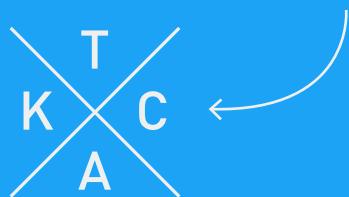


# Hello. We are Studio TACK.

We are a team of designers, architects, writers, teachers, and annoyingly curious people. Studio TACK is based in Brooklyn, NY and is led by Ruben Caldwell, Leigh Salem, and William Brian Smith.

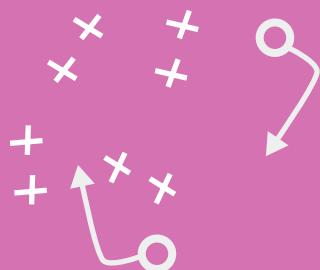
[Click here for more about us and what we do.](#)



# Our Approach:

**Don't give  
patients  
an archive.**

**Give them  
a strategy.**



# Have a nice day. Don't come back.

**Among many factors, hospitals measure the efficacy of patient care through “bounce back” rates, the number of patients who return to the hospital after they are discharged. “Bounce backs” are a common source of disappointment for physicians because they signal a glitch in the care management process. Inevitably, the most difficult cases return; however, almost 75% of readmissions are preventable<sup>1</sup>. In a hospital, where a patient has unlimited access to care and information, it’s easy to lose sight of the patient’s needs once they are home and responsible for their own care. “Bounce backs” return because they lost track of medications, ignored consequential symptoms, or lacked guidelines for self-care.**

**One critical factor at preempting patients’ returns is the organization of patient medical records and care instructions. Medical records must exceed their denotations and become strategies for total patient care. We must stop approaching medical records as transcripts and see them as tools for patient participation in their care.**

1. Anthony Shih, et. al., “Organizing the U.S. Health Care Delivery System for High Performance,” a report for The Commonwealth Fund Commission on High Performance Health System, August 2008.

# I'm not a doctor, but...

**Currently, the Veterans Hospital organizes medical records chronologically. When doctors scan a patient's medical history they cross-reference multiple and disparate forms of data simultaneously. They synthesize trends, anomalies, and developments – a process absent from any medical form. What they end up with is a mental image of the patient grouped by problem. In fact, there's been a big push in hospitals to organize physician notes by problem, not chronology. To know what is being done by each problem gives care teams a better plan of action. Our design appropriates this skill of synthesis and recombination to provide a more meaningful strategy of care for the patient.**

# Our Goals



1

**Medical Record Strategy.**

2

**Ensure total patient care by coordinating and sharing accountability among multiple departments and providers.**

3

**Prevent “bounce backs” by providing evidence-based clinical guidelines within medical record strategies.**

4

**Promote and broaden patient participation by providing multiple and convenient outlets for patient access to medical record strategies.**

5

**Increase patient independence with clear, well-organized, and beautiful medical record strategies.**

# Our Patient

**One of the greatest challenges our health care system will face will be the “Senior Boom”. Americans aged 85 years and older are the fastest growing segment U.S. population. By 2020 the average life expectancy will be 82 years for women and 74 years for men (in 1996 it was 75). A growing aging population with increased health needs places significant strain on our health care system. By the year 2030 caring for older patients will represent fifty percent of health care costs. In this light, we’ve chosen a patient who epitomizes these changes and whose profile demonstrates the increasing patient complexity hospitals face<sup>2</sup>. Our patient is a 70-year old Vietnam and Gulf War veteran living in Gainesville, FL where he is a patient at the Malcolm Randall Veterans Hospital, a tertiary care and teaching facility. We formulated this profile in anticipation of our country’s growing health care challenges.**

## Patient Profile

Patient: Caldwell, Ruben  
Address: 240a SW 3rd St.  
Gainesville, FL 32601  
Date of Birth: June 20, 1939  
Phone: 352-223-2091

Primary Care: Bishop, J. ANRP  
Address: Malcolm Randall VA  
Medical Center Gainesville, FL  
Phone: 1-888-500-5678

## Caldwell, Ruben

### Patient

First Name: Ruben  
Last Name: Caldwell  
Gender: M  
Marital Status: Single  
Religious Affil.: NA  
Ethnicity: White/Caucasian  
Language: English  
Address: 240a SW 3rd St.  
Gainseville, FL 32601  
Telephone: 352-223-2091  
Date of Birth: June 20, 1939

### Care Provider

Primary Care: Bishop, J. ANRP  
Address: Malcolm Randall VA  
Medical Center  
Gainesville, FL  
Phone: 1-888-500-5678

### Immunizations

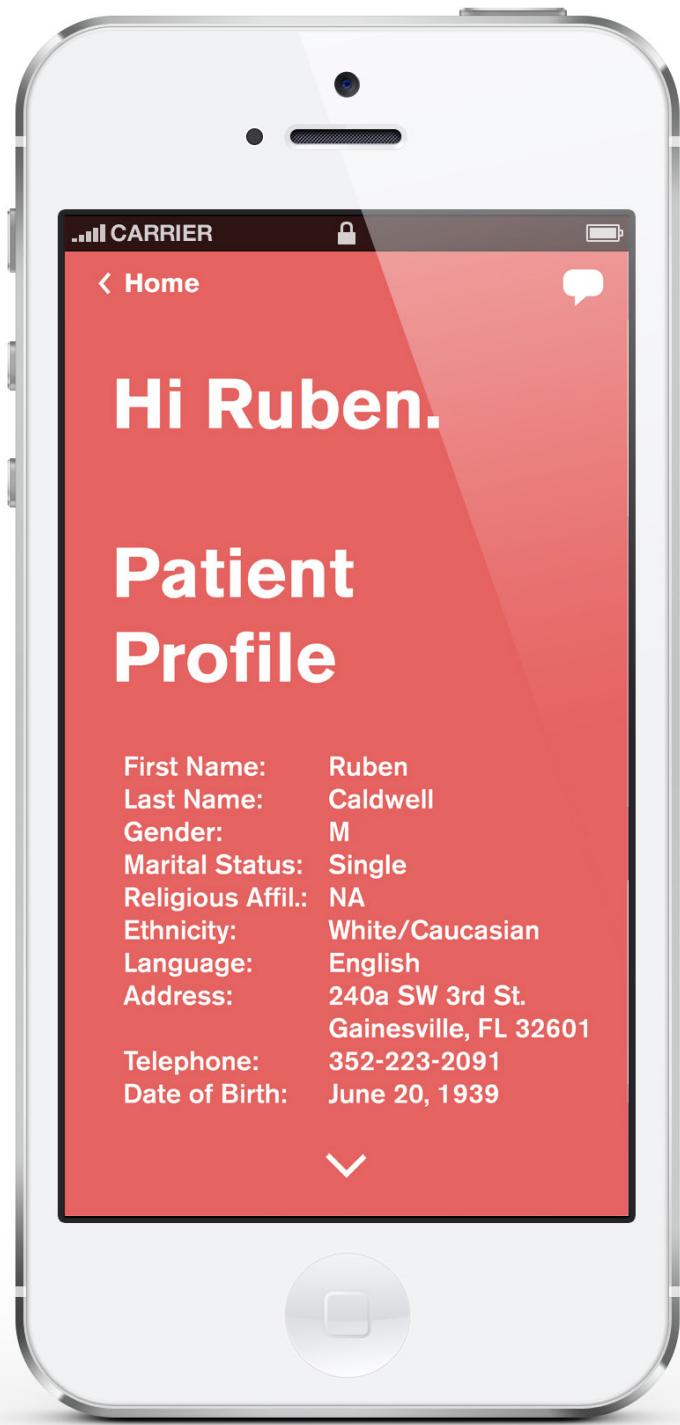
Pneumovax  
07/09/2002

Hepatitis B Series completed  
01/12/2005

Tetanus Toxoid  
02/02/2010

### Allergies

Latex  
(AV/Historical) with rash and agitation.



