

YALE HEALTH CARE

news from Yale Health
fall + winter 2010

**Lock Street
Ribbon Cutting
New Pharmacy
Details On The New Building**



RELIEF FOR DRY EYES

**THE DIFFERENCE BETWEEN
IMAGING EQUIPMENT**

**WHEN TO KEEP YOUR CHILD
HOME FROM SCHOOL**



Bright exam rooms



Exciting design



Warm materials



Soaring atrium

We've Moved! we exist as Yale Health because of our patients and so we dedicate the Yale Health Center, very simply, to you. DR. PAUL GENECIN, DIRECTOR OF YALE HEALTH



Ample parking

From a 'hole in the ground' to 'wow;' Yale Health Center continues great service in a new home

New Yale Health Center is 60 percent larger than 17 Hillhouse Ave., with more than double the examination rooms, more space in the diagnostic imaging area and increased space for minor procedures.

JOSEPH C. MAYNARD helped plan all the printing for the original Yale Health Services when it was an infirmary on Prospect Street or as Maynard said, "I've been around since it was a hole in the ground." Forty-five years later, Maynard, the senior publishing advisor for Yale Printing & Publishing Services, visited the new Yale Health Center at 55 Lock Street and had a different opinion.

"My first impression was 'wow,'" he said. "It's got great spaces. I liked it a lot. I think it's more private, but offers the same great service."

Some of the building's new features include a new Diagnostic Imaging department, which includes an MRI, CT scan, x-rays and ultrasounds. A CT scan was installed at the Hillhouse Avenue building several years ago and was moved to the Lock Street building.

There is also a 17-bed inpatient unit, new automation technology in the pharmacy and expanded primary care departments to offer quicker appointments for those with immediate health care needs.

Nurse Midwife Betsy Cole said the new Yale Health Center offers "expanded services within one building, a far cry from the version of YHP on my first day working there, October 1, 1981." She also mentioned the "full complement of in-house clinicians within Yale Health Center's many departments and other consultant clinicians conveniently coming here to render care to Yale Health members."

Yale Health Center's green initiative

The facility was also built using environmentally friendly materials. It will, at a minimum, qualify as a Silver LEED Building from the U.S. Green Building Council and has the potential to earn a Gold classification. It is also registered with the Green Guide for Healthcare, the first organization in the state to earn the distinction.

Some walls are covered with bamboo, an alternative to hardwood that matures without fertilizers or pesticides, and the paint, carpet, fabric and other materials were chosen specifically because they minimize the release of indoor pollutants.

An outdoor healing garden on the fourth floor features native, self-sustaining plants and offers a place for Yale Health members to relax.

"Sustainability goes hand in hand with healthcare," said Christa Mrowka, manager of administrative services for Yale Health. "It's just the right thing to do. It helps the environment for patients and staff. If you're going to be spending eight or nine hours a day in a building, it should be a soothing environment."

The soothing atmosphere was intended to be noticeable when simply walking through the building.

"When you move through the building as a patient, you don't have a sense of any chaos or busyness," said Judith Madeux, deputy director for Yale Health. "You have a sense that it's serene and bright and cheerful. For patients, it's just revolutionary to be able to come in here and feel more comfortable and it makes it easy for us to be able to take care of people."

"It's nice to have a place for clinicians to gather and converse, which was not possible in the 17 Hillhouse building," Cole said. "It's got wide hallways with angles, not the same old straight, unenlightened design."

But, while the building may be a stark contrast from its predecessor on Hillhouse Avenue, Maynard said there has been one constant in Yale Health over the last 40-plus years.

"It's the people that make the service, not the building," he said. "The building only makes it more efficient and a more pleasant place to be when you visit." *Dan Champagne, editor*

My favorite feature of the new building is the amount of light. In terms of improvements for patients, I am impressed with our new Diagnostic Imaging department, which will offer many additional patient services all under one roof. DOROTHYANN VAN RHIJN, MD, CHIEF OF EMPLOYEE HEALTH

20,466,701

Cans of soda that could be filled with the concrete used at Yale Health Center.

1,000

Roughly the number of chairs in Yale Health Center.

93

Number of exam rooms in Yale Health Center.

75

Number of bathrooms in Yale Health Center.



A long,
but exciting
road to
55 Lock Street.
Yale Health
Center expands
to fit its
patients' needs.

