

**Q&A:
The Patient
Representative / 4**

**Annual
Employee
Awards / 5**



**Holiday
Gift
Ideas / 7**

yale health care

NEWS FROM THE YALE HEALTH PLAN

VOL. II NO. 6 NOVEMBER – DECEMBER 1999

Kids and Substance Abuse: Talk About It Early

RHEA HIRSHMAN

Contributing Writer

The program is called “Tar Wars,” but it has nothing to do with interplanetary forces struggling to control the universe. Instead, this anti-smoking initiative, developed through the American Academy of Family Physicians, was created to keep children away from tobacco. John Iannarone, MD, of YHP’s Urgent Care Department, takes Tar Wars into the second, third and fourth grade classrooms of his hometown, Monroe, several times a year, in an effort to keep the tobacco companies from bringing kids over to the dark side of tobacco use and addiction. He is assisted in this effort by a variety

continued on page 3

The Spin on Dizziness

IVY M. ALEXANDER, APRN, MS, C-ANP

Internal Medicine

Do you remember being a child, spinning yourself around with friends until you all fell down in a dizzy, laughing heap? Perhaps you are a fan of roller coasters and Ferris wheels, someone who relishes feeling the world spinning around you. However, for people who suffer from it, dizziness is neither fun nor funny. Fortunately, dizziness is usually self-limiting and is often more annoying than serious. But, in people whose dizziness is associated with other symptoms or whose dizziness does not resolve, an underlying disease process may be the cause.

Dizziness is not a disease. Instead, the term is used to describe a variety of sensations including feeling faint or light-headed, experiencing a sense of imbalance or unsteadiness, or suffering from vertigo. The latter refers to the illusion of motion



where none actually exists, as in “the room was spinning.” Causes of these symptoms vary from drug reactions to inner ear inflammations to more serious problems affecting the nervous system or heart.

When a person complains of dizziness, the first step is to determine which symptom they are actually experiencing. Once

continued on page 2

C A L E N D A R

**Mondays
Weight Watchers
at Work**

**Tuesdays
Blood Pressure
Screenings**

**Wednesdays
Early Pregnancy
Classes**

FOR MORE, TURN
TO CALENDAR
LISTINGS ON
PAGE 8

DIZZINESS

continued from page 1

the sensation is understood, a clinician will inquire about the duration and frequency of the symptoms and whether the patient has had any recent illnesses or has any ongoing medical problems. In addition, it is important to discuss any prescription or over-the-counter medications being taken, vitamins and herbal preparations, as well as issues such as work environment, stress, and use of alcohol, caffeine or tobacco.

The physical examination centers on the body systems most likely responsible for the sensation: the head, eyes, ears, neck and throat, heart, lungs, abdomen, and nervous system. Testing, such as having the patient perform specific movements or activities, may be done to see if the symptoms can be made to recur. Sometimes laboratory testing or evaluation by a specialist (most often a neurologist, cardiologist or ear, nose and throat specialist) might be needed.

Causes of dizziness can be generally grouped according to the specific sensation. Vertigo is most common; it is more pronounced with sudden head movements and is usually not associated with systemic nervous system problems like difficulty walking or changes in vision. Vertigo is usually caused by fluid movement in the vestibular area of the ear (the inner ear), a result of tiny, harmless calcified particles breaking free and moving around. Infection or nicotine withdrawal are other common causes. The potentially serious causes of vertigo—including Meniere's disease or a tumor—are also by far the least common. Simple vertigo will usually resolve without treatment in a few days.

Light-headedness may be caused by a sudden drop in blood pressure (usually occurring when a person stands or sits upright) or hyperventilation. Stimulation of the vagal nerve, or a common faint, can happen following a fright, after having blood drawn, after a long period of standing, or during extreme heat or prolonged fasting. Light-headedness can also be due to an irregular heart beat, other heart problems that interfere with circulating blood, or a reaction to medications.

Important telephone numbers

Urgent Care	432-0123
<i>Open 24 hrs/day, seven days per week</i>	
Toll Free Information Pharmacy	1-877-YHP-CARE 432-0246 432-0033
<i>Hours of operation</i>	
Monday–Friday	7:30 AM–6:30 PM
Saturday	8:30 AM–3:30 PM
Patient Representative	432-0109
Medicare/Retiree Coordinator	432-8134
Outpatient Referrals/Claims	432-0250
Inpatient Care Facility	432-0001

in touch

Disequilibrium—feeling unsteady or off balance—can occur in people experiencing decreased sensation in their hands or feet since the brain uses signals from the extremities for balancing. Other causes might be visual problems, decreased blood flow or, very rarely, a tumor of the brain.

