

THE VILLAGES HEALTH

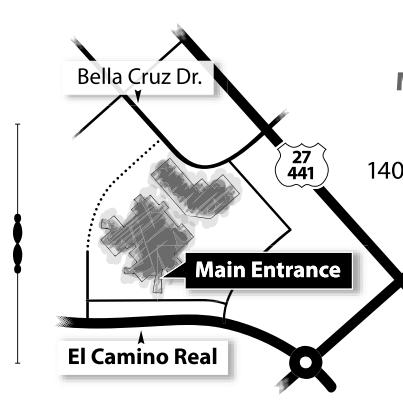


MEDICAL CAMPUS

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



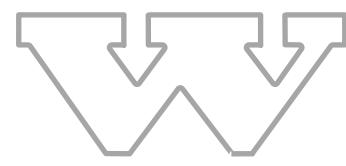
Carol and Tom Branham, of the Village of Glenbrook, check in at the Mulberry Grove Care Center recently with clerical assistants Sharleen Smock, left, and Melissa Robbins. The Branham's, who moved to The Villages from Costa Rica in February, say they appreciate the relationships they've formed with the staff and their care team at the facility.

Villages Health Care Patients Offer Praise

Tom and Carol Branham say their UnitedHealthcare Medicare Advantage plan offers them peace of mind.

By LARRY D. CROOM

Daily Sun Ombudsman



THE VILLAGES

When Tom and Carol Branham moved to Florida's Friendliest Hometown in February, finding a good family doctor was among their biggest concerns.

Eight months later — with a primary care physician locked in through The Villages Health and their UnitedHealthcare Medicare Advantage plan — the Branham's said they couldn't be happier.

"It's great," Carol said. "It takes all the worry out of trying to find good doctors. And they'll take all the time that you need in order to address your issue. That's what I like about it."

Carol said she really appreciates having access to the providers at the Mulberry Grove Care Center, beginning with the front-desk staff that helps her when she arrives for an appointment.

"At a lot of doctor's offices you go into, they've got the glass partition. It's like they're afraid of you and you have to slide your paperwork under the glass," she said. "Here, it's friendly. They welcome you and they seem like they really want to help you."

Tom added that he's been thrilled by the attention he has received every time he visits his

care center.

"What's impressed me most is their professionalism," he said. "We've always had a great experience with the receptionist and the folks here. They treat you like family."

Both Carol and Tom, of the Village of Glenbrook, said they've also been quite impressed with their physician, Dr. Glen Morgan, and the level of care he and his team provide for them.

"I would recommend him highly," Carol said. "What I like about our doctors here is that they will actually listen to you instead of giving you five minutes to state what's wrong with you and then pushing you out the door. They'll actually sit and listen to what's going on."

Carol added that she really appreciates the preventive care — screenings for colorectal and breast cancer, among others — that comes with her Medicare Advantage plan.

"That's the key — preventive maintenance," she said. "If you're doing preventive maintenance, then you don't have to have the crisis intervention."

CAROL BRANHAM

Village of Glenbrook

—

—

—

—

—

—

—

—

—

—

—

—

—

—

—

—

—

—

—

—

—

—

—

—

—

—

—

—

—

—

—

—

—

—

—

—

—

—

—

—

—

—

—

—

—

—

—

—

—

—

—

—

—

—

—

—

—

—

—

—

—

—

—

—

—

—

—

—

—

—

—

—

—

—

—

—

—

—

—

—

—

—

—

—

—

—

—

—

—

—

—

—

—

—

—

—

—

—

—

—

—

—

—

—

—

—

—

—

—

—

—

—

—

—

—

—

—

—

—

—

—

—

—

—

—

—

—

—

—

—

—

—

—

—

—

—

—

—

—

—

—

—

—

—

—

—

—

—

—

—

—

—

—

—

—

—