FROM THE DESK OF PAUL GENECHIN, MD

At the time of this writing, we have been working at full tilt in the new Yale Health Center for just a couple of action-packed weeks. We realized years ago that we would need a new Yale Health Center to accommodate our patients' diverse medical needs and to serve our growing membership. **We are delighted to celebrate our remarkable new home where we can care for our growing membership in space that is more comfortable, private and efficient.**

Just to take stock of our present situation, I share with you some interesting facts. For example, we have over 36,000 Yale Health members who make more than 185,000 visits to us each year. Four hundred newborn babies will be added to our rolls in 2010. We have approximately 150 clinicians, including 111 primary and consulting physicians as well as non-physician clinicians such as nurse practitioners, physician assistants, nurse midwives and others. **We are also proud of our dedicated medical assistants, receptionists and administrative personnel.** And did you realize that we fill nearly 200,000 prescriptions per year in the largest outpatient pharmacy in Connecticut?

With 144,000 square feet of space and over 800 rooms, our new facility is more than 60 percent larger than our old facility. All of this increase results from expanded patient care spaces, including more than 100 examination and treatment rooms. And some fun facts: during the construction of this building, we used enough concrete to pave 36 miles of sidewalk and lay over 200 miles of wiring and communications cables. I could dedicate an entire column to the wonderful sustainability features of this extraordinary "green" health care facility.

The road to 55 Lock St. has been long, but exciting and creatively stimulating. For those of us who have committed our professional careers to caring for people at Yale, this has been a once-in-a-lifetime opportunity. When I think about how we got here, many Yale colleagues come to mind and it would be impossible to name them all. Here are just a few: President Richard Levin and all of our Yale University officers and members of the Yale Corporation; Vice President Bruce Alexander and his staff of professional architects and project managers from the Office of Facilities; Dr. Stephanie Spangler for her dedicated support and enthusiasm for this project; our Union leadership and members of Local 34, whose passion about health care have made our partnerships so fruitful; and above all, our staff members who contributed to this project at every level. **Without the commitment and hard work of our staff, there would be no Yale Health Center.**

Paul Genechin

New Yale Health Center officially dedicated to patients during ribbon-cutting ceremony

Yale Health Director Dr. Paul Genecin joined Yale President Richard C. Levin, Deputy Provost for Health Affairs Dr. Stephanie S. Spangler, Yale University Provost Peter Salovey and Alderman Greg Morehead in cutting the ribbon to mark the ceremonial opening of 55 Lock Street.

FOUR PAIRS OF GOLD-PLATED SHEERS sat on a podium under a large white tent as rain sprinkled down outside the new 144,000-square-foot Yale Health Center at 55 Lock St. on Oct. 4.

Yale Health clinicians and staff members mingled with university staff members, sharing their first impressions of the new building as they waited for the official building dedication and ribbon-cutting ceremony to begin. Even Yale mascot “Handsome Dan” showed up for the event.

Dr. Paul Genecin, director of Yale Health, called the move from 17 Hillhouse Ave. to the new building, “a once-in-a-lifetime opportunity.”



“It’s very rare in healthcare these days to plan a health center that truly supports our mission and to see so many of our ideas realized in this new building,” he said.

Genecin said the new Yale Health Center was needed due to expanding membership. He said the Hillhouse Avenue building, which opened in 1971, could not handle Yale Health’s needs anymore. “The old Hillhouse facility served us well for decades, but over time the limitations became obvious to all,” Genecin said.

Yale President Richard C. Levin also remarked about the need for expanded space and said over 70 percent of Yale employees are members of Yale Health.

Yale University Provost Peter Salovey said that Yale Health continues to remain “ahead of its time” adding that Yale Health Services was the first HMO in Connecticut. He mentioned the implementation of concepts such as the medical home, the accountable healthcare organization, chronic disease management, health promotion and prevention programs. Genecin ended the ceremony by dedicating the new Yale Health Center to all of its patients.

“We exist as Yale Health because of our patients and so we dedicate the Yale Health Center, very simply, to you.” *Dan Champagne, editor*

We put the effort into this project in difficult economic times and kept the project moving forward despite slowing down or stopping a number of other construction projects because of the extraordinary value that the Yale Health Services provide to the university community.

RICHARD C. LEVIN, YALE PRESIDENT

ABOVE *The Mystic Highland Pipe Band performs during the ribbon-cutting ceremony for the new Yale Health Center.*



HOW TO USE THE NEW PHARMACY

1 Stop first at the check-in window if: Your clinician prescribed a medication for you during an office visit, you are dropping off a paper prescription, you need a refill or you have questions for the pharmacist or want to make changes to your order such as order quantity.

2 Proceed directly to the check-out window if: You called for a prescription refill more than two business days earlier or it is time to pick up a prescription as arranged earlier at the check-in window.

3 Call if you have questions or for any of the following: To see if your prescription is ready, call 203 432 0033. Have your prescription number ready and follow the simple prompts. To request a refill, call 203 432 0033. Have your previous prescription in hand and follow the simple prompts.

4 If you need to speak with a pharmacist: Call 203 432 0033 and follow the prompts. It is best to call during less busy times, which are typically 8–9:30 a.m. or 4:30–6:30 p.m.

