

# MEMBER NEWS

*Mission:  
Serving the needs of  
physicians and their  
patients in Douglas County.*

## ENCC SERVICES

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Exceptional Needs Care Coordinator (ENCC) services are available Monday through Friday from 8am to 5pm.

Cyndi, RN, is available to assist members who have complex medical or special needs. The ENCC helps to coordinate care for members that are 65 and older or members who have disabilities. She can assist members with special medical supplies or equipment needs and support services.

If you need this type of help, please call 541.672.1685 and ask to speak to the ENCC.

## REQUESTING A MEMBER HANDBOOK

Has it been a while since you have read DCIPA's Member Handbook? DCIPA's Member Service Department will send you the 2008 updated handbook if you give them a call. They can be contacted by calling 541.672.1685. Be sure to verify your address so you will receive the handbook in a timely fashion. The OHP member rights and responsibilities are included along with information on Advanced Directives. The handbook also provides information on how to request and obtain your health care information.

## INTERPRETER SERVICES

Interpreter services are available to all DCIPA OHP members. Member Services or DCIPA's ENCC can assist you with arrangements. Some of DCIPA's providers speak other languages. Ask Member Services if you can be assigned to a provider that speaks your language. Providers that don't speak your language have access to interpreter services. Let them know when you make an appointment what your needs are. TTY services and signing can also be arranged.

## HEALTHY TEETH AND GUMS

You can keep your teeth for a lifetime by following a few easy steps.

- ⇒ Step 1 Floss. This removes the germs and food particles from your teeth and gums.
- ⇒ Step 2 Brush your teeth. Use a soft toothbrush and fluoride toothpaste. Make small circular motions and back and forth motions. Avoid scrubbing hard back and forth. Brush your tongue, it also contains germs. Rinse your mouth.
- ⇒ Step 3 See your dentist on a regular basis.

## ADVANCED DIRECTIVES

Would you like to know more about planning for end of life care? An information packet can be sent to you by calling 1.541.672.1685. You can also choose to ask your provider more about Oregon’s procedure for making sure you get the end of life care you desire.

### HOME SAFETY

You can’t remove all of the safety hazards from your life, but you can reduce them. You can prepare for emergencies by taking the following steps:

- Keep emergency phone numbers by your telephone.
- Make a first aid kit for your home.
- Make a family fire exit plan and practice it.
- Make sure smoke detectors are functioning properly.
- Keep guns unloaded and locked up; lock up ammunition in a different location.

- Follow the directions that come with tools and equipment.
- Make sure you read the directions before using chemicals such as cleaning products. Always keep them stored in a safe place.
- Young children are especially at risk. Supervision is the best way to keep them safe. Make sure your house has been childproofed.

A little time spent preparing a safe environment and planning for dealing with an emergency can save the lives of your family members and loved ones.

### EMERGENCY DEPARTMENT USAGE

*Do not use the emergency department for care that should take place in your primary care provider’s office. Routine care for sore throats, colds, flu, back pain and chronic headaches is not considered an emergency. If you feel you or a family member needs to see a doctor and you can’t get an appointment right away with your PCP, you can be seen at a local urgent care or Douglas Medical Clinic.*

## OREGON QUIT LINE

Oregon Quit Line services are available. You can call them at 1.877.270.7867. The best way to quit smoking is through counseling and medication. By calling the Oregon Quit Line, you will be talking to a trained coach. The coach will discuss techniques and help you set a plan to quit smoking.

Your PCP can prescribe a medication to assist you with the process. It often takes one or more times to try quitting before many people are successful. Tobacco is addicting so it makes it hard to stop once you have started.

Why quit? Tobacco is responsible for killing 7,000 people in Oregon every year. It also causes heart disease, breathing disorders, stroke, cancer, miscarriages, and low birth weight. Give the Oregon Quit Line a call today at 1.877.270.7867 and find out if you are ready to quit smoking.

## CHILDHOOD OBESITY

About one-third of children and teenagers in the United States are overweight or about to become overweight. Obesity in our young is of great concern because there is a higher risk for health problems now and later in life.

The cause of obesity is complex. We first think of too much food and too little physical activity, but environment, genetics and lifestyle also play a role. Underlying factors include eating fewer nutritional foods, larger portion sizes of food, eating more frequently, drinking more sugar-sweetened soft drinks, spending more time watching TV and playing more computer games, and fear of going outside due to crime. Many schools have dropped or reduced their physical education programs for youth.

Why should you be concerned? Overweight children that carry the extra weight in adulthood are at a greater risk for heart disease, high blood pressure and other health problems such as diabetes. Diabetes is now more common in young people.

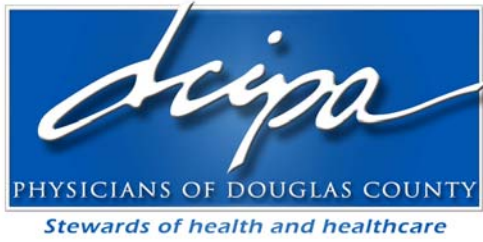
Things parents can do include:

- Setting a good example for children by eating the right foods and exercising regularly.
- Limiting the amount of time children can watch TV or use the computer.
- Combining family time with physical activity.
- Avoiding fast food and choosing healthy item from the menu. Don't super size the order.
- Giving children chores that require physical exertion.

## COMMUNITY RESOURCES

The **National Suicide Prevention Lifeline**: The Lifeline connects callers and people who are concerned about someone they love to a certified Crisis Center. Crisis Center calls are answered by trained crisis workers 24 hours a day, seven days a week. If you or a loved one needs help, call: 1.800.273.TALK or you may call the Douglas County Crisis number at 1.800.866.9780 (for non-emergent help call 1.541.440.3532).

**Translink**: UCAN Medicaid Transportation Program provides transportation to eligible Oregon Health Plan clients traveling to medical services in Douglas County. Translink is provided to clients who have no other way to get to their medical services. You can call Translink at 1.541.842.2060 or 1.888.518.8160 to see if you are eligible for transportation assistance. If you have questions you may contact Translink, your DHS caseworker or DCIPA's ENCC for help.



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