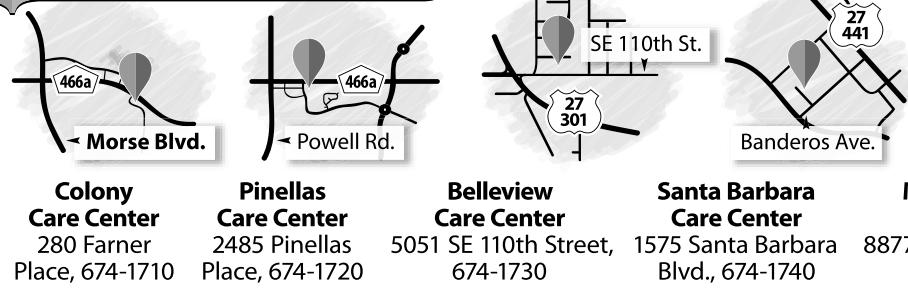


## THE VILLAGES HEALTH



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

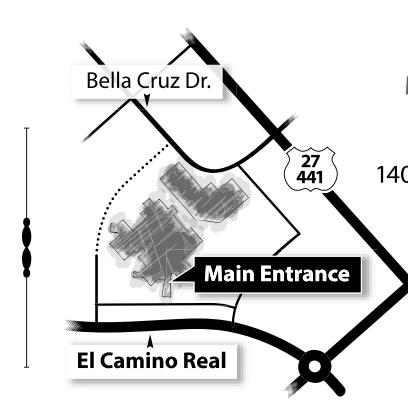
**Pinellas Care Center**  
2485 Pinellas Place, 674-1720

**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



**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

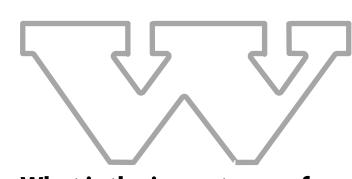


George Horsford | Daily Sun

Dr. Robert Reilly, medical director of the Creekside Care Center, says it's vitally important for primary care doctors to have solid relationships with their patients.

## Creekside Medical Chief Shares Health Insights

Answers Provided by  
**DR. ROBERT REILLY,**  
medical director,  
Creekside Care Center



What is the importance of having solid relationships with your patients?

There's probably nothing more important than having that bond with the patient. Health care is health care and you can get it anywhere. But if you want to really deliver on the best patient outcomes, you need to understand where your patients are coming from. What are their desires? What are their interests?

What are their barriers to care? You cannot know any of that if you don't have a personal relationship with that patient and get to know him or her. In a world in which physicians are struggling to get through the day, seeing 40 patients a day, 10 minutes each, there's no way you're going to bond with that patient.

There's no way you're going to build that relationship. Therefore, your care delivery is basically going to be a templated, cookie-cutter, one-size-fits-all kind of plan. And that is going to fail because you are absolutely not able to understand that individual's passions, desires, personality, beliefs, goals and barriers to care.

What is the importance of Villages Health hospitalists that are included as a UnitedHealthcare Medicare Advantage benefit?

That's a very important advantage. I used to be a hospitalist and people are at their most vulnerable hour when they're at their sickest and they're admitted to the hospital. They're scared and they don't know the doctors taking care of them. Their family doesn't know what the plan is. There are a lot of questions and few answers — and they're ill on top of everything. So the unfortunate scenario is at the sickest times, when people are most vulnerable, they're being taken care of often by a doctor who doesn't know anything about them. A Villages Health patient who has Medicare Advantage and is in the hospital is taken care of by a Villages Health hospitalist physician. There's an enormous benefit to that. There's that connection, that bond between the patient and the doc. And if they don't know the patient directly, they know the doctor whom that patient belongs to in the clinic and they're communicating with them immediately. They have access to their records right in front of them. They have their history — when they were last seen in the office, what the labs were and what scans were done.

Also with Medicare Advantage, what is the importance of Villages Health nurse navigators and the help they provide patients who are transitioning to other levels of care after hospital stays?

The nurse navigator is an



If you want to really deliver on the best patient outcomes, you need to understand where your patients are coming from."

