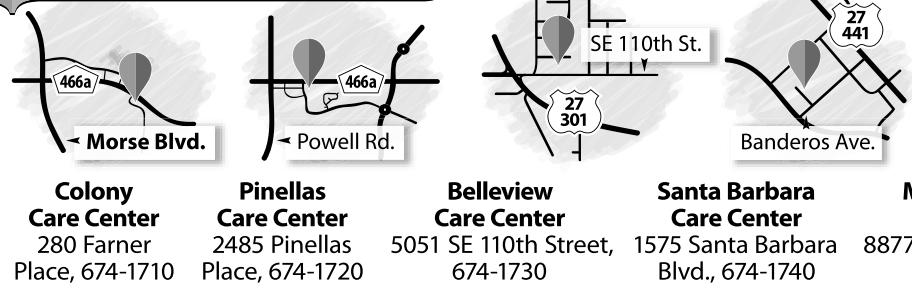


## THE VILLAGES HEALTH



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

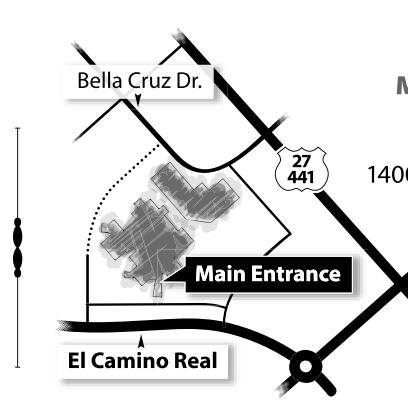
**Pinellas  
Care Center**  
2485 Pinellas Place, 674-1720

**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



George Horsford | Daily Sun

Dr. Michael Clifford, left, reviews a patient's chart recently with Jennifer Kelly, a medical assistant who serves as the Colony Care Center's clinical telephone assistant. Clifford serves as the primary care doctor for Villagers Betty and Ron Dulban, who say they're thrilled with him and his medical team, as well as their UnitedHealthcare Medicare Advantage plan.

## Residents Say They're Thrilled With Care from Villages Health

Villagers also offer thoughts on UnitedHealthcare's Medicare Advantage plans.

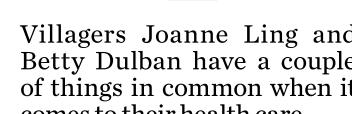


I think

Dr. Clifford is right on track in keeping me up with what I'm supposed to have done."

**BETTY DULBAN**  
Village of Virginia Trace

**By LARRY D. CROOM**  
Daily Sun Ombudsman



Villagers Joanne Ling and Betty Dulban have a couple of things in common when it comes to their health care.

Both are thrilled with the care they receive from their primary care doctors through The Villages Health. And both are quick to point out their satisfaction with their UnitedHealthcare Medicare Advantage plans.

"I think it's excellent," said Ling, who sees Dr. Denise Kennedy at the Creekside Care Center. "You go sit in the living room and a minute later, they call you in. The doctor comes in and you're not waiting an hour and a half for some doctor to tell you something for two minutes and they're out of there."

With Kennedy, she said, the experience is so pleasant.

"She takes her time and she's very thoughtful and very dedicated," Ling said. "The whole place just seems to be that way. We just really like it very much."

Ling, a retired home economics teacher, said she's quite happy with her UnitedHealthcare Medicare Advantage plan — a decision she didn't take lightly when

signing up.

"I spent three years studying this Advantage plan before I went into it," said the Village of Caroline resident, who also sold insurance before retiring to The Villages. "I went to some of the seminars and talked to several of the representatives. I came to the conclusion that it was very good and I decided to take advantage of it."

Ling said she's also pleased to know that The Villages Health has been rated high in two national rankings — a 9.2 out of a possible 10 in the national Consumer Assessment of Healthcare Providers and Systems patient satisfaction survey and very high marks in 14 of 17 Health Care Effectiveness Data and Information Set measures, a standard set of measurements that primarily are focused around screenings and used by more than 90 percent of America's health plans to measure performance.

"That's very good and I'm very much at peace about that," she said. "I've been to a few doctors here in The Villages and this has been my best experience."

For her part, Dulban said she's also a huge fan of her UnitedHealthcare Medicare Advantage plan, calling the help she's received from the Lake Sumter Landing MedicareStore some of the best she ever has experienced.

"I'd been on the telephone for quite awhile and I couldn't find the answer," she said about a recent question she

had concerning her coverage. "I came here and a gentleman helped me. He got on the phone with somebody and he had the answer within 10 minutes — exactly what I needed to know."