Dizziness is usually simple vertigo, although you should always contact your clinician if any kind of dizziness persists for more than several days. Treatments for symptomatic relief of simple vertigo may include exercises, medications, and

reducing salt intake. Where there is a more serious cause for any kind of dizziness, such as an irregular heartbeat or a tumor, treatment focuses on correcting the underlying problem and may include medication or surgical intervention. Those who are experiencing dizziness can decrease symptoms by changing positions slowly, removing loose rugs or low furniture that might cause tripping, and reducing caffeine and alcohol intake since these substances may make symptoms worse.

YUHS Bestows First Undergraduate Award

Naomi J. Walcott of Saybrook College was the winner this past spring of the first Yale University Health Services Award, established to recognize a graduating senior in Yale College who demonstrates commitment and achievement in the field of health education and health promotion.

Walcott was particularly involved in peer counseling and education. She chaired Safety Net, a consortium of six University peer education and counseling groups, and also served as chair of CONSENT, a peer counseling group dedicated to helping students who have been sexually assaulted or harassed. In addition, she organized YSAPE, (Yale Sexual Assault Peer Educators) a new student peer education group focusing,

with the support of the Student Health Education Office, on sexual assault and rape. Her work insured the program's continuation.

Walcott, who plans to attend graduate school and to become a high school history / social studies teacher, spent the summer traveling in Africa and the Middle East, and will continue her travels for the next several months in Asia—“...part of my education”, she notes, “just outside of the classroom.”

Students eligible for the YUHS award are those who volunteer in any health related activities at Yale. They must also demonstrate good character and a spirit of volunteerism in promoting an awareness of healthy lifestyles among Yale undergraduates.



from the desk of moareson kaplan, m.d.

I welcome this opportunity to introduce myself to our members, many of whom already know me as a physician at YUHS, and to explain my role as medical director. In that capacity I am responsible for clinical quality and clinical operations. All the chiefs of clinical departments, including the Pharmacy, report to me and I am also responsible for outside physician relations. The associate director for clinical services, Judy Madeux, and I meet regularly with the chief and manager (usually a nurse) of each department. Here, the direction is set, priorities determined, and work in progress is reported back—definitely a team management approach.

I also function as the chief of surgical specialties. Surgical specialists provide care at YUHS on a consulting basis, with most of them here one day a week or less.

Therefore, assuring continuity of care is essential. For instance, if a patient has a problem or if a lab report comes in when the physician is not here, we make sure that it is taken care of. I oversee department policy, while the nurse manager is responsible for the day-to-day flow of care.

Staff education is another crucial aspect of assuring clinical quality. We pride ourselves on the amount of onsite education at YUHS. We have our own grand rounds series which takes place at least once a month. Each clinical department has its own regular meetings; many address clinical topics. There is a periodic, health plan wide medical staff meeting to discuss clinical policy issues. There is also a periodic conference to discuss cases that can teach ways to improve future care.

We continually work to improve clinical access and assure quality of care. Recent improvements and innovations have included: the redesign, modernization, and state-of-the art computerization of the Pharmacy (a work in progress); early morning telephone time and early appointments in Pediatrics; the introduction of “open access” appointments in Ob/Gyn; and plans to begin open access appointments in Internal Medicine in January. We have modernized the day-to-day operations of the clinical departments. We instituted quality assurance and management measures. As a result of these and other improvements, we have continued to enhance the quality and quantity of the care we deliver to our members.

KIDS AND SUBSTANCE ABUSE

continued from page 1

of visual aids, including Smoking Suzy, a doll who smokes a cigarette and who sports a tube which collects the tar produced. In a year, he tells the children, a smoker who consumes a pack a day will produce an amount of tar equivalent to two sticks of butter.

Iannarone notes that “Every day in this country three thousand 5th-graders start smoking,” and says that fifth grade, when many schools begin anti-tobacco education, is too late to start. Similarly, Gina Juliano, APRN, MSN, a pediatric nurse practitioner in YHP’s Pediatrics Department, notes that “We (the Pediatrics staff) start talking about substance use and abuse from the day a child is born.” This means everything from talking with parents about the dangers of second-hand smoke, whether in

the home or other environments, to helping parents learn how to address issues of tobacco, alcohol and drugs with their young children and teenagers.