# Problem/History

**Our health history is non-linear. Illnesses appear and disappear and then appear again, against all logic and professional judgment. Complications arise and persist not by sequence but through a convoluted matrix of biological and medical incongruencies.** A medical history organized solely by chronology does little to help a patient understand where they are and where they need to be. We imagine a medical history that goes beyond a passive transcript – one that recalls and establishes strategies of care with demonstrable tactics. A medical history organized by problems and actions gives patients a fresh perspective on the scope and breadth of their medical care.

Here, the two-column layout allows a patient to see their health history like their doctor, a narrative of strategies taken to resolve medical concerns. On the right side, patients have access to the names of everyone coordinated in their recovery. The “initial presentation” clues them into how far they’ve come since diagnoses. Our “what to watch for” section provides a field where anyone on the care team can collaborate and suggest interim guidance. On the left side, we’ve culled problem-specific actions and histories, which gives the patient a thorough breakdown of procedures performed, medications prescribed, and tests taken.

# Medical History

## Problem

### Gout

#### Involved in Care

James Bishop, ANRP  
Matthew Leonard, MD  
Stephanie Wrenn, RD

Primary Care  
Diagnosing Physician  
Dietitian

#### Initial Presentation

Acute right knee pain and tenderness around joint line - this was likely caused by acute renal failure.

#### What to watch for

If you have worsening knee pain, see your primary care doctor or urgent care physician. They may want to start long-term therapy with allopurinol, a gout medication.

## Inguinal Hernia

#### Involved in Care

James Bishop, ANRP  
Matthew Leonard, MD  
Stephanie Wrenn, RD

Primary Care  
Diagnosing Physician  
Dietitian

#### Initial Presentation

Mr. Caldwell noted a non-tender lump in his scrotum.

#### What to watch for

Will monitor your hernia during physical exams at primary care appointments. Eat a high-fiber diet to avoid constipation, which can cause hernia-related pain.

## Congestive Heart Failure

#### Involved in Care

James Bishop, ANRP  
Steven Wright, MD

Primary Care  
Cardiologist

#### Initial Presentation

Mr. Caldwell was diagnosed with congestive heart failure on an echocardiogram after a heart attack in 2002. He has had multiple heart failure exacerbations with shortness of breath and leg edema. His most recent echo showed a LVEF (a measure of heart function) of 20-25%.

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Phone: 352-223-2091

Primary Care: Bishop, J. ANRP  
Address: Malcolm Randall VA  
Medical Center Gainesville, FL  
Phone: 1-888-500-5678

## History

### Nov. 16, 2012 - Present

01

#### Nov. 19, 2012

Medications: Colchicine, as needed for gout attacks.

#### Nov. 16, 2012

Procedures: The fluid in your right knee was drained.

Tests and Examinations: The fluid tested positive for gout crystals.

Medications: You were given a steroid injection to reduce inflammation and a short-course prednisone to reduce pain and inflammation.

### Oct. 31, 2012 - Present

02

#### Oct. 31, 2012

Tests and Examinations: Mr. Bishop performed a hernia examination and identified a small benign inguinal hernia.

### Jan. 1, 2002 - Present

03

#### Aug. 1, 2011

Procedures: Automatic implantable cardiac defibrillator.

#### July 1, 2011

Tests and Examinations: Routine echocardiogram showed LVEF 20-25%; worsening symptoms of fluid overload; stopped furosemide; started bumetanide.

#### May 5, 2009

Tests and Examinations: Routine echocardiogram showed LVEF 35-40%; started spironolactone and furosemide

# Medical History

## Problem

### Congestive Heart Failure

#### What to watch for

Weigh yourself daily and keep these values in a log that you bring to appointments. Limit sodium intake to < 2 g per day, and limit your fluid intake to 2L or less. If you have worsening shortness of breath or leg swelling, call your doctor.

### Coronary Artery Disease

#### Involved in Care

James Bishop, ANRP	Primary Care
Steven Wright, MD	Cardiologist

#### Initial Presentation

A screening lipid panel showed high LDL cholesterol and low HDL cholesterol.

#### What to watch for

Please continue a healthy diet low in cholesterol, and continue the exercise plan we designed. If you have chest pain or shortness of breath, please seek medical attention. Continue to take your Simvastatin, Aspirin and Clopidogrel as prescribed.

## Glaucoma

#### Involved in Care

James Bishop, ANRP	Primary Care
Brendon Browne, MD	Diagnosing Physician
Deborah DeBoard, MD	Ophthalmologist

#### Initial Presentation

Mr. Caldwell reported pain in eyes. Increased intraocular pressure was noted on screening ophthalmology exam.

#### What to watch for

Continue with medication, if symptoms worsen contact your primary care physician. Schedule follow-up appointments yearly with your ophthalmologist.

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## History

### Jan. 1, 2002 - Present

03

#### Jan. 1, 2002

**Tests and Examinations:** Echocardiogram after recent heart attack showed left ventricular ejection fraction (LVEF) 45-50% (normal is > 55%); started Lisinopril, Aspirin, Metoprolol, and Simvastatin.

### Jan. 29, 2001 - Present

04

#### Oct. 10, 2012

**Tests and Examinations:** Routine lipid panel showed HDL (66) and LDL (68) cholesterol were well controlled at goal levels (HDL >60, LDL <70).

#### June 6, 2006

**Tests and Examinations:** Reported to VA emergency room with chest pain and elevated cardiac enzymes. Left heart-catheterization was performed and placed drug-eluting stents in 2 vessels; bypass grafts were open.

#### Feb. 2, 2003

**Procedures:** Double coronary artery bypass grafting was performed using saphenous and LIMA grafts.

**Tests and Examinations:** Reported to the emergency department of outside hospital with chest pain and was found to have severe blockages in 2 major coronary arteries.