Moving on up: Clinicians with a long history at Yale Health reflect on their new home



DANIEL SHADE ROWE didn’t live to see the new Yale Health Center at 55 Lock St., but his grandson said he would have loved it.

Rowe, the founder of the Yale Health Plan and its director from 1970–1990, died in 2008. His wife, Jean Rowe, and grandson, Daniel Rowe Duncan, attended the building dedication and ribbon-cutting ceremony for the new facility on Oct. 4.

“I think it’s good that they’re trying to keep the same idea and the same ideals that he

started with,” said Duncan, a fifth-year medical student at Yale.

“It’s amazing,” said Jean Rowe as she looked up at the new building. “The thing that stands out to me is the sheer size.”

During the dedication and ribbon-cutting ceremony, Yale President Richard C. Levin acknowledged two doctors in attendance who were also on staff when Yale Health Services opened at 17 Hillhouse Avenue in 1971.

Dr. Moreson Kaplan, assistant director of medical affairs at Yale Health, began his residency at the Yale School of Medicine in 1967 and became a full-time faculty member in 1969. He said the biggest differences between the Hillhouse Avenue building and the Lock Street building are light, space and privacy.

“It’s just a marvelous working environment,” he said.

Dr. Lorraine Siggins, chief of mental health and counseling for students at Yale Health, began working at Yale in the medical school on College Street in the mid-1960s before moving to the Hillhouse Avenue building.

“We never imagined anything like this,” she said. “This whole thing was a new concept in health care in 1971. We were there because the planning of it was done in the mid-1960s and it took a while to put the whole thing together.”

Siggins also marveled at the new building, which features hundreds of windows and panoramic views of New Haven.

“It’s the light and the space and the way we can move our patients around,” she said. “We have wonderful new offices in the department with much more privacy.”

And while the move may have been a long and somewhat hectic process, Kaplan said it was all worth it.

“It’s been tremendously exciting,” he said. “I absolutely love it.” *Dan Champagne, editor*

ABOVE, FROM LEFT *Moreson Kaplan, MD, Associate Director; Paul Genecin, MD, Director and Lorraine Siggins, MD, Chief Psychiatrist*

New clinicians bring global experience to Yale Health Center



Janine Young, MD
PEDIATRICS

Served as a medical practitioner in Guatemala City and San Juan Sacatepequez, Guatemala and as a pediatrician with the Chol-Chol Foundation in Nueva Imperial, Chile.

Janine Young joins Yale Health's Pediatrics Department after serving as a pediatrician at Denver Health and Hospital's Westside Family Center for the last eight years. Prior to that, Young directed a sexual education project for Boston area high school students through Harvard Medical School's Boston Outreach program. She also worked as a pediatrician at the Oakland Children's Hospital, La Clinica de la Raza, Marin Community Clinic and San Ramon Regional Medical Center Emergency Room in the San Francisco Bay area.

Young, who is fluent in Spanish, earned her undergraduate degree from Columbia University in French literature/pre-medicine before attending Harvard Medical School. She was a pediatrics intern at the Boston Combined Residency Program at the Boston Children's Hospital and Boston Medical Center and served her residency in pediatrics at Oakland Children's Hospital.



Borislav Meandzija, MD
BEHAVIORAL HEALTH

Was born in Belgrade, Yugoslavia and interned in medicine at the First Medical University Clinic in Vienna, Austria.

After getting his Doctor of Medicine degree from the University of Vienna, Borislav Meandzija came to Yale University in 1983 for a Postdoctoral Fellowship in the Department of Pharmacology. He began his residency in internal medicine at the Hospital of St. Raphael in 1985 and took a second residency in psychiatry and graduated in 1991. He served as an assistant professor in Yale University School of Medicine's Department of Psychiatry and as an assistant clinical professor in the department starting in 1994.

He has since been the unit chief in the psychiatry emergency room at Veterans Administration Medical Center in West Haven and medical director in the Substance Abuse Treatment Unit at the Connecticut Mental Health Center in New Haven. He was also medical director of the APT Foundation in New Haven. Meandzija is currently vice president of the Western New England Psychoanalytical Society.

In his new position, he will have primary responsibility for administering Yale Health's behavioral health benefit for faculty, staff and their dependents.

Briefs



Parking

Parking in the Lock Street Garage is free for the first hour and \$2 per hour for the second through sixth hours. There is a flat fee of \$20 for seven-plus hours of parking.



Hours

Most departments are open weekdays from 8:30 a.m.–5 p.m. Primary care departments have extended evening hours during the academic year.

Pharmacy Hours

STANDARD HOURS
(ACADEMIC YEAR)

Monday
8 a.m. – 6:30 p.m.