Iannarone and Juliano say that parents and others who want to help kids stay away from harmful substances are up against tough opponents. Iannarone says, “Tobacco and beer companies spend millions each day on advertising. There’s a new cigarette that’s fruit flavored and clearly aimed at teen girls....I talk to the little kids about advertising. I ask them if they ever bought a toy that they saw on television and then, when they got it home, it wasn’t what it looked like on TV. They can understand that.”

Talking to children on a level that makes sense to them is essential, Juliano concurs. “Setting out clear rules is really important, but parents also have to provide tools” so that children can come to decisions themselves and use those tools

when they are with their peers. Those tools can involve everything from encouraging the child to “...blame you as a reason they can give to their friends for why they won’t do something” to developing role plays so that the child has practice in figuring out how to handle a situation that is making them uncomfortable.

Parents who want more information about discussing tobacco, alcohol and other drugs with their children can make appointments with the Pediatrics staff to discuss any concerns they have and can pick up a variety of pamphlets from the department. Meanwhile, John Iannarone hopes that his efforts, and those of other clinicians who are willing to go out into the community, will do some long-term good. “I can’t personally take on the tobacco companies,” he says, “but I really like it when I hear from parents in my town that their kids are bugging them to stop smoking.”



THE PATIENT REPRESENTATIVE

Vicki Eisler, YHP's patient representative, is available to help solve a variety of problems YHP members may encounter. Her phone number is 203-432-0109. Interactions with the patient representative are kept confidential. All interactions are confidential unless you give your permission for your name and/or other specific information to be used in the course of resolving a problem.

questions, answers

By answering your questions, this column will help you get the most out of your YHP membership.

Send your questions to:
Member Services Q & A,
Yale Health Plan,
17 Hillhouse Ave.,
P.O. Box 208237
New Haven, CT
06520-8237.

We'll get them answered by someone "in the know."

Q. What is the function of the patient representative?

A. I help resolve a range of individual member problems, as well as learning about and responding to general member concerns. The majority of my time is spent working with individual members.

Q. What sorts of problems do you deal with?

A. The issues range from difficulty in getting through on the phone to a particular department to concern about waiting time for an appointment to complex membership issues such as benefits clarification and problems with claims.

Q. What are some of your activities?

A. In addition to meeting with members with problems and talking to them on the phone, I contact new adult members to see if they have questions they need answered. I help with transitioning care and getting medical records transferred. I read all the patient comment cards, call the members who request a response and forward the cards to the responsible people in the department. I answer questions about benefits orientation for new employees who are considering joining YHP. I sit on the Member Advisory Committee and the Quality and Utilization Management Committee, which oversees quality assurance.

Q. Should all member problems and concerns come directly to you?

A. No, at least not initially. We encourage members who have a problem with a particular clinical department to call the department and ask for the clinical manager, who is there for just that purpose. If the member prefers, or if the problem has to do with communication between departments, or is not related to a clinical department at all (i.e. a membership issue), then the person would contact me.

Q. How does a member contact you?

A. Members can call me either to discuss their concerns or to make an appointment. People who arrive without an appointment are also welcome. If I am away, other staff in the Member Services Department (203-432-0246) can address many concerns.

WINTER RECESS HOURS

ADMINISTRATIVE DEPARTMENTS.

Closed on December 24 and 31. Open December 23 and 30 from 8:30 AM-12:30 PM.

CLINICAL DEPARTMENTS. Closed for routine services on December 24 and December 31, and open from 8:30-12:30 on December 23 and 30. Primary care clinics and some specialty areas will be open December 27, 28 and 29 during regular hours (8:30-5:00). Call each specialty for its schedule.

PHARMACY. Closed on December 25 and January 1. Open 8:30-2:00 on December 24 and December 31. Open 7:30-6:30 on December 23, 27, 28, 29 and 30.

Care for urgent problems is available during the recess in the Urgent Care Department.

Employees Honored with Annual Awards

the yhp staff

The YUHS Employee Recognition Awards—Physician of the Year, Clinician of the Year and Employee of the Year—are given each fall to honor individuals who have attained distinction in their work with a commitment to professional excellence and a focus on the needs of our members. In addition, the YUHS Director's Award was established this year. It recognizes long standing and outstanding contributions to YUHS of someone who may not be in the public eye, but who has given distinguished service in support of our mission to serve our community's health needs.