#### Jan. 29, 2002

**Procedures:** Double coronary artery bypass grafting was performed using saphenous and LIMA grafts.

### March 30, 2005 - Present

05

#### March 30, 2005

**Tests and Examinations:** Referral to Ophthalmologist for examination.

**Medications:** Started Latanoprost eye drops; continuing yearly follow-up appointments with ophthalmology

06

# Medical History

## Problem

### Diabetes Mellitus, Type II

#### Involved in Care

James Bishop, ANRP  
Deborah Smith, MD  
Stephanie Wrenn, RD

Primary Care  
Diagnosing Physician  
Dietitian

#### Initial Presentation

Hyperglycemia (blood glucose >126) was recorded on 2 consecutive tests of fasting blood glucose.

#### What to watch for

It is very important to take your long-acting and short acting insulin as prescribed. Please record your blood sugar at least 3 times per day (before breakfast, before lunch, and after dinner) and record this in your logbook. If you notice blood sugars greater than 400 on several consecutive tests, please call your doctor. If your blood sugar is less than 70, please only take a half-dose of regular insulin before your next meal.

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## History

Jan. 19, 2005 - Present

06

Sep. 9, 2011

Tests and Examinations: Hemoglobin A1C 7.9% (This test is related to your average blood sugars for the last 3 months. The goal is less than 7%).

Feb. 12, 2011

Medications: Stopped oral therapy for diabetes. Started insulin-glargine and pre-meal insulin.

April 5, 2009

Medications: Started Glipizide. Continue Metformin.

Jan. 19, 2005

Medications: Started Metformin.

## Insomnia

June 30, 2002 - Present

07

#### Involved in Care

James Bishop, ANRP  
Alfredo Sklar, MD

Primary Care  
Diagnosing Physician

#### Initial Presentation

Mr. Caldwell reported difficulty falling asleep and staying asleep over the course of several months.

#### What to watch for

If you continue to have difficulty falling asleep and staying asleep, or if you find you are using zolpidem more than 4 times per week, please call your doctor.

Sep. 9, 2011

Medications: Zolpidem 5 mg at bedtime as needed for insomnia

## Hypertension

1960 - Present

08

#### Involved in Care

James Bishop, ANRP

Primary Care

#### Initial Presentation

High blood pressures were recorded at 2 consecutive clinic appointments; confirmed with readings taken at home.

#### What to watch for

Please check your blood pressure at home from time to time, and record these values in your logbook.

Sep. 9, 2011

Medications: Started Amlodipine; continue Losartan; continue Hydrochlorothiazide.

April 18, 2002

Medications: Stopped Lisinopril due to adverse drug reaction (cough); started Losartan; continue Hydrochlorothiazide.

Feb. 17, 2002

# Medical History

Patient: Caldwell, Ruben  
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 Address: Malcolm Randall VA  
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## Problem

### Hypertension

## History

1960 - Present

08

**Medications:** Started Lisnopril for congestive heart failure. Continue Hydrochlorothiazide

**Aug. 4, 1998**

**Medications:** Started Hydrochlorothiazide.

## Regular Health Screenings

1998 - Present

09

### Involved in Care

James Bishop, ANRP

Primary Care

Feb. 10, 2010

**Medications:** Tetanus Toxoid

**Aug. 2, 2008**

**Procedures:** Colonoscopy, normal.

**Nov. 15, 2004**

**Medications:** Pneumomax

**Jan. 19, 2004**

**Medications:** Hepatitis B Series completed.

**July 23, 1998**

**Procedures:** Colonoscopy, normal. Removed two non-cancerous polyps.

## Major Depressive Disorder

Feb. 3, 2003 - June 2007

10

### Involved in Care

James Bishop, ANRP  
 Gina Blue, PsyD

Primary Care  
 Clinical Psychology

June 2007

**Medications:** Stopped medication.

### Initial Presentation

Mr. Caldwell reported poor mood related to his diagnosis of congestive heart failure and the associated limitations it places on his activities of daily living.

**Feb. 11, 2003**

**Medications:** Started Fluoxetine 10 mg qdaily

### What to watch for

If you feel your symptoms are worsening, or if you find yourself feeling helpless or suicidal, please call your doctor or the VA Suicide Hotline (1-800-544-9898).

**Feb. 4, 2003**

**Tests and Examinations:** Initial visit with psychology for talk therapy.

Following our two-column organization, the patient history is divided between problem and history. The key to this strategy is grouping the histories by problem and accompanying them with their complete history, rather than simply displaying history solely on chronology. This benefits the patient and doctor as it allows them to fully grasp the approach taken to each specific problem.



**Nov. 19, 2012**

Medications: Colchicine, a

**Nov. 16, 2012**

Procedures: The fluid in your

Tests and Examinations: The

Medications: You were giv

Every problem history lists a comprehensive history, by date, and includes medications given, procedures performed or scheduled, and tests and examinations completed.



Primary Care  
Diagnosing  
Dietitian

The patient history includes a list of all doctors and care providers associated with each problem (from diagnosis to referral). The initial presentation is listed and is followed with additional advice (from anyone on the patient's care team) for care and follow up.



#### Initial Presentation

Mr. Caldwell noted a non-tender lump in his

#### What to watch for

Will monitor your hernia during physical

# History Snapshot

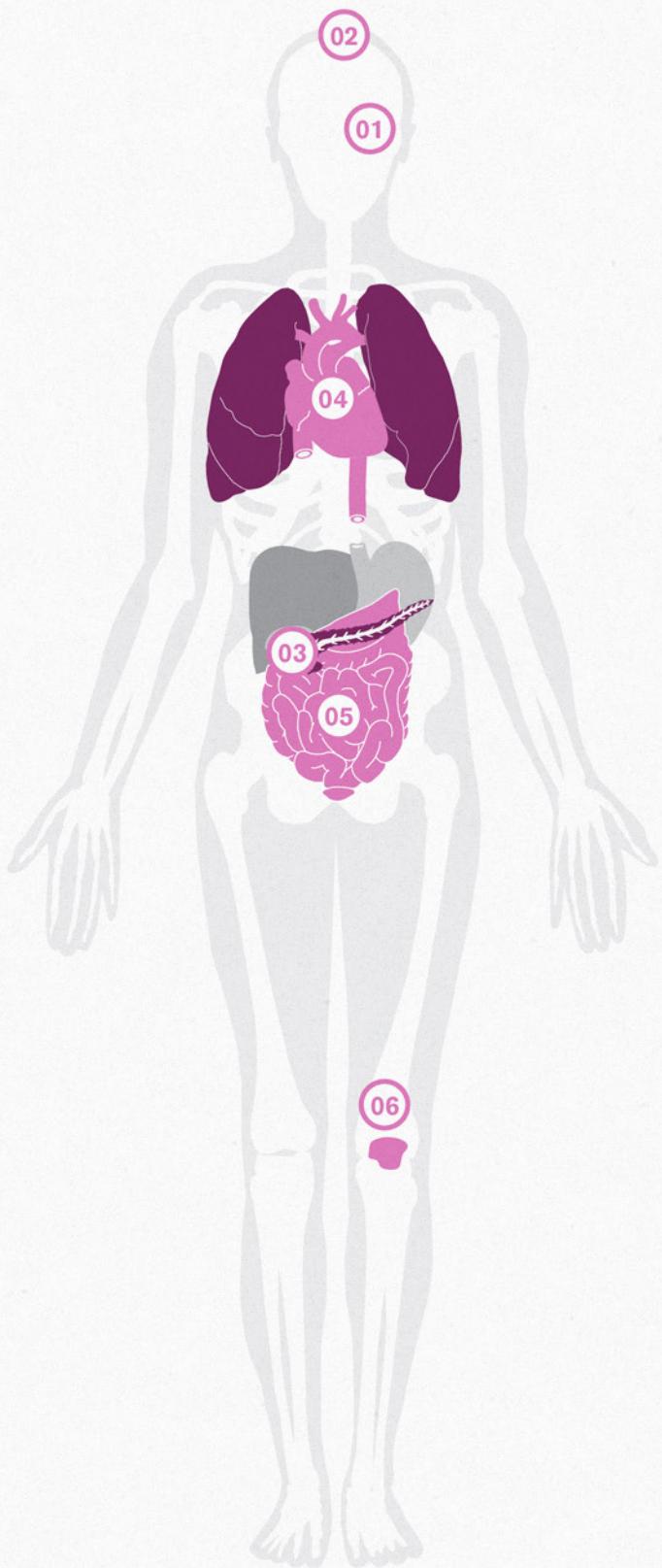
**While histories are helpful to understand the range of care provided, they can become overwhelming as complications persist and complexity increases. To remedy this, we've created a "snapshot" cover page to accompany the more detailed medical history. The "snapshot" is an annotated abridgment to the patient's active problems. It presents color-coded problem summaries that include up-to-date lab tests and medications. We imagine this is something they'll keep on the fridge alongside their medicine schedule.**