Tuesday
8 a.m. – 7 p.m.

Wednesday
8 a.m. – 7 p.m.

Thursday
8:30 a.m. – 6:30 p.m.

Friday
8 a.m. – 6:30 p.m.

Saturday
8:30 a.m. – 3:30 p.m.

SUMMER HOURS

Monday through Friday
8:30 a.m. – 6 p.m.

Saturday
8:30 a.m. – 2:30 p.m.



Website

Visit www.yalehealthonline.yale.edu to request appointments, send secure messages to participating Yale Health clinicians and view certain parts of your medical history.

OPHTHALMOLOGY

How do I treat dry eyes?

☒ Dry eye is a common condition that results in inadequate lubrication of the surface of the eye because of a deficiency in tears or one of the components of tears. **Major contributing factors of dry eyes include aging, a dry environment, sun exposure, smoke or other environmental irritants, cold and allergy medicines, previous injuries or eye surgery.** Dry eye sufferers may experience visual disturbances such as blurring or monocular double vision particularly while reading or working on a computer.

Home remedies for dry eyes include over-the-counter artificial tears and lubricating ointments. Oral fish oil or flax seed oil may be an option if your primary care provider does not find a contraindication. If these interventions are not adequate, your eye



care provider may consider use of punctal plugs to block the outflow of tears from the ocular surface, or prescription drops to enhance tear production or control underlying inflammation.

Susan Forster, MD, chief of ophthalmology

DIAGNOSIS What is the difference between an MRI, CT Scan and Ultrasound?

☒ A CT Scan uses x-rays and computer technology to obtain cross-sectional images of the body. **It gives views inside the body without causing overlapping of structures** and is commonly used to image the abdomen, chest and head. It is often used when a patient is experiencing abdominal pain or to help determine a stage of cancer.

An MRI uses radio waves and magnetic fields to obtain cross-sectional images. It does not use ionizing radiation or x-rays. **It is more specific than a CT Scan for certain things, but is weak in parts of the body that involve motion.** The patient must stay still and sometimes must hold their breath while getting an MRI.

An ultrasound is a technique where a probe is put on the skin and sends sound waves into the body, which are too high frequency for humans to hear. A microphone in the probe listens for the sound waves and uses them to reconstruct an image. It does not use x-rays or magnetic fields and is typically less expensive than CT or MRI scans. **Ultrasound is commonly used in obstetrics to image the fetus and is also used for abdominal and vascular problems such as cysts, gallstones and blood clots.** Ultrasounds are limited in that they can not see through bone and hair.



Kevin Johnson, MD, chief of diagnostic imaging

Making the Rounds

HEALTH AND WELLNESS INFORMATION
FROM YALE HEALTH'S CLINICAL STAFF

FAMILIES How do I know when to keep my sick child home from school?

☒ With the school year already in full swing, an unavoidable part of your children being in daily close contact with their peers is the swift spread of cold viruses, frequently leaving parents with the difficult decision of when they should keep their children home from school. Doing this in certain situations is appropriate because it may help your child to recover and prevents their illness from spreading to classmates. And, of course, **being in school is not productive when you are not well enough to learn.** However, not every cold symptom necessitates a day off.

The following is a general list of situations when **staying home is a good idea:**

- + persistent fever of over 100.4 F (38.0 C)
- + uncontrolled/severe cough or wheezing
- + vomiting and/or diarrhea
- + severe sore throat
- + significant rash
- + significant earache
- + moderate or severe headache
- + eye redness and/or discharge.

The following situations probably **do not require staying home** from school:

- + mild cough or runny nose
- + minor sore throat
- + minor stomach ache.

Children generally can return to school when they are free of signs of illness. If you have any questions about keeping your child home from school, when they can be sent back, or how best to treat symptoms, please contact us at 203 432 0206.



Douglas Idelson, MD, chief of pediatrics

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WHAT'S COMING TO YALE HEALTH

Discount Offered to Yale Health Members on Childbirth Education Classes

WELL/A Mother's Place at Yale-New Haven Hospital is pleased to announce that Yale Health members who register for a five-week childbirth preparation class at the Yale Health Center will receive a 10 percent discount. The classes are offered at the Yale Health Center on Wednesday evenings. Any Yale Health member who attends the class will also receive 10 percent off all nursing bras, breast pumps and breastfeeding supplies. For more information, visit www.ynhh.org/well.

New Weight Watchers Series Offered at Yale

Weight Watchers began a new series at Yale on Oct. 28. The 12-week program runs every Thursday from noon to 1 p.m. in Room 32 of Sage Hall at 205 Prospect St. The cost is \$152 and will be pro-rated after the second week. There are two payment plan options available. For more information, contact scott.rumage@yale.edu or tracy.ford@yale.edu.

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