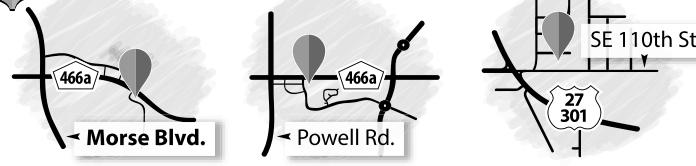


## THE VILLAGES HEALTH



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

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

**Belleview 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



## america's healthiest hometown

## MEET A DOCTOR

**Dr. Collette Mercier**, a primary care physician at the Mulberry Grove Care Center, earned her undergraduate and medical degrees from Michigan State University. She completed her internship/residency at Saginaw Cooperative Hospitals in Saginaw, Michigan, and at State University of New York in Buffalo, New York. Mercier is certified by the American Board of Family Practice.



1

**Why did you decide to become a doctor?**

I always wanted to be one since I was a child. I always wanted to help people with prevention and nutrition.

2

**What is your favorite thing about being a doctor?**

I like having conversations with people and it's a lot about relationships. Every day is different and everybody has a story.

3

**What would you say to patients about preventive care?**

The fact that a person feels like they're healthy and they don't have anything wrong and they don't have symptoms, makes them a perfect candidate for screening tests and preventive care.

4

**What is your philosophy of health care?**

Less is more. Patients don't really want to hear all the numbers, statistics and names of the research projects. They just want to know, "Should I do anything different? Should I change anything?" I want people to relax and trust that the advice we give is evidence-based.

Carol Reid, a nurse navigator with The Villages Health, said it's important for her to work closely with patients who have several chronic or complex medical conditions, as well as those who recently have been discharged from the hospital.

"We make sure that they have all of the services that they need, that they understand any new meds and they come in for their follow-up appointments," she said. "We just try to keep them healthy so they don't end up going back into the hospital."

5

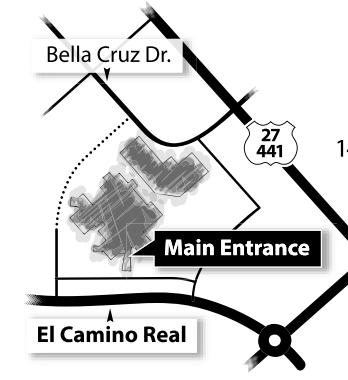
**What is it like to treat patients who are so active and into their health?**

When I get to have somebody who's really interested in their health, and they're exercising and eating right, keeping their weight down and they don't smoke, it's a breath of fresh air.

## 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



Dr. David Jordahl, medical director of the Colony Care Center, talks with Certified Medical Assistant Nikki Carter about a patient recently. Jordahl says the benefits that Medicare Advantage provides to his patients, such as having a Villages Health doctor treat them during hospital stays and nurse navigators work with them afterward, gives him opportunities as a primary care physician to provide a higher level of treatment.

## Medicare Advantage Offers Hospitalist, Nurse Navigators

Villages Health physicians say those two benefits are vitally important for their patients.

By LARRY D. CROOM  
Daily Sun Ombudsman

**W**hen it comes to hospital stays and coordinated treatment after the fact, Villages Health physicians are quick to point out the extra benefits their Medicare Advantage patients enjoy over those with regular fee-for-service Medicare.

For instance, those Medicare Advantage patients are treated by a Villages Health physician during their stay at The Villages Regional Hospital. And they can expect at least one social visit from their own primary care doctor as well.

"That really creates a good continuity experience for both the patients and the doctors," said Dr. Paul Daluga, a primary care physician at the Mulberry Grove Care Center who also serves as a hospitalist. "They think, 'Wow. This is my doctor's partner or actually my doctor seeing me. And they really appreciate it.'

Dr. Joe Hildner, director of medical affairs for The Villages Health, said the coordination between the primary care physician and the hospitalist is a key benefit for Medicare

Advantage patients.

"It's nice for the patient to know that the doctor they see in the office knows they're there, is a part of this and is going to be there to follow up," Hildner said. "It's just a really neat way to do it. It feels good for the patient, the family and the caregivers."

"And the doctors love that connection and being just a little bit more involved and in touch than most doctors tend to be when patients are at the hospital."

Hildner said another huge benefit for Medicare Advantage patients is the availability of nurse navigators — registered nurses that help make sure things are going well for patients as they transition from the hospital to a rehabilitation facility or home to a caregiver, among other things.

"That nurse navigator can improve your understanding of things and teach you things that you would benefit from knowing. So when I see you back, I've been hearing updates every week about how things are coming along."



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**DR. JOE HILDNER**  
director of medical affairs

**COMING JUNE 7**  
Dr. Laura Cloukey is enjoying her new role as medical director of the Pinellas Care Center.

of their care," he said. "When crises happen — and they most certainly do happen — we have that nurse navigator to help us navigate that as well, even if it's not in the hospital setting."

Dr. Robert Reilly, medical director of the Creekside Care Center, said nurse navigators also come into play when patients are receiving treatment outside the local area.

"When I have a patient who has undergone some testing elsewhere that I didn't order, or was hospitalized somewhere else, they find out about it and they contact me," Reilly said. "They say, 'Your patient had this done. We've already spoken to them. We spoke to the family and he or she is doing well. We've got them set up with you next week for an appointment.' It's really unbelievable."

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"We make sure that they have all of the services that they need, that they understand any new meds and they come in for their follow-up appointments," she said. "We just try to keep them healthy so they don't end up going back into the hospital."

**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.**

## ASK A DOCTOR

**What is it like to treat patients who are so active and so involved in their health care?**

**Answer Provided by DR. DANIEL WHINNEN**  
Belleview Care Center



It's a tremendous joy when you've got someone who walks in the office and they've been exercising and watching what they eat. They're feeling good and they've got energy because they've made some good lifestyle changes. It's just a joy to take care of them because I can look at them and say, 'You did this. You did this and keep up the good work.' Hopefully that motivates them.

**Why is primary care important for a patient?**

**Answer Provided by BRITTANY GAGNON**  
physician assistant,  
Belleview Care Center



We can point you in the right direction. In primary care, we can take care of a lot of our patients' everyday health care needs. And maybe we can prevent them from having to go see a specialist if it's not necessary. Maybe we can take care of all that here. That cuts down on the patients' costs and our overall health care costs. Also with a good primary care doctor, you have a relationship. We are able to kind of keep everything centered here.

**What is your favorite thing about being a primary care physician?**

**Answer Provided by DR. TOMAS PEREZ**  
Pinellas Care Center



As family doctors, we get a chance to know the patients well, not only from a medical standpoint, but also from a social standpoint. So I think at the end of the day, we're able to treat the whole individual rather than treat an organ, a system or a body part like a specialist. I really enjoy that.

## DID YOU KNOW?

As a child, Dr. Robert Kersh, a cardiologist at the Specialty Care Center, was a big fan of the 1942 hit movie "Yankee Doodle Dandy," starring James Cagney, Joan Leslie and Walter Huston.