# Medical History Snapshot

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## Body Map



## Problem

### 01 Glaucoma

**Medications:** Latanoprost

**Updates:** Glaucoma damages the optic nerve through increased pressure in the eye. The goal of treatment is to reduce eye pressure.

### 02 Insomnia

**Medications:** Zolpidem

**Updates:** If you continue to have difficulty falling asleep and staying asleep, or if you find you are using zolpidem more than 4 times per week, please call your doctor.

### 03 Diabetes Mellitus, Type II

**Medications:** Insulin Gargine

**Updates:** Your most recent A1C test: 7.9% (Your goal is 7%).

Please record your blood sugar at least 3 times per day (before breakfast, before lunch, and after dinner) and record this in your logbook.

If you notice blood sugars greater than 400 on several consecutive tests, please call your doctor. If your blood sugar is less than 70, take only a half-dose of regular insulin before your next meal.

### 04 Cardiovascular

**Medications:** Rosuvastatin CA, Metoprolol Succinate, Isosorbide Mononitrate, Bumetanide, Asprin

**Updates:** You have congestive heart failure. It is caused by damage to your heart muscle, which makes it harder to pump. The most common causes are high blood pressure and coronary artery disease. You have coronary artery disease.

Your latest lipid screening shows consistent improvement:

### 05 Colon

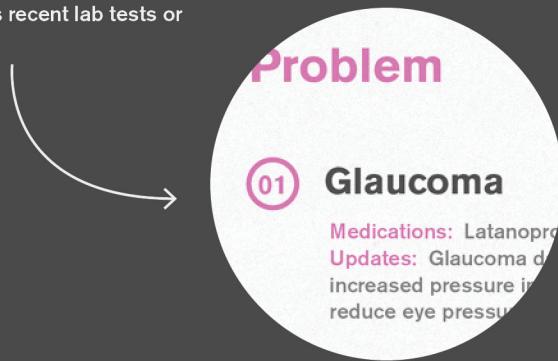
**Updates:** Your most recent colonoscopy was on August 25, 2008. Results: normal; removed 2 non-cancerous polyps. Your next colonoscopy is on August 25, 2014

### 06 Gout

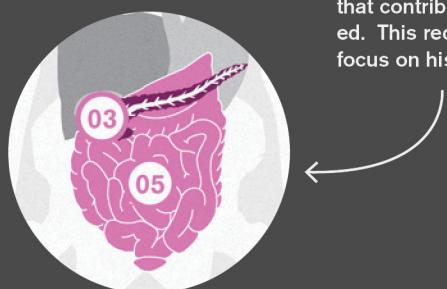
**Medications:** Colchicine

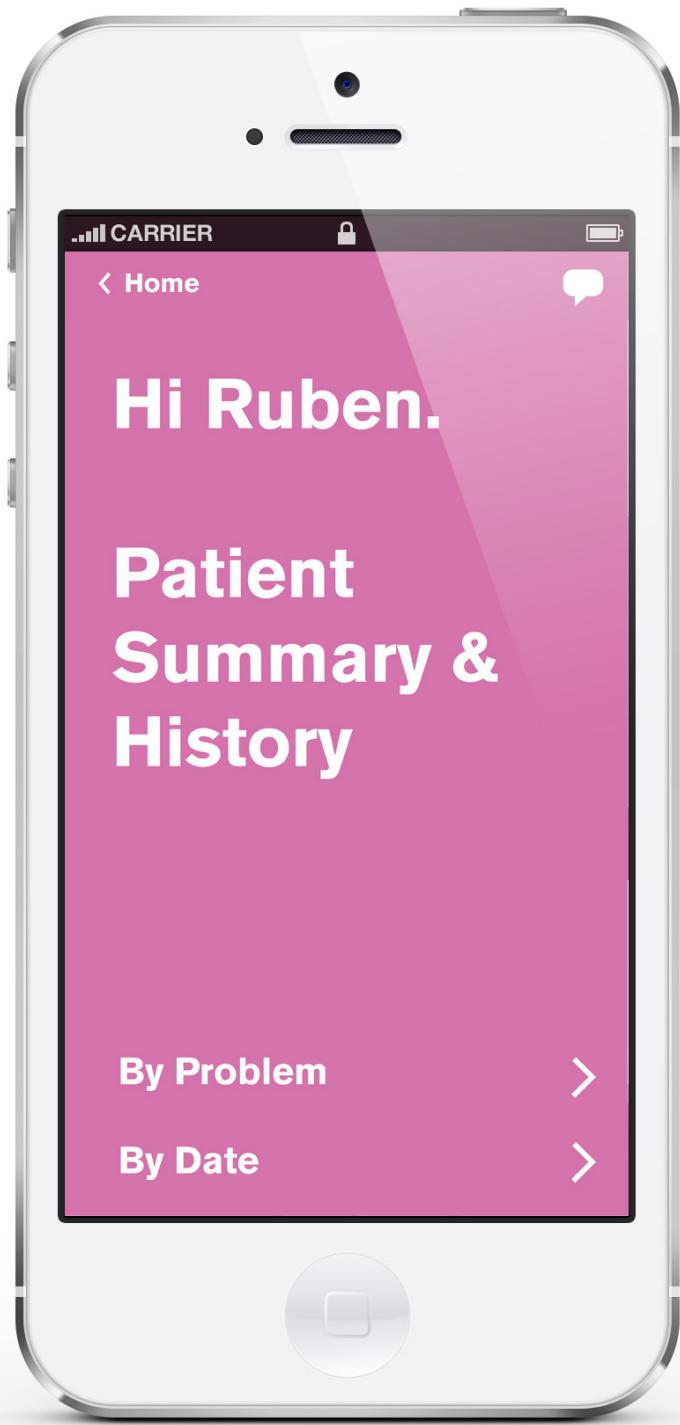
**Updates:** At your most recent visit, fluid in your knee tested positive for Gout crystals. If you have worsening knee pain, see your primary care doctor or urgent care physician. They may want to start long-term therapy with Allopurinol, a gout medication.

