strongly encourages **any** patient/ customer, who may have had a less than satisfactory experience at **Sandy Crest** to contact us (call 419-4911 or e-mail medicalcentre@sandycrest.net) and report Your concerns to our Administrative Manager, Front Office Manager or Medical Secretary. We want to hear from You the patient as we continuously strive to live up to our motto: ***Distinction in service and in care.***

Please feel free to share this **Sandy Crest Health Letter** with others who You think may be interested.

Featured Links:

1. 2009 H1N1 Flu (Swine Flu) and You

For the full article please click on <http://www.cdc.gov/H1N1flu/qa.htm>: Extract, ***"If you become ill and experience any of the following warning signs, seek emergency medical care [immediately]."***

In children, emergency warning signs that need urgent medical attention include:

- *Fast breathing or trouble breathing*
- *Bluish or gray skin color*
- *Not drinking enough fluids*
- *Severe or persistent vomiting*
- *Not waking up or not interacting*
- *Being so irritable that the child does not want to be held*
- *Flu-like symptoms improve but then return with fever and worse cough*

In adults, emergency warning signs that need urgent medical attention include:

- *Difficulty breathing or shortness of breath*
- *Pain or pressure in the chest or abdomen*
- *Sudden dizziness*
- *Confusion*
- *Severe or persistent vomiting*
- *Flu-like symptoms improve but then return with fever and worse cough"*

2. Low Back Pain Exercise Guide

Extract from the article: ***"Regular exercises to restore the strength of your back and a gradual return to everyday activities are important for your full recovery [from low back pain]."*** Your orthopaedic surgeon [doctor] and physical therapist may recommend that you exercise 10 to 30 minutes a day 1 to 3 times a day during your early recovery. They may suggest some of the following exercises NB: <http://orthoinfo.aaos.org/topic.cfm?topic=A00302>. This guide can help you better understand your exercise and activity program..."

3. What is Your Real Age? You should take the test to find out

Ever said to yourself "How come John Doe went to school with me and he looks so much older than me?" or "How come Jane Doe is the same age as me and she looks so good for her age?" **Over the last 10-15 years science has finally acknowledged that all 50 year olds (or for that matter 30, 40, 60 or any age) do not age equally, hence, they have determined that humans have a chronological age (directly linked to Your date of birth) as well as a biological age (directly linked to the degree of aging that has taken place since Your birth).** If You follow the link http://www.realage.com/ralong/entry5.aspx?cbr=NEXS6_P You will not only be able to calculate Your biological age, You will also be given some pointers as to how You can reduce/ improve this age.

A SAMPLE OF OUR PATIENTS' COMMENTS

From our opening day we have placed a comments book at the reception so that patients can record their remarks. Here is a sample of their comments:

1. *Very impressed with your courteous and efficient staff and your clean and comfortable surroundings. Thanks, it was excellent. My prayers are that you will sustain and continue to improve what you have. God bless you all.*
2. *Very good medical facility with state of the art equipment. Medical staff as well as administrative staff, efficient and friendly. Keep up the good (high) standards.*
3. *Thank you for taking such good care of my mother. The service and quality of care was tremendous. Thanks to all [the] staff.*
4. *Thank you – Sandy Crest for coming to a son's rescue by taking such good care of my son at 3:00 AM on Sunday morning. A big thank you.*
5. *The care and expertise was exceptional by wonderful people in a very nice environment*
6. *1st class clinic. Excellent medical service. Great staff from receptionist to nurses to doctors. Thank you all so much.*
7. *If you are going to need nurses and doctors there is no better place to be than here – Sandy Crest.*
8. *Prompt service, good aftercare and friendly staff.*
9. *As a Canadian-Barbadian, I felt the service was world class. I'm happy that Barbados has this clinic.*
10. *Please teach the UK health care service how to operate [an] outstanding [clinic]. Well done and thank you.*

In House News

NEW SERVICES/ TREATMENT

Physical Medicine & Rehabilitation/ Pain Management: Managed by Dr. George H. Drakes MD. Board Certified: American Board of Pain Medicine, American Board of Physical Medicine & Rehabilitation. Independent Medical Examiner. Consultations by appointment only (1 week per month).