Dulban said there's also another big reason she is such a fan of her Advantage plan — the peace of mind it offers her.

"I don't have to have a referral from a doctor to go to a specialist," she said. "I really like that."

Dulban, who moved to The Villages in 2009, said that she and her husband, Ron, are quite thrilled with the level of care they receive from their primary care physician, Dr. Michael Clifford, at the Colony Care Center — especially the preventive measures that come compliments of her Medicare Advantage plan.

"I take advantage of every bit of it and I think Dr. Clifford is right on track in keeping me up with what I'm supposed to have done," she said. "He's really good about it and it keeps me healthy."

Dulban, of the Village of Virginia Trace, added that she's also quite happy with the entire Colony Care Center team that takes care of her health care needs.

"They have you sit down and make sure you're logged in," she said. "And then they help you within just minutes. It's fantastic and I'm so pleased with it."

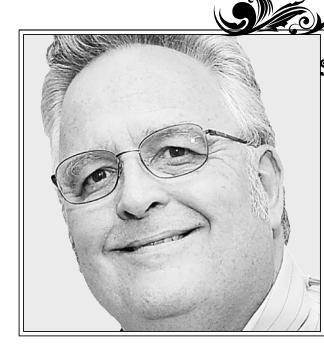
*UnitedHealthcare offers the only Medicare Advantage plans that are accepted by The Villages Health. For more information, visit any of the MedicareStores that are located in each town square or speak to a representative at any care center.*

### COMING NOV. 15

Villages Health doctors answer pertinent medical questions.

### MEET A DOCTOR

Answers provided by  
**DR. DAVID KELLEY,**  
Pinellas Care Center



1

**What are some of the advantages to the UnitedHealthcare Medicare Advantage plan that help you take better care of your patients?**

One major advantage is that if one of my (Medicare Advantage) patients needs to be hospitalized, they will be cared for by a Villages Health physician. That person is my colleague and they keep me in the loop about what's going on with my patient while they are in the hospital. When they are ready to be discharged, our care navigator — a trained registered nurse — will be in contact with the patient and help coordinate any needs they may have. She also keeps me in the loop about those needs and plans.

2

**Is there another benefit to these kinds of plan?**

UnitedHealthcare's Medicare Advantage plans are focused on keeping patients healthy. When your personal physician, your Villages Health team and your insurance company all work together to keep you well so that you can live your retirement dreams, everybody wins.

3

**What is your favorite thing about Medicare Advantage?**

Keeping everything coordinated for the benefit of the patient. It has to do with working with the patient in the office and working with them in the hospital. We've got nurses that are both here and at the hospital that help to keep us apprised of the progress of the patients at the hospital. We know that they're there and we can go over and see them in a social visit. We know when they're discharged, so we can see them within two or three days after discharge.

4

**How do you feel about a 2013 study that showed that 94 percent of Medicare patients are satisfied with their coverage?**

That's our goal. If you're going to talk the talk and have all these expectations, you better walk the walk. So we do everything that we can to live up to our expectations to take care of our patients, which is something you should be doing with all patients.

### ASK A DOCTOR

**What is one aspect about your job that really sticks out in a positive way?**

**Answer Provided by DR. AL TURRI,**  
Director of audiology



Camaraderie and collegial relationships with all the providers on this staff, from the medical director of the whole company right to my staff audiologists to the nurse practitioner to the medical assistant to everybody across the spectrum of delivery of service. You can feel the energy. There's an electricity in these halls. You can't help but get excited about what we're a part of and how we're changing things.

**What does it mean for you as a doctor to have 30-minute visits with patients?**

**Answer Provided by DR. HEIDI ZIMMERMAN,**  
Colony Care Center



I think that's pretty cool. The patients love it. I think people who are new to the system can't quite believe that their doctor is actually sitting and talking to them without their hand on the door, ready to go out.

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

**Answer Provided by DR. ROBERT REILLY,**  
Medical director, Creekside Care Center



My favorite element is my ability to connect with patients, to communicate with them. To get to know them and to have a significant impact, not just on their medical illnesses, but on their life in general. I want to be able to talk to them. I think you heal through a variety of mechanisms. It's not just the medications that you prescribe. It's taking time with them and listening to them and showing them that you care. You have the ability to do that as a primary care physician.

### DID YOU KNOW?

**Sheri Harwood,** Creekside Care Center manager, is a huge fan of the 2009 hit movie "The Blind Side."

