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Quarterly Newsletter | Winter 2019

# HealthMatters

Community Care Health for the Central Valley



MYCHART



Personal Healthcare Portal

MOBILE HEALTH APP



Stay Connected and in Control of Your Health

e-VISITS



Remote Access to Care

Delivering Innovative, Extensive, Consumer-Focused Tools



COMMUNITY CARE HEALTH

Making it easy to get the care you need is a top priority for us at Community Care Health. With that, we strive to utilize not only the best doctors and hospitals, but also the latest technology that can help you. We therefore wanted to highlight some of our differentiating consumer tools that we hope you will try out.



During these winter months, we often avoid the cold weather and stay inside with our heaters. So when you aren't feeling well we recognize it's nice to have the convenience of talking to your doctor from the comforts of your home. We offer this opportunity through our e-Visits, which enable private – and secure – online communications with your CMP primary care physician. We also offer Teladoc – access to board-certified physicians 24/7 through your computer, tablet or mobile device.

MyChart is another great tool we provide our members – offering secure, online access to your medical record (i.e., test results, request medication refills, review past and future appointments) from anywhere, at any time, and allows you the convenience of Communicating with your healthcare provider via secure email.

Our new CCH mobile app has also just been launched! Look for it on the app store and download it today!

And be sure to check out our physician profile, which highlights the amazing work of Dr. Peter Zaki, who offers e-Visits through his CMP Care Center North office.

We continually strive to meet your needs and listen to your feedback. Feel free to send any comments or suggestions about HealthMatters to [info@communitycarehealth.org](mailto:info@communitycarehealth.org). For specific questions about your health plan, Member Services can be reached at (855) 343-2247.

**Aldo De La Torre**  
President, CEO  
Community Care Health

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HealthMatters is a quarterly newsletter brought to you from Community Care Health. Designed to keep members abreast of the latest information impacting their health, we hope you find this a valuable resource.

## CCH CUSTOMER TOOLS & SERVICES



Designed specifically for the Central Valley, Community Care Health is your locally developed and operated plan that connects you like no other to a comprehensive healthcare network. Providing access to the area's leading providers and hospitals, CCH also sets itself apart by offering a powerful array of customer-focused tools and services to ensure you stay connected to, and in charge of, you and your family's health.