Podiatry: The first of the specialist services introduced, this practice is managed by Dr. Karen Padmore and commenced in September 2008. Friday appointments only.

Dietary Counseling: The most recent of the specialist services commenced in August 2009. The Dietary clinic is managed by Miss Shade Haynes – Registered Dietitian. Appointments are currently being booked for Saturdays only.

New Tests

Virtual Colonoscopy: Teleradiology's new 16-Slice CT Scan machine can be used to detect pre-cancerous growths, called polyps; cancer; and other diseases of Your large intestine. A very advanced computer software program reconstructs the images to create an animated, three-dimensional view of the inside of Your colon (large intestine).

Bone Density: A bone density test can be done on the compound by way of Teleradiology's new 16-Slice CT Scan machine. This test measures how many grams of calcium and other bone minerals are packed into a given segment of Your bone – especially the hip and lumbar spine. A bone density test is a fairly accurate predictor of Your risk of suffering from a fracture in the near future.

Drug Testing: We have just commissioned the BIOSITE (www.biosite.com) state of the art, point of care machine. BIOSITE is focused on developing novel diagnostic tests that are capable of providing immediate and accurate diagnosis. One of the test offered is **Triage Drugs of Abuse Panels** providing accurate results in minutes – it stands today as the clinical standard for rapid drug screening. This can be utilized by motor insurance companies, transportation companies, airlines, parents and many others. Drugs tested for include marijuana, cocaine/ crack, heroin, benzodiazepines, speed, ecstasy, angel dust and other drugs of abuse.

D-Dimer Test: This is a very useful, rapid, quantitative and accurate test that aids in the assessment and evaluation of patients with a suspected major clot, such as pulmonary embolism (PE) or deep vein thrombosis (DVT).

ANCILLARY SERVICES

Diagnostic Radiology (Teleradiology) provides the radiology services at **Sandy Crest**. Services include digital x-rays, ultrasound and 16-Slice CT-Scan. Emergency radiology services are available 24/7.

KNIGHTS Pharmacy at **Sandy Crest Medical Centre** is open 15 hours/ day – from 7:00 AM to 10:00 PM. An after hour prescription service is available to patients of Sandy Crest Medical Centre. There is a fee for this call-out service.

Exciting News

Current Assignment of Health Insurance Benefits

Sandy Crest has always listened to our patients. In order to lessen the financial impact of the cost of our patient's medical care at **Sandy Crest**, the assignment of benefits program was introduced in May 2009. Patients with local health insurance can now assign their insurance benefits to **Sandy Crest Medical Centre** (during the regular working hours of your insurance company).

This means, for the services for which You are covered, You will only pay a small percentage up front (~ 20% in most instances) and we will bill Your insurance company for the balance.

All You will need is: A Valid Picture ID & Valid Insurance Card/ Policy#

UWI (Cave Hill) STUDENTS ARE SEEN "FREE OF CHARGE" AT THE POINT OF CARE

On presentation of valid student identification, **ALL current full and part-time students of the University of the West Indies can visit the Sandy Crest Medical Centre "free of charge"** at the time of their medical consultation.

Sandy Crest Medical Centre, in collaboration with SAGICOR Insurance, has partnered to assist those students who may not be able to afford the cost of their medical care.

The UWI student seeking medical care at **Sandy Crest** will sign a SAGICOR insurance form assigning the benefits to **Sandy Crest**. The student will be responsible for returning this form to Student Affairs at UWI. SAGICOR will then subsequently inform UWI what percentage of the fees the student will be required to refund (~ 20% in most instances) SAGICOR.

DID YOU KNOW?

Sandy Crest insists that all its Registered Nurses are ACLS* certified. Those who are not ACLS current; must have their ACLS training brought up to date.

* **ACLS** = **A**dvanced **C**ardiac **L**ife **S**upport is an internationally recognised protocol for handling patients who are experiencing serious medical emergencies such as cardiac arrest. ACLS also refers to the skills and training necessary to use the protocol safely and properly.

