

# AMERICA’S HEALTHIEST HOMETOWN

A weekly report on The Villages’ efforts to become “America’s Healthiest Hometown” Compiled by Daily Sun Ombudsman **Larry D. Croom**  
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**Did you know?**  
When it comes to television shows, Karen Doyle, a physician assistant at the Colony Care Center, likes anything on HGTV.

## Fixing health care: All about Dr. Nasseer Masoodi

Primary care doctors and other medical providers have been recruited as part of an initiative to revamp health care right here in Florida’s Friendliest Hometown. The Villages Health is partnering with USF Health to bring in family doctors, care providers and specialists who will work as a team, all in the best interests of serving patients. This weekly feature will introduce these innovative medical providers who have joined this effort.

### What is your favorite thing about being a family doctor?

I think the most important thing is that you know the person as a whole. You don’t just know them because they have diabetes and hypertension and heart disease. You know them because they share with you their personal values, their family values, their cultural values. So you don’t know a patient – you know the person. That, as a physician, is very important when I discuss the options with my patient, because it has to be a person-centered option.

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

It is one of the important things that I believe in, because when you have a primary care physician that knows you well, that has a good understanding of your values and your medical issues, then it becomes easier to make a plan of care and decisions for any expected or unexpected event. It creates good communication between the patient and the physician, so they’re both on the same page and looking at the same thing – and probably through the same set of eyes.

### What is your health care philosophy?

I always approach health care to be person-centered, not only patient-centered. I always tell my patients that when we make a decision about your health care, it is not only to be about your diabetes or your health failure or your kidney disease.



**Care Center:** Santa Barbara  
**Age:** 42  
**Undergraduate and medical school:** Government Medical College Srinagar, University of Kashmir (India)  
**Master’s degree:** Isenberg School of Management, University of Massachusetts  
**Internship, residency:** North Shore University Hospital, State University of New York  
**Fellowship in geriatrics:** State University of New York (Buffalo, N.Y.)

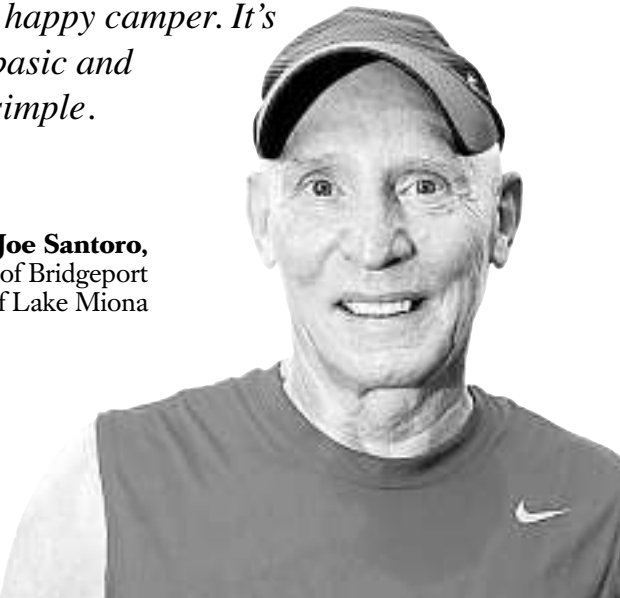
It has to be a big picture of what your personal values are. What your culture values are. What your social values are. And what your religious beliefs are. Because at the end of the day, any decision we make, it has to encompass you as a whole person, not just because you have diabetes or you have heart disease. So it has to be a person-centered decision that takes into account all your values. And then there are no good and bad answers.

**Next week** Find out all about Dr. Daniel Whinnen, a primary care physician at the Belleview Care Center.

## Creating America’s Healthiest Hometown What does it mean to lead a healthy life?

“It’s the most important thing in your life, because if you’re not healthy, you’re not happy. Happiness is staying healthy, knowing who you are and living your life the way you want. If you’re not healthy, you can’t be happy and you can’t have a good relationship all the way around because you’re not going to feel good. Anybody wakes up anymore and has a lot of aches and pains, and is trying to talk to their spouse, is definitely not going to be a happy camper. It’s pretty basic and pretty simple.”

**Dr. Joe Santoro,**  
Village of Bridgeport of Lake Miona



# Popular phlebotomist

## Megan Terrell making a difference for patients at Colony

By **LARRY D. CROOM**  
DAILY SUN OMBUDSMAN

When it comes to medical appointments, having blood drawn doesn’t usually rank high on a patient’s wish list.