**DR. ROBERT REILLY**  
medical director,  
Creekside Care Center



### MEDICARE ADVANTAGE

The Villages Health is only accepting patients who have Medicare Advantage plans provided by UnitedHealthcare. For more information, visit any of the MedicareStores that are located in each town square or speak to a representative at any care center.

incredible resource. I can't tell you the number of times that I've relied on our nurse navigator program to help me get our patients the care they need. The nurse navigator is kind of a beacon of light in the hospital process.

It's the admission, the discharge, the rehab follow-up. Whatever it is, that nurse navigator's kind of holding that beam of light to guide the patient all the way through the process.

They're the connection between the hospital doctor and the primary doctor in the clinic. They're a resource for the family to lean on with questions. That nurse navigator is available all the time to that patient by phone call and by physical visit in the hospital.

They stay in contact with the patient through the whole process. So when they leave the hospital and they go to that rehab or they go home, the nurse navigator is on top of it. They're speaking to the family and the patient and letting us know, 'I spoke to your patient today. They got discharged and they're going to rehab. They should be out in a few days and we're going to set them up an appointment with you as soon as they're out.'

That is tremendous. It keeps the transition of care through the whole process seamless and makes sure that there's no balls dropped.

It gives the patient and the family a sigh of relief that they have somebody who gets it and is watching out for them every step of the way.

— Compiled by Larry D. Croom,  
Daily Sun Ombudsman

### MEET A PROVIDER

Answers provided by  
**BEVERLY ELMORE,**  
physician assistant,  
Colony Care Center



1

**What is your favorite thing about being a physician assistant?**

I get to spend a lot of time with patients. Also, in family practice, I get to see them more than once. I get to see them again and again and work with their primary care physicians as well. So we work as a team and it's just awesome.

2

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

I believe in taking the time to listen to the patient and working with the patient to develop a plan and course of treatments. I don't believe in just simply throwing things at patients and expecting them to receive it, just because I'm saying this is how we're going to do it. I believe in a partnership when we're dealing with patient care. I want patients to care about getting healthy and staying healthy.

3

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

It makes medicine so much more exciting. It makes it so much more encouraging. It makes you feel so much more empowered that you're making a difference.

4

**Do you think the initiative that's sweeping through The Villages can change health care across America?**

Absolutely. A lot of people, they're scared to go to the doctor. They don't want to go to the doctor. We have patients who are excited to come in and see us. They don't cringe at the thought of, 'Oh, just another doctor's appointment.' They're happy to see that we're happy to see them, as well.

5

**What makes you want to come to work here every day?**

The people — patients, my colleagues, the staff. Just the environment. It's just a happy, inclusive, family-oriented environment. I'm just happy to be here.

### ASK A DOCTOR

Why did you decide to become a primary care doctor?

Answer Provided by  
**DR. ROBERT AISENSTAT,**  
Pinellas Care Center



It was probably a childhood dream to eventually do that. I kind of got waylaid, just because of finances and education and personal injury. So I didn't have this opportunity until I was 35. I always wanted to be a doctor. Being a paramedic was close as I could get to it at that time. But eventually, the doors opened up for us (he and his wife, Helene, also a physician at Pinellas) to go to medical school and we jumped all over that opportunity.

Answer Provided by  
**DR. J.D. STEED,**  
medical director, Bellevue Care Center



I think when I looked at the specialties, I initially wanted to be a pediatrician because I just love children and I still have a passion for children. But then I got to find out how great it is to just get to know people and get to hear their stories, especially from people like my veterans. To hear their World War II stories, I just love that. I love getting to know families and taking care of them over time. I love that continuity aspect and so in family medicine you get to do children, adults, procedures — all that kind of stuff. That really lit me up.

Answer Provided by  
**DR. DENISE OLIVIERRE,**  
Colony Care Center



I grew up in Jamaica. The school system there, they tend to put you into two groups. You either go into the science group or you go into the arts group. When you go into the science group, as in primary school, then they put you in the science group all the way through to high school. So you end up taking all science courses and it's kind of like a natural progression, to do something scientific. And of all the scientific genres, I liked medicine the most.

### DID YOU KNOW?

Dr. Michael Clifford, a primary care physician at the Colony Care Center, is a big fan of the 1959 hit movie "Some Like it Hot," starring Marilyn Monroe, Tony Curtis and Jack Lemmon.