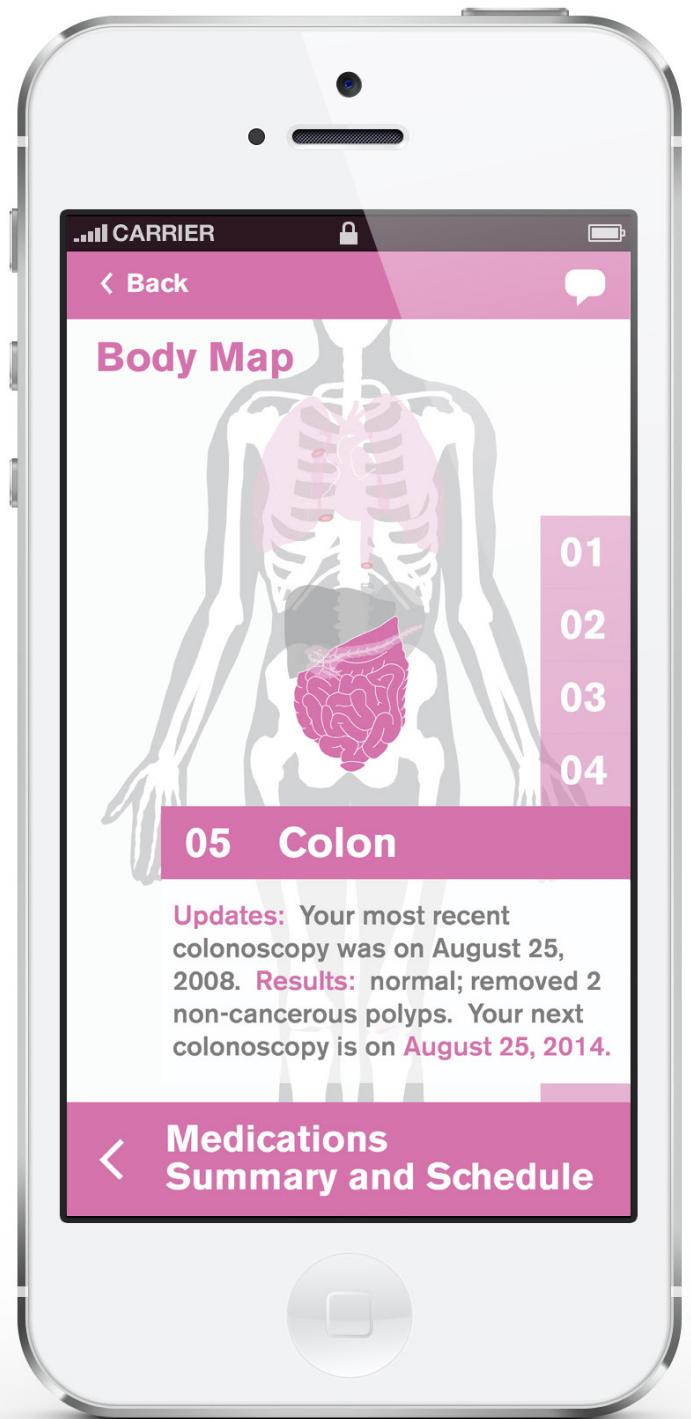
The patient “Snapshot” page culls all active and pressing medical problems from the patient history and lists them along with current medications (which also note changes in dosage or scheduling) and updates from a patient’s recent lab tests or physical examinations.