This year's recipients:

1999 CLINICIAN OF THE YEAR



Deborah Meredith,
CNM
Ob/Gyn
Department

Meredith, who joined YUHS in 1996, was cited for her upbeat attitude and willingness to pitch in and help whenever anyone needs an extra hand.

1999 PHYSICIAN OF THE YEAR



Suguru Imaeda,
MD
Chief of
Dermatology

Imaeda, who came to YUHS in October, 1998, has endeared himself to members and staff with his accessibility, affability, and willingness to communicate.

1999 EMPLOYEE OF THE YEAR



Catherine Reynolds
clinical receptionist
in the Department
of Mental Hygiene

Members say that Reynolds, who has been with YUHS since July, 1987 and will be retiring this December, can make them feel better simply through the sound of her voice.

1999 EMPLOYEE OF THE YEAR



Robyn Levenduski,
RN, nurse coordina-
tor for the immu-
nization program
Office of Health
Promotion.

Members being treated for allergies have been heard to comment that Levenduski,

who came to YUHS in December of last year, is so successful at putting them at ease that they don't really mind getting their shots.

1999 DIRECTOR'S AWARD



Ella Gibson-McAdoo
of the ISS
Department

Gibson-McAdoo began her career at Yale in 1957 and came to YUHS in October, 1977. She was cited for "...being the backbone of the Information Systems and Services Department...unflappably capable in an environment of constant change."

Internist Takes Global Perspective



"An interest in taking care of people and an interest in science," are what Belinda Chan, MD says brought her to the study of medicine. But there was also another

factor. "My grandmother. She trained as a physician in Canton, China, and was a great role model."

A 1994 graduate of the Yale School of Medicine, Chan joined YHP Internal Medicine Department in September, having spent the previous two years in UCLA's Department of Internal Medicine as a clinical assistant professor. She also worked at the Iris Cantor-UCLA Women's Health Center, which she notes, is "one of the national centers for excellence in women's health."

Chan's love of travel has taken her not only across the country, but to Singapore, Thailand, Hong Kong, and several destinations in China. She speaks two Chinese dialects (Mandarin and Cantonese) as well as Spanish. But this

past May, the California native took a very different kind of trip. As she describes it: "...along with 14 other UCLA physicians and nurses I went to Albania for 10 days to care for the Kosovar refugees. Through donations we were able to airlift medical supplies to help the doctors that were already there. My experience...was amazing. The Kosovars are so kind—even in the midst of a war. It's incredible how brave they are despite all that has happened. It was rewarding even to help in the small way that we did."

New Ob/Gyn Came To Medicine Through a Different Door



David Fox, MD, PhD, the health plan's newest obstetrician/gynecologist, didn't start out thinking he wanted to be a doctor. But, as he worked towards his

PhD in cell biology from Georgetown University, Fox found that much of his research was done with doctors in a clinical setting. "They pushed me to become a

doctor myself," he says. "I had always been interested in genetics and prenatal diagnosis and genetic counseling. So when I did decide to go to medical school, it was natural that I went into ob/gyn." He went on to the Medical College of Virginia and then completed his residency in 1994 at Sloane Hospital for Women at Columbia Presbyterian Hospital in New York City. Before coming to Yale Health Plan this past April, Fox practiced at a small community hospital in his native Rhode Island.

The doctors at Georgetown were right. "I love what I do," Fox says. He is emphatic about the importance of treating each patient as a unique individual. "When someone comes in for her annual exam everything else is important too. I'll ask, 'How are you doing? How's the family? How's your relationship with your partner? What's going on with the children?' Asking the right questions can be as important as the Pap smear. And you have to build rapport, because people won't give you real answers unless they trust you."

information

BOOK REVIEW



Reviewed by
Carole Goldberg, PsyD

Office of Health Promotion
and Education

KICKING YOUR HOLIDAY STRESS HABIT

Donald A. Tubesing and
Nancy Loving Tubesing
Pfeifer-Hamilton Publishers

Through questionnaires and discussions, this book helps the reader distinguish between holiday observances, traditions and ideas worth preserving and those which are not. The authors

explore how to avoid holiday “traps” and enhance holiday “treasures” by examining personal feelings and attitudes.