KEEP CHECKING (OUR WEBSITE) FOR FUTURE SERVICES

1. SAGICOR'S **Electronic** Assignment of Benefits Program

Very soon we are hoping to be rolling out to our patients the SAGICOR "**electronic assignment of benefits**" program. Within and **outside of regular working hours** all holders of SAGICOR health insurance would be allowed to swipe their SAGICOR card and in minutes **Sandy Crest** will determine what percentage of the patient's medical charges (usually 20%) will have to be paid at the time of their consultation. We are excited about this program because it will reduce the amount of cash that a SAGICOR health insurance subscriber will have to part with (by up to 80%), at the time of their consultation.

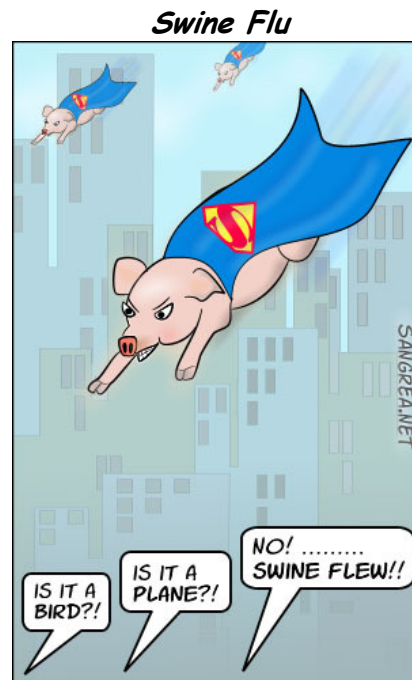
2. New Point Of Care Blood Test: Likely to be added over the next three month

3. Additional Specialist Services: We are currently talking to a number of specialists

Medical Humour

Two Little Boys In The Hospital

Two little boys are in a hospital and are lying next to each other. The first boy leans over and asks, "What are you in here for?" The second replies, "I'm in here to get my tonsils out and I'm a little nervous." The first boy says, "You've got nothing to worry about. I had that done to me once. They put you to sleep and when you wake up they give you lots of Jello and ice cream. It's a piece of cake!" The second boy then asks, "What are you in here for?" The first boy replies, "Well, I'm here for a circumcision." The second says, "Whoa! I had that done when I was born and I couldn't walk for a year!!!"



HEALTH TRIVIA QUESTIONS

In each **Sandy Crest Health Letter** three health trivia questions will be asked and **the first six persons answering all three questions correctly** (via e-mail medicalcentre@sandycrest.net) **will receive a Sandy Crest Polo Shirt.** **Please see below – special conditions apply.

Questions:

1. *People that suffer from gum disease are twice as likely to have a stroke or heart attack. True/ False*
2. *People generally read 25% slower from paper when compared to a computer screen. True/ False*
3. *Men are as likely to be diagnosed with depression when compared with women. True/ False*

The deadline for the submission of Your answers is November 9, 2009. Winners will be contacted via e-mail by November 23, 2009.

Take Home Points:

- We Are **Open 24 Hours** – 7 Days/ Week – 365 Days/ Year
- You **Do Not Have To Be Referred** To Be Seen At Sandy Crest
- We **See Both Emergencies & Non-Emergencies**
- We **Offer Value For Your Money/** A One-Stop Quality Health Care Experience
- **UWI Students Do Not Pay** At Time Of Consultation
- We **Accept Most Local Health Insurance Plans**

Please let us know via e-mail (medicalcentre@sandycrest.net) if there are any additions or changes You would like to see in future **Sandy Crest Health Letters**. We hope You enjoyed our inaugural **Sandy Crest Health Letter** and for more information on **Sandy Crest Medical Centre** please visit www.sandycrest.net

The Sandy Crest Health Letter was produced in-house by the dedicated staff of Sandy Crest Medical Centre.

**Only one submission per person/ e-mail will be accepted. Not all shirt sizes are in stock. It may take up to three weeks to secure some shirt sizes. Sandy Crest will only be responsible for the delivery of polo shirts within Barbados; all winners outside of Barbados will be responsible for the costs associated with the shipping and handling of their polo shirts.