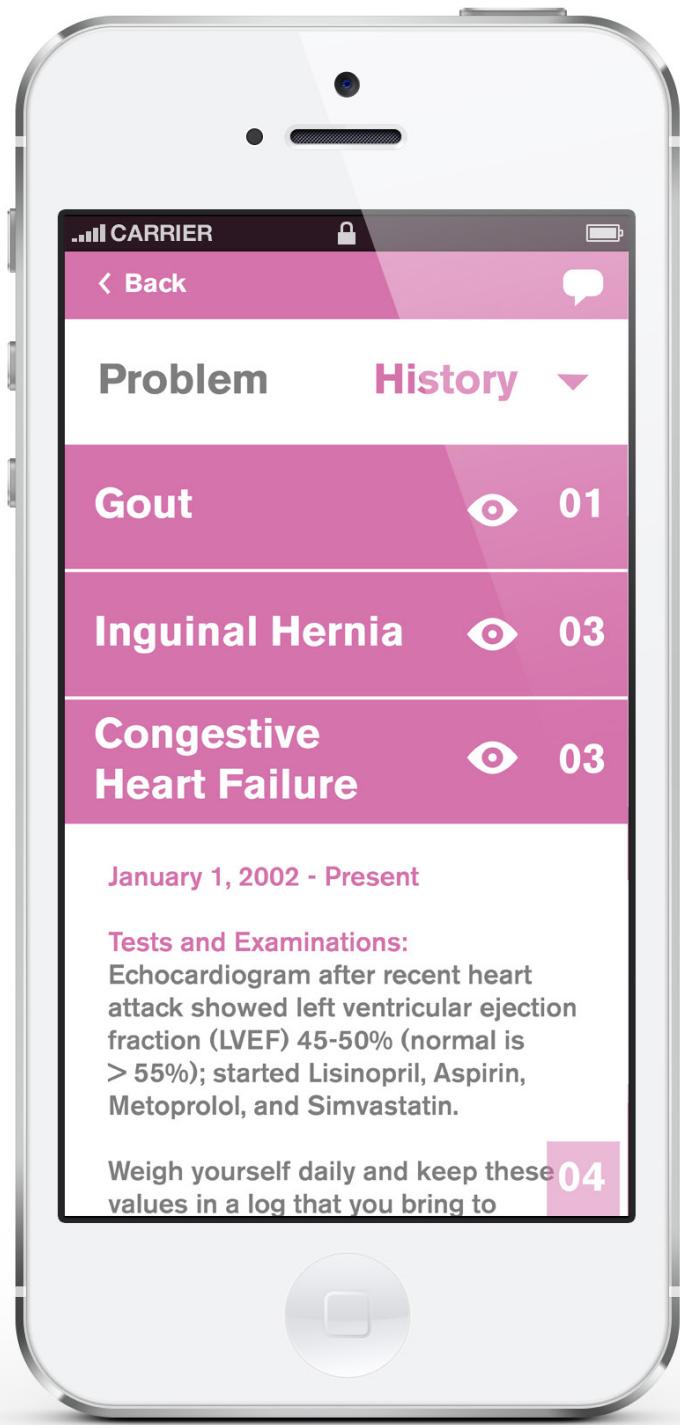


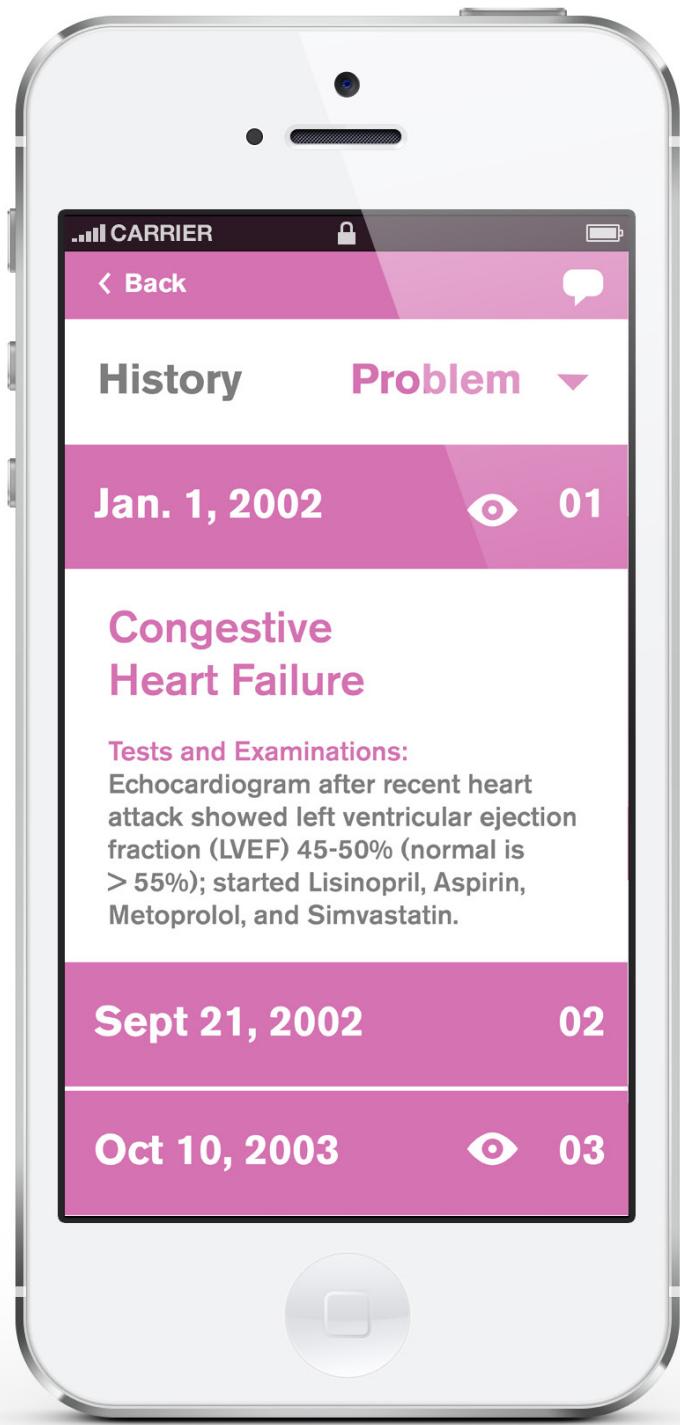
The patient “Snapshot” provides a clearly illustrated diagram to active problems. Only parts of the body that contribute to a patient’s problem list are included. This reduces confusion and helps the patient focus on his or her most pressing medical issues.











# Medications

**Patients with complex medical histories need more than a list of prescriptions. Keeping track of multiple medications is not only daunting but also dangerous, which is why we've organized the medication form as both summary and schedule. Medications are grouped based by problem, giving the patient a more comprehensive understanding of their medical plan of action. Here, patients are informed of dosage, instruction ("what to do"), significance (what it does"), and special requirements. The summary is accompanied by a timeline that helps the patient grasp the sequence and caveats of their medicine schedule. Embedded within the design is a strategic redundancy that utilizes text, color, graphic and page structure to provide multiple interpretations of instruction.**

# Medications Summary and Schedule

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## Summary

### Cardiovascular

#### Aspirin - 81mg tablet

**What to do:** Take one (1) tablet by mouth everyday.  
**What it does:** Reduces the risk of stroke and heart attack.

#### Bumetanide - 1mg tablet

**What to do:** Take 1/2 tablet by mouth everyday.  
**What it does:** Lowers blood pressure, helps protect heart muscle, lowers the risk of repeated heart attacks, slows the progression of congestive heart failure.

#### Metoprolol Succinate - 200mg tablet

**What to do:** Take one (1) tablet by mouth twice everyday.  
**What it does:** Diuretic ("water pill"); reduces fluid retention, lowers blood pressure.

### Diabetes

#### Insulin Glargine - 100ml/unit

**What to do:** Inject 30 units subcutaneously everyday.  
**What it does:** Treats diabetes, provides 24-hour supply of insulin to help regulate blood sugar.

### Prostate

#### Tamsulosin HCL - 0.4mg capsule

**What to do:** Take one capsule by mouth one time everyday.  
**What it does:** Reduces prostate enlargement. Treats urinary symptoms.

### Other

#### Pantaprazole NA - 40mg tablet

**What to do:** Take one (1) 40 mg tablet every morning 1/2 hour before breakfast.  
**What it does:** Prevents gastroesophageal reflux disease.

#### Zolpidem Tartrate - 5mg tablet

**What to do:** Take one (1) tablet at bedtime as needed for insomnia. Do not take more than 4 times per week.  
**What it does:** Makes it easier to fall asleep and stay asleep.

## Schedule

### Morning

#### 01 Pantoprazole

Take one (1) 40 mg tablet every morning 1/2 hour before breakfast.  
**Caution:** Take on an empty stomach.

#### 02 Test Glucose

Write this number down in your log.  
**Caution:** If is over 300 on two different days call your doctor.

#### 03 Bumetanide

Take one (1) 1 mg tablet.

#### 04 Aspirin

Take one (1) 81 mg tablet.

#### 05 Tamsulosin HCL

Take one (1) 0.4 mg tablet.

#### 06 Metoprolol

Take one-half (1/2) 200 mg tablet.

### Afternoon

#### 07 Bumetanide

Take one (1) 1 mg tablet.

### Evening

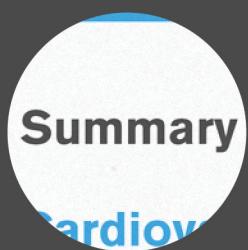
#### 08 Insulin Glargine

Inject 30 units subcutaneously at bedtime.

