

THE VILLAGES HEALTH



MEDICAL CAMPUS

Specialty Care Center
1400 N. U.S. Highway 27/441,
Building 810, 674-8731
**The Villages
Regional Hospital**
1451 El Camino Real,
751-8000
Urgent Care: 751-8863

america's healthiest hometown



Bill Mitchell | Daily Sun

From left, Betty Dunn and her husband, Charles, of the Village of Mallory Square, speak with their physician, Dr. Robert Reilly, recently at the Creekside Care Center. Reilly, who serves as the medical director of the facility, says it is important that Villages Health patients feel welcomed when they arrive at their care centers, all of which carry the prestigious designation of patient-centered medical homes.

Patients Praise The Villages Health 'Family'

Charles and Betty Dunn truly appreciate the solid relationship they have with their physician.

By LARRY D. CROOM
Daily Sun Ombudsman

Villagers Charles and Betty Dunn are quick to point out their complete satisfaction with The Villages Health and the Medicare Advantage plan they use to access care.

"I like the whole idea of being able to come into the offices here," Charles said of the Creekside Care Center, where he and his wife are cared for by Dr. Robert Reilly and his team of medical providers. "They are so good about giving us plenty of time with our doctor. We're able to sit down and talk to them and know they are able to treat us."

Betty echoed those sentiments.

"It's like sitting and talking to a friend when you see your doctor," she said with a smile recently while sitting in the Creekside living room area.

Charles said both he and Betty, who moved to Florida's Friendliest Hometown nine years ago and live in the Village of Mallory Square, couldn't be happier with the care they receive from Reilly, who also serves as medical director of the facility.

"He's always so conscious of everything," Charles said. "When we come in, he knows what our history has been and he knows exactly what to ask us. Really, we feel like we're being treated as well as we possibly could be and we feel like we're part of a family here."

Charles and Betty said they're also huge fans of their Medicare Advantage plan and the perks that come along with it, such as preventive screenings, dental, eye and hearing benefits, same-day appointments, a gym membership, a Villages Health hospitalist to provide care during stays at The Villages Regional Hospital, a social visit by the primary care doctor during that stay and nurse navigators to assist with care after the patient is discharged, to name a few things – all with no monthly premiums.

"They could hit on something that you had no idea was going on," Betty said of the importance of patients taking preventive health measures. "They can jump in and take care of it from the beginning."

Charles agreed.

"I have a lot of physicians in my family and they're completely amazed with the screenings and the time spent with the patients here," he said. "You don't get that except for right here in The Villages that I'm aware of."

As for what she'd say to friends and neighbors who are

considering joining The Villages Health, Betty said it's really quite simple.
"I'd say give it a try – it's the best medical experience that I have encountered," she said. "I don't think you'd be disappointed."

For Sheri Harwood, Creekside Care Center manager, that assessment from the Dunns proves that The Villages Health is taking the right steps on the journey to create America's Healthiest Hometown.

"It shows that we have clearly communicated, as well as demonstrated, the importance of providing our patients a true medical home," she said of the patient-centered care Villages Health patients receive. "When people feel like they are part of your family, they are more open in their communication and more trusting in building long-term relationships."

SHERI HARWOOD
Creekside Care Center
manager

COMING JULY 5
Dr. Christine Stopry, medical director of the Mulberry Grove Care Center, recalls her days as a paramedic in Virginia.

When people feel like they are part of your family, they are more open in their communication and more trusting in building long-term relationships."

Reilly agreed.

"When you come here, you're coming into a living room, not a waiting room," he said. "There's a sun splash on the floor and a greeter. It's a feeling of 'welcome home.' And that translates everywhere from the time they walk in all the way through the visit with the physician all the way out the door. At every step of the way, we are doing our best to make sure that the patient feels like they are part of our family."

UnitedHealthcare offers the only Medicare Advantage plans that are accepted by The Villages Health. For more information, visit any of the MedicareStores that are located at each town square or speak to a representative at any care center.

TALK WITH A DOC

Dr. Smita Ojha is a primary care physician at the Creekside Care Center. She received her medical degree from Patna Medical College in India and completed her internships/residencies at Patna Medical College Hospital, Bellinge Hospital in England and the Mayo Clinic/St. Cloud Hospital in Minnesota. She is certified by the American Board of Family Medicine.



1

What is your favorite thing about being a doctor?

Developing the close relationship with my patients, knowing them well and helping them through all the medical decision-making. And just being there for them when they need me.

2

Why is it important to have a good primary care doctor?

The physician gets to know you well, like the back of their hand. He knows your medical problems, your extended family and your opinions on medical decision-making – what the outcomes can be if they were to go along with one particular decision that you've made. He basically is there for you and helps you along in times of emergency or just day-to-day care. So having a physician who has close contact with you helps. And having a well-trained primary care physician is even more important, because he knows where to draw the line in terms of, say if you're needing further referral or further care. He knows whom to send you to and basically can coordinate care and help make all sorts of life decisions – health care directives to end-of-life decision-making.

3

How does having 30-minute appointments with your patients improve the way you provide care?

I think it gives me greater time to get my message across to them. I'm at ease and the patient is at ease. I'm not holding the door handle or looking at my watch, thinking, 'I don't have the time. I can't do this today. You'll have to come back and see me.' So it makes the flow of the conversation much easier and I can just deal with whatever problems they have. And if there's something that needs to be done at a later date, I can see them back. But I think the patients are also much more at ease than they would be in other situations, knowing that I have the time to spend with them. It helps me to get to know them, too.

ASK A DOCTOR

What makes you get out of bed every day to do this job?

Answer Provided by
DR. JACK HOCUTT
Colony Care Center

I like working with people. People here really appreciate what we do. Most people are pretty bright and participate in their care and that's really important. It's a team effort and most people like being on a team. It's fun to come here and work on a team.

What is your favorite thing about being a doctor?

Answer Provided by
DR. EDWIN MENOR
General surgeon,
Specialty Care Center

To do the surgeries and to fix things. The job of a doctor is to sort of prolong life a little bit – the quality of life of the patient and to relieve pain. If the patient's hurting, you try to fix it. And you feel a sense of satisfaction. If somebody has a cancer and you go and remove the mass and the cancer doesn't spread, that's the way you prolong the life of that person.

Why is it important to have a primary care doctor who knows you well?

Answer Provided by
DR. J.D. STEED
Bellevue Care Center

I think you're lost without a good primary care doctor. Otherwise, you're kind of on your own. I don't know stocks and I don't know investing so well. But I've got my primary guy that tells me, 'OK, you're at this point in your life, you need to invest here, you need to do that.' He doesn't make any promises that he's going to make me millions of dollars. He says we're going to make good, prudent decisions. That's the kind of relationship I like to have with my patients. We're going to do the best we can with the information that we have going forward, and ideally I will have a good scope of what I can see here as a broad picture of what is going on with you.

DID YOU KNOW?

Dr. Mirko Roethlisberger, a primary care physician at the Creekside Care Center, is a big fan of every "Terminator" movie, as well as most science-fiction films.