SIMPLIFY THE HOLIDAYS

Allana Baroni, Vicki Webster and John Holm
Readers' Digest / Weldon Owen, Publisher

A compendium of ideas for having less hectic holidays—everything from intelligent observations about financial concerns to practical suggestion on dealing with seasonal overload.

ALL AROUND THE YEAR: HOLIDAYS AND CELEBRATIONS IN AMERICAN LIFE

Jack Santino
University of Illinois Press

A wonderfully readable evaluation of the effects of holidays on everyday life. Included with the more familiar holidays are family and neighborhood rituals, and life-cycle customs and celebrations.

CELEBRATIONS AROUND THE WORLD: A MULTICULTURAL HANDBOOK

Carole S. Angell
Fulcrum Publishing

A great gift for educators. It is user-friendly, thorough, and entertaining, giving background information about twenty or more holidays for each month, as well as recipes and lists of activities.

50 REASONS NOT TO GO HOME FOR THE HOLIDAYS

by Monica Sheehan and Tina Klem.
Andrews McNeel Publishing

An excellent gift for a young person who might feel ambivalent about going “home for the holidays.” Although written in a light style, it touches on important issues of independence, family quirks, and the mixed feelings of wishing to be a child again while wanting to be treated as an adult.

PLAN AHEAD FOR TRAVEL ABROAD

A travel clinic is available for YHP members and Yale affiliates who are traveling to certain areas, primarily developing countries. Please call (203-432-0093) eight to ten weeks before departure to make an appointment. Some immunizations are given in a series that requires several injections separated by several weeks and it is often not advisable to give vaccinations for several diseases at the same visit. No referral is needed. This is a fee-for-service clinic; all fees for consultations or immunizations must be paid when services are rendered.

YUHS READY FOR 2000

Preparations for the Year 2000 have been going on at YUHS for several years, and we anticipate a smooth transition to the new year and the new millenium. Activities have included:

- Nearly three years ago we installed a new Y2K-compliant computer system for membership, scheduling, and financial services. This replaced a decades-old system that was not Y2K-compliant.
- A year ago we started a complete medical equipment review that has resulted in equipment upgrades and replacements designed to serve our members into 2000 and beyond. We worked closely with vendors to ensure that remaining equipment would continue to function correctly after December 31, 1999.
- As part of a University-wide initiative, YUHS has been working with key vendors to ensure that they are Y2K compliant and that we have adequate supplies on hand well into the new year.
- This past September we installed a new Pharmacy system to replace a non-Y2K compliant application.
- A YUHS task force reviewed our operations to make sure our members continue to receive the care and support they will need during the transition to the new year.



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healthy ideas

HEALTHY HOLIDAY GIFTS

Are you firing up your oven to bake treats as holiday time rolls around? Perhaps there's someone on your holiday list who is trying to avoid high fat or high sugar foods, and you're wondering if there's something personalized you can give while at the same time respecting their health needs.



One way to do so is to give the person a smaller portion of your home baked goodies. Instead of giving a whole tin of cookies, make a gift basket arranged with a few of the cookies and add other items like holiday stationery, an ornament and candles. Of course, fruit baskets always make wonderful gifts, and again you can add a small portion of another treat.

Many baked items, such as muffins and fruit bars, can be made into lower fat versions by substituting plain yogurt for sour cream, skim milk for whole milk and fat free cream cheese for regular cream cheese. Many recipes also work with less sugar than called for. Recipes for lower fat and reduced sugar alternatives can be found in a variety of cookbooks, available at your public library.

Make up your own gift baskets, and match the items according to the recipient's personality. Some examples are a variety of herb teas, a small teapot, and a mug; gourmet mustard and salsa with pita and tortilla chips; small bags of gourmet coffees and a mug with an electric warmer; an air popcorn popper, a bag of gourmet popcorn kernels, some small bottles of flavored seltzer, and a video.

Of course, there are plenty of non-food gifts that promote a healthy lifestyle. Consider a gift subscription to a health newsletter, such as the Tufts University Diet and Nutrition Letter (call 1-800-274-7581) or gift certificate for a health food store, a sporting goods store, or some sessions at a fitness center.

Don't forget to pay attention to yourself. Take the time to eat well and exercise during the busy holiday season, even if you can't devote as much time as usual to these activities. If you have been trying to lose weight, set weight maintenance, not weight reduction, as your goal for the holiday season. Be selective with holiday goodies and allow yourself smaller portions of your favorite treats. Greet the new year with a positive attitude towards healthy lifestyle choices, and your efforts will be well rewarded.