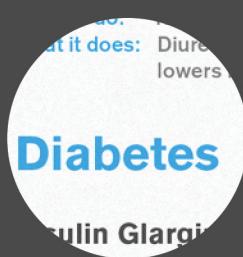
#### 09 Zolpidem

Take one (1) tablet at bedtime as needed for insomnia

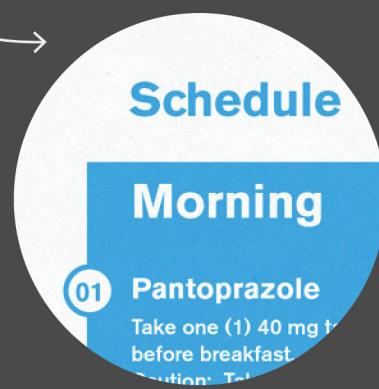
The medication page is divided into two columns: Summary and Schedule. The summary provides in-depth instruction and information about each prescription. The schedule reorganizes the prescription based on what time of day they should be taken.



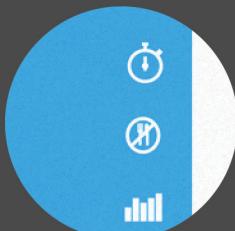
The significance of the form is its ability to display medication details twice: once by problem group (Diabetes, Cardiovascular, Prostate, etc...) and again by a daily schedule. This alleviates confusion as patients' adopt more complex medicine schedules.



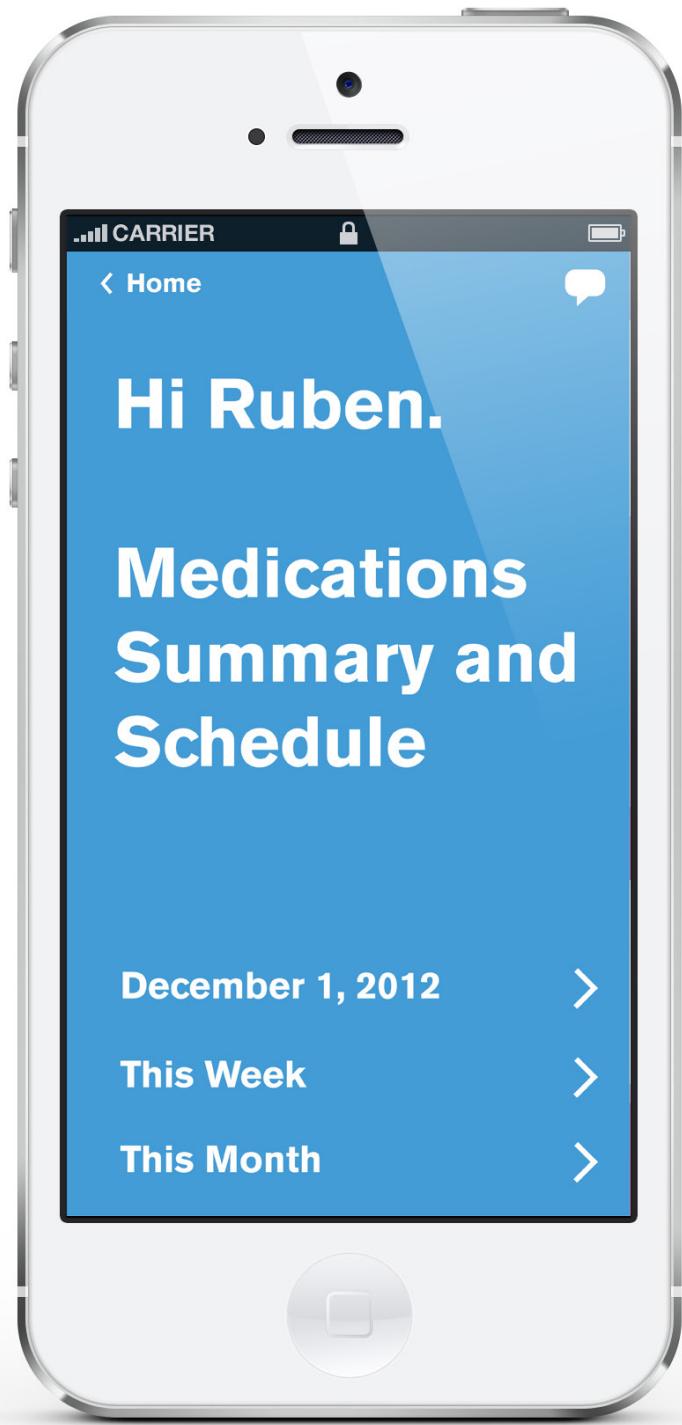
The summary breaks down medications into convenient and understandable language "What to do" and "What it does".

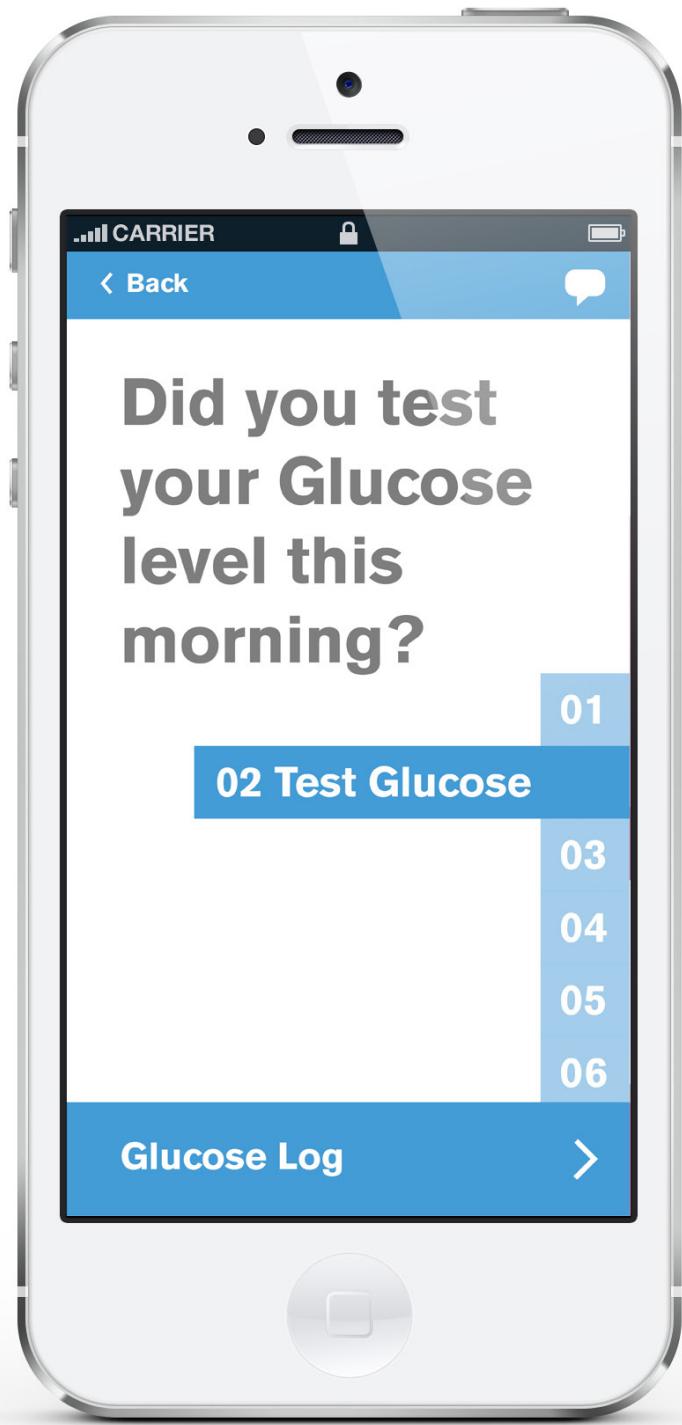


Each medication comes with dosage instructions and is accompanied by critical care icons and "caution" notes that communicate additional usage instructions or prohibitions.