In fact, some might say that’s the thing they dread the most.

But when it comes to having the procedure done by phlebotomist Megan Terrell at Colony Care Center, patients tell a much different story.

“She is absolutely the best,” said Villager Richard Bechtoldt. “She’s warm and friendly and very good at drawing blood. There’s no pain whatsoever.”

Villager Edward Stafford said he believes Terrell’s competence puts patients at ease.

“I can relate back to the military and drawing blood, where I think they used single-blade axes or KA-BARs (knives),” Stafford said with a chuckle. “Megan just keeps you so relaxed and she explains everything that she’s doing. You just don’t have that fear anymore.”

Not surprisingly, such high praise quickly brings a bright smile to Terrell’s face.

“It makes you feel good,” said the 23-year-old clinical lab assistant. “I get the patient for five minutes, so I’ve got five minutes to build a relationship with somebody. It’s a challenge.”

That challenge, said Dr. David Jordahl, medical director of the Colony Care Center, is where Terrell excels.

“Megan has a relationship with patients and she recognizes when situations arise that I need to maybe get involved,” he said. “She’s done that before, so it’s not just about drawing blood for Megan.”

Dr. Joe Hildner, chief medical officer of The Villages Health, said it speaks volumes about Terrell that she is popular among those she sticks with a needle.

“You just know when you’re in the hands of somebody who knows how to find that vein and get in there the first time,” he said. “And when you meet somebody like Megan, even though she’s going to be sticking you with a sharp object, you’re happy to see her because you know it’s going to be done as well as it can be.”



George Horsford / Daily Sun

Even though Megan Terrell, clinical lab assistant with the Colony Care Center, spends a lot of time drawing blood, patients say they look forward to seeing her.

In a Daily Sun article earlier this year, Stafford dubbed Terrell as the “one-stick artist.” A few days later, she was enjoying a new nickname.

“They’re calling me ‘One-Stick Terrell’ now,” she said with a laugh.

On a more serious note, Terrell said that part of her success comes from understanding that each patient is different and that it’s crucial to get a feel for them before she starts drawing blood.

“If they’re scared, you’re going to treat them differently than if they’re not scared,” she said. “You’ve got to get to

know what they’re afraid of in order to help them not be afraid anymore.”

That attitude, said Dr. Robert Reilly, is clearly one of the reasons Terrell is loved by so many of her patients.

“I’ve never worked with a phlebotomist who takes the time to personally get to know each of the patients she cares for and who takes ownership and responsibility the way that Megan does,” he said. “She is a critical part of our health care team and I feel privileged to work with her.”

Dr. Nasseer Masoodi said it’s obvious that Terrell is

clearly making a difference in people’s lives.

“Patients may not come for their lab work because they are more scared of the needle than anything else,” he said. “They will have one or the other excuses not to come, and that ultimately affects their health outcomes. When you have a person like Megan who’s able to make patients feel comfortable, there is no bigger compliment that a person can get. I think that goes a long way in not only telling us about her expertise, but also about her compassion.”

## Care Centers in The Villages

### Primary care

**The Villages Health Colony Care Center**  
280 Farner Place  
**The Villages Health Santa Barbara Care Center**  
1575 Santa Barbara Blvd.  
**The Villages Health Pinellas Care Center**  
2485 Pinellas Place (Opening in November)  
**The Villages Health Mulberry Grove Care Center**  
8877 S.E. 165th Mulberry Lane (Opening spring 2014)

### Specialty care

**USF Health Specialty Care Center**  
1400 N. U.S. Highway 24/441, Building 810  
(Opening in November)

**The Villages Health Lake Sumter Creekside Care Center**  
1050 Old Camp Road, Building 100 (Opening spring 2014)

## Medicare resources

To learn about Medicare, visit a UnitedHealthcare MedicareStore in The Villages.

**Lake Sumter Landing**  
1049 Lake Sumter Landing  
391-5262

**Spanish Springs**  
979 Del Mar Drive  
674-7160

**Brownwood**  
2617 W. Torch Lake Drive  
674-1240

**La Plaza Grande**  
1124 Bichara Blvd.  
460-7924

### Information is also available at:

■ [medicaremadeclear.com](http://medicaremadeclear.com)  
■ [medicare.gov](http://medicare.gov)

■ 1-800-Medicare  
■ SHINE 1-800-963-5337

■ Send an email to [information@elderaffairs.org](mailto:information@elderaffairs.org).