BARE HEAD, COLD BODY

Newborns lose up to 30% of their body heat through their heads and need head covering in cool weather as well as during the winter. As we age, we still lose heat through our heads, although the percentage decreases as our body size increases. If the head covering is wet, however, an adult can lose 40% of body heat because the dampness conducts the heat away. Take the time to change into a dry hat and gloves/mittens when outside for a prolonged period.

DR. HARVEY KAETZ, FIRST YHP MEDICAL DIRECTOR, DIES

Dr. Harvey Kaetz, the first chief of medicine and first medical director of the Yale Health Plan, died at his home in Wallingford, Connecticut on August 19. He was 85 years old.

Kaetz served as chief of medicine at the Yale Health Plan from 1971 to 1976 and as medical director from 1971 to 1979, then continued to practice as an internist and oncologist until his "first" retirement in 1984. For many years afterward he maintained his close ties with the University Health Services Center, first serving as the consultant to YHP for the New Haven practice that then began providing YHP's oncology/hematology services (the practice he had originally established). Later he actually returned to YHP to continue as its oncologist in addition to

CLEAN HANDS DISCOURAGE GERMS

According to the federal Centers for Disease Control and Prevention (CDC) the hands, without proper washing, spread more than 80% of all infectious diseases. Wash your hands with soap under running water especially after blowing your nose, shaking hands during the cold/flu season and using public phones or the pen or computer keyboard of someone who is coughing or sneezing. Anti-bacterial soaps are not needed outside of health care facilities; regular soap and water will do the job. Instant hand sanitizers are good substitutes if you cannot get to a sink. It is very important with both the waterless hand soaps and traditional hand washing to rub your hands vigorously for at least 15 seconds. Use moisturizers frequently in the cold weather; cracked skin surfaces can harbor bacteria. Keep your hands away from your mouth, nose and eyes, where germs can enter your body.

working as a general internist, filling in as needed. He finally retired in 1990.

"Harvey Kaetz had a remarkable presence," says Dr. Moreson Kaplan, medical director at YUHS and associate clinical professor at Yale School of Medicine. "He was my personal mentor and his influence on all the internists and other clinicians who served with him was immense. He was a big man, physically, who had a big heart and a huge practice. He is remembered as a doctor who cared for patients with wonderful grace."

Molly Meyer, a nurse practitioner at YHP who worked with Dr. Kaetz for many years, describes him as "an incredibly gifted physician" who had "an intuitive sense" for pinpointing patients' problems. She recalls one colleague saying that, "Nobody could give a hug like Harvey Kaetz."



calendar

ONGOING WELLNESS PROGRAMS

Early Pregnancy Class

Held in room 405 on the 2nd Wednesday of each month from 10:30–11:30 for YHP members. To register, call the Ob/Gyn Department at 203-432-0222 or stop by the appointment desk. We encourage you to bring a supportive person.

Weight Watchers at Work

Mondays, 12:15–1:00 in room 405. You can join any time. For information, call 203-432-1892.

Blood Pressure Screenings

Tuesdays from 10:00–11:00 in room 406. Open to the Yale community free of charge, by referral or on a walk-in basis. For info, call 203-432-6853.

Health Risk Assessments

Health risk assessment questionnaires are offered to the entire Yale community free of charge on the first Wednesday and Thursday of the month from 2:00–3:00 in room 406. For more information, call 203-432-6853.

Post-partum Reunion Classes

Held on the 3rd Friday of each month in room 405 from 10:00–11:30. Please bring your new babies to this great support network for all new moms! Conducted by Wendy Madore, RNC. Call the Obstetrics/Gynecology Department (203-432-0222) to register.

Adult CPR Classes

Adult CPR classes are held monthly. For information, call 203-432-1892.

Yale Health Plan Cancer Support Group

Life Options is a support group for adult YHP members who have been diagnosed with cancer, regardless of type of cancer or stage of disease. The group meets weekly with a facilitator. There are three 15-week programs each year. Group members can enroll in consecutive series of meetings. Funded partially by the Edith S. Hallo Fund and by a small weekly fee charged to each participant. To enroll or for more information, contact the facilitator, Mona Felts, MSW, at 203-432-0290.

The Office of Health Promotion and Education is investigating member interest in a diabetes support group. If you are interested, please call Ellen Budris at 203-432-7601.

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