The color tint and numbered medicine profiles reinforce and encourage the maintenance of the patient's schedule.





# Labs

**Central to our design concept is the representation of histories and trends, as these are the prevailing and most significant signs of change in health for a patient. Additionally, patient lab transcripts are perhaps the most daunting of medical records. Letters are next to numbers and numbers seem to go on forever. However, great a great diagram demands great numbers, which means the lab summaries are the perfect place to demonstrate the power of turning data into meaningful information.**





Tests results are grouped by problem, giving a patient a more comprehensive understanding of each test and its significance to their overall health.

## Diabetes

### Hemoglobin A1c

A measure of glucose control over the 3

Test date: 07/23/2012

Ordered by: James Bishop, A.N.R.P.

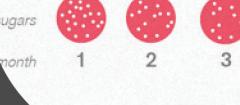
#### Your Results

**A1c** 7.4%

Goal: 7.0% Almost there!

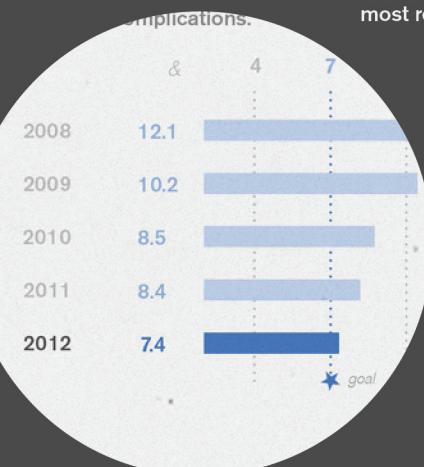
Want to

your red blood cells. When we measure your blood, we look at sugar stuck to these cells. The longer you have diabetes, the more sugar sticks to your cells.



The lab sheet is a great place to visualize difficult concepts through diagrams. Here where we help a patient conceptualize an important benchmark in diabetes maintenance.

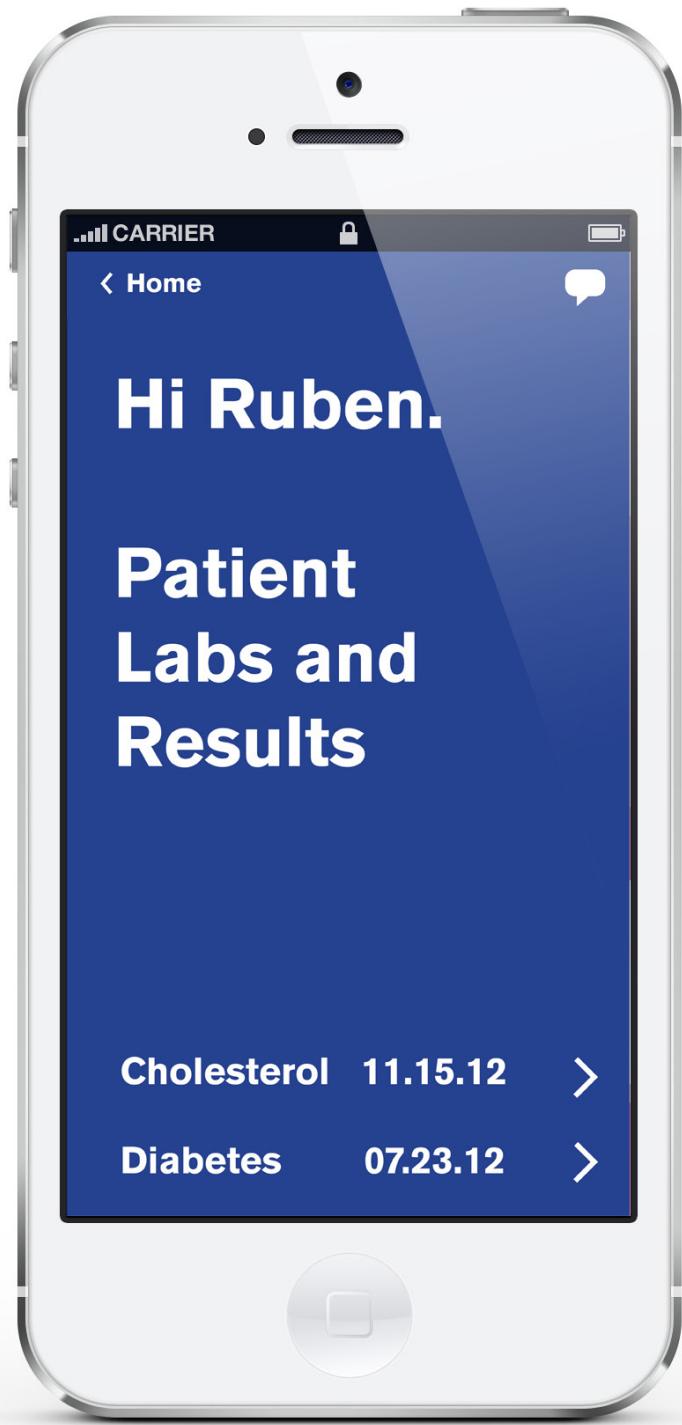
Lab data is clearly demonstrated in easy-to-read histograms that show test history alongside a patient's most recent results.



## Next Steps



The lab sheets are an excellent place to pair results with productive instruction and tips on reducing risks and further complications.





# Goodbye. Remember to wash your hands.

We referenced the following online research articles for helpful tips on cholesterol and diabetes control, which can be found in our patient lab report and summary sheets.

**Shaw, Gina, "Exercise to Control Your Cholesterol," WebMD, reviewed by Brunilda Nazario, M.D., [webmd.com/cholesterol-management/features/exercises-to-control-your-cholesterol](http://webmd.com/cholesterol-management/features/exercises-to-control-your-cholesterol).**

**Stinchfield, Kate, "How to Lower Your Cholesterol With Better Eating," December 9, 2008, [edition.cnn.com/2008/HEALTH/conditions/09/24/heartmag.cholesterol/index.html](http://edition.cnn.com/2008/HEALTH/conditions/09/24/heartmag.cholesterol/index.html).**

**Mathur, Ruchi, MsD., and William C. Shiel Jr., M.D., ed., "Hemoglobin A1c Test," January 15, 2009, [medicinenet.com/hemoglobin\\_a1c\\_test/article.html](http://medicinenet.com/hemoglobin_a1c_test/article.html).**

