

THE VILLAGES HEALTH



**Colony
Care Center**
280 Farmer
Place, 674-1710

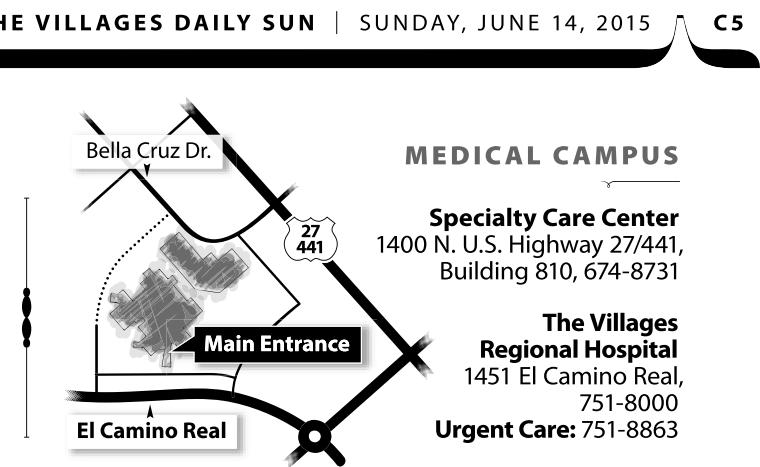
**Pinellas
Care Center**
2485 Pinellas
Place, 674-1720

**Bellevue
Care Center**
5051 SE 110th Street,
674-1730

**Santa Barbara
Care Center**
1575 Santa Barbara
Blvd., 674-1740

**Mulberry Grove
Care Center**
8877 SE 165th Mulberry
Lane, 674-1750

**Lake Sumter Creekside
Care Center**
1050 Old Camp Road,
Building 100, 674-1760



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



Alan Campbell | Daily Sun

Dr. Helene Aisenstat, left, talks with Villager Patt Reed recently at the Pinellas Care Center. Reed, a Medicare Advantage patient, says she's thrilled to have Aisenstat serving as the "quarterback" of her health care team.

Villager Offers Praise for Physician, Level of Care

Villages Health patient also credits Medicare Advantage for helping her stay healthy.

By LARRY D. CROOM
Daily Sun Ombudsman



When it comes to her health care, Villager Patt Reed is a huge fan of two things — The Villages Health and Medicare Advantage.

"I come to the doctor here and they take incredible care of me," she said of the Pinellas Care Center and her physician, Dr. Helene Aisenstat. "I have never been healthier than I have since I moved to The Villages. All I do is play all day. There's no stress. This is the best place in the world."

Reed, who moved to Florida's Friendliest Hometown in December, said she quickly has developed an excellent relationship with Aisenstat.

"She's embarrassed me into walking 2 miles every morning and eating better — much better," Reed said with a smile. "We're still working on how many glasses of wine at dinner, but that's a whole different issue," she added with

a chuckle.

A former resident of Tampa, Reed said she very much appreciates having a family doctor who serves as the quarterback of her health care team.

"I didn't go to school to study medicine," the Village of Pinellas resident said. "That's why I have a primary care doctor who works pretty much as the navigator for all the other medical services that are available."

In addition to her satisfaction with her Pinellas care team, Reed said she also is quite thrilled with her Medicare Advantage plan, which stresses preventive care and offers her a variety of perks that those with regular fee-for-service Medicare don't enjoy.

"I know exactly what my out-of-pocket costs are going to be and I know what's covered," she said. "I've got a 24/7 800 line if I want to talk to somebody to answer my questions. It's wonderful peace of mind and the information flow is great."

Reed said she's also a fan of the portal that allows patients to access their health records and communicate with their physicians in a variety of ways, among other things.

"I've got access to my doc-

I come to the doctor here and they take incredible care of me. I have never been healthier than I have since I moved to The Villages."

PATT REED
Village of Pinellas

MEDICARE ADVANTAGE

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.

by email, which is wonderful because pretty much everybody has email anymore," she said. "If I need to go somewhere and get another kind of care, I can ask questions of my doctor, who will send me a message back and say, 'Here's what you need to ask.'"

All of which leads to one important thing, Reed said.

"I've never been sick since I've been here," she said. "So it obviously works."

That kind of statement brings a smile to Dr. Joe Hildner's face.

"That's what Medicare Advantage is built to do," said the director of medical affairs for The Villages Health. "It encourages patients and their doctors to see each other regularly, to get ahead of the game so we can keep people from suffering illnesses instead of waiting for them to have that illness and then trying to undo it. It just makes sense to me."

Aisenstat agreed.

"To find something before it happens is a much better way of treating a patient than to wait until you have a big problem," she said. "For example, we check blood sugars as a preventive thing. If I find someone's blood sugar is slightly elevated, I can make some recommendations. Then that patient can make a difference in their life by taking advantage of that information and those recommendations. They can stop themselves from being diabetics — sometimes

MEET A DOCTOR

Dr. Michael Vogt, a primary care physician at the Bellevue Care Center, earned his undergraduate degree from the University of West Florida and his medical degree from the University of South Florida. A Marine Corps veteran, he completed his internship/residency training at Florida Hospital Orlando and is certified by the American Board of Family Medicine.



1

Why did you decide to become a family doctor?

Family medicine incorporates all of the kinds of medicine that I like to do and it gives me a lot of satisfaction.

2

What is your favorite thing about being a doctor?

I like helping people feel better. If I can find something that was wrong with them that they didn't know was wrong, and I can keep them from having a bad outcome because we caught it early, that's what I enjoy.

3

What is your philosophy of health care?

I like to make my patients better. I think that if a patient is able to come to me and tell me how they're feeling and give me the time required to help them, I'll be able to help them as well as anybody.

4

What does it do for you as a doctor when you get a patient who is active and into their health?

It makes my job easier if somebody's active. Activity helps every aspect of your life. So almost certainly, an active person is more healthy than an inactive patient. So we're kind of starting a step above where I would start with a patient who is not so active.

5

How do you feel about having primary care doctors and specialists under the same Villages Health umbrella?

It's great to have somebody working with the same company and being able to call that doctor up or send over a referral. It's all within the same system. We share a medical record with those specialists, so we don't have to depend on faxing the way we used to do it years and years ago.

ASK A DOCTOR

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

Answer Provided by
DR. SMITA OJHA
Creekside Care Center



The physician gets to know you and your medical problems well. He knows not only you, but your family and your extended family. He knows your opinions on medical decision-making and knows what the outcomes can be if he went along with one particular decision that you've made. He is basically 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 if you need further referral or care and whom to send you to.

As a doctor, what's it like to have patients who are really into their health?

Answer Provided by
DR. DENISE OLIVIERRE
Colony Care Center



It makes a whole world of difference, because you can only do so much for the patient if they're not invested in their own health care. They have to want to stay healthy, and in order to do that, incorporate a healthy lifestyle.

What is the importance of having a team take care of patients?

Answer Provided by
**DR. MIRKO
ROETHLISBERGER**,
Creekside Care Center



I think it's important that everybody's on the same page, that you share certain responsibilities and I'm not the man for everything. I have staff members who work with me. I have extenders who work with me. I have other doctors who cover for me and vice versa.

DID YOU KNOW?

Dr. Michael Wald, a primary care physician at the Mulberry Grove Care Center, is a huge fan of the 1973 hit movie "The Sting," starring Robert Redford and Paul Newman.