### With Community Care Health, make sure to take advantage of:



Free Preventative Care Exams & Vaccinations



MyChart



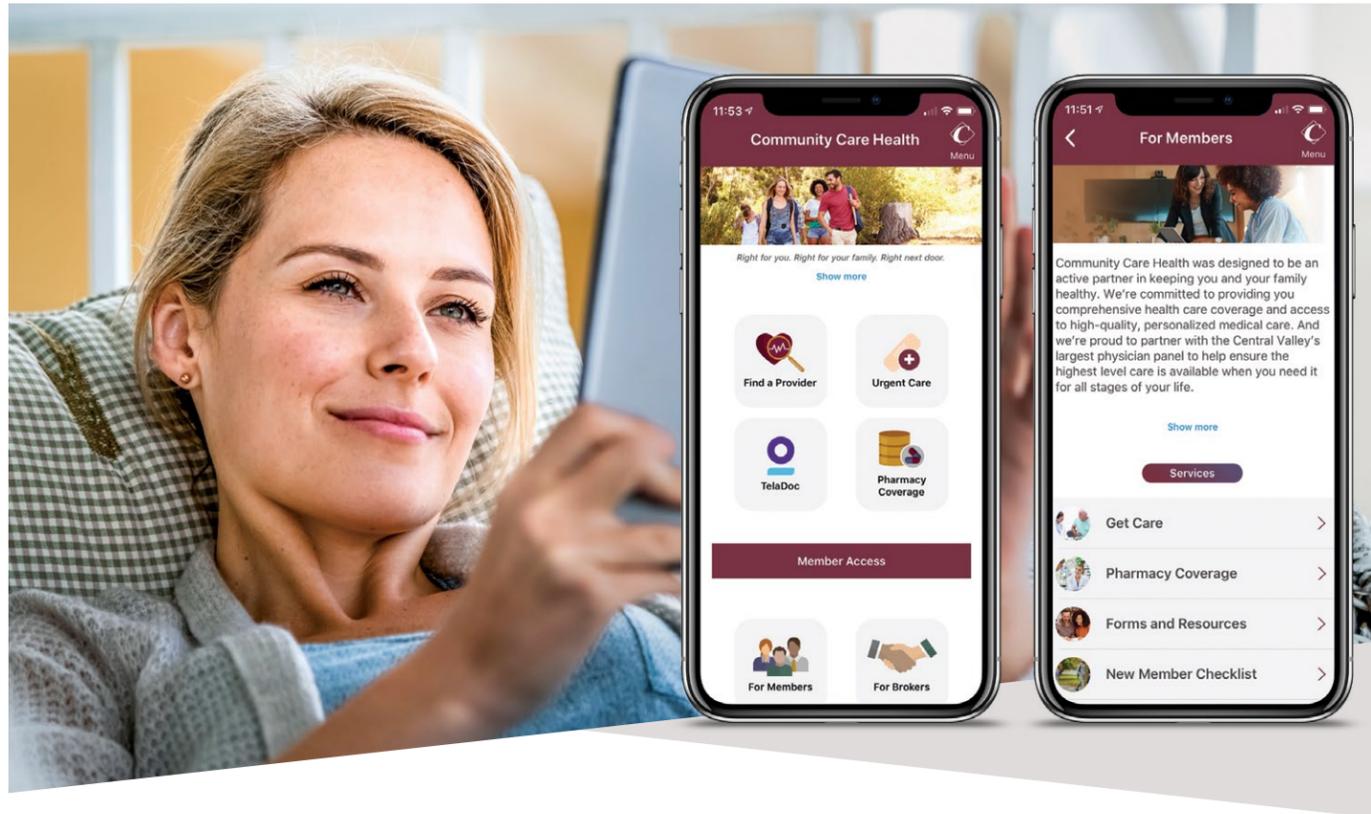
e-Visits



Online Provider Directory



Local Customer Support



## The All-New CCH Mobile Health App – Now Available

Designed to put you in complete control of your health, the all-new Community Care Mobile Health App provides access to content, functionality and resources that will help you do just that.

Community Care Health understands the power that comes when patients and their healthcare community are closely linked. Care is improved, engagement is enhanced and ownership over one's health is strengthened. By creating a personalized health app, CCH looks to put this power directly in your hands, giving you instantaneous access to a wide array of resources, tools and services.

Let's take a quick tour of your all-new CCH Mobile Health App. Use it to access:

**Pharmacy Coverage** – Review drug information, check and compare prices.

**Teladoc** – Providing 24/7 access to board-certified physicians.

**Urgent Care Locations** – Don't waste precious time trying to find the closest care center. We have them all.

**Find a Doctor** – Did you know that CCH provides access to more than 1,300 primary care physicians and specialists? Finding the right one for you and your family is just a click away.

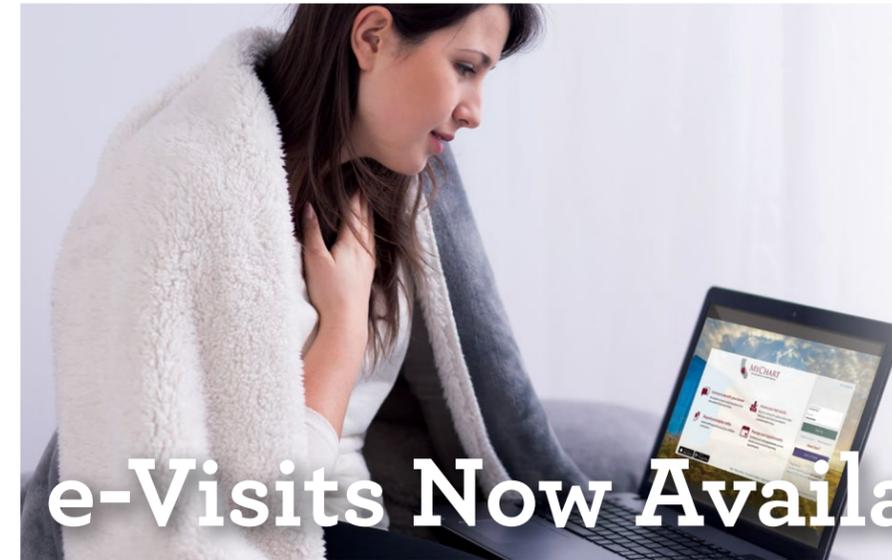
**Manage Your Account** – Review claims, payment status, authorizations, summary of benefits, and download your insurance card.

**Access Your Medical Record** – Thanks to seamless integration with MyChart – your free, online medical portal – the CCH Mobile Health App lets you review your latest test results, prescriptions, message your provider, review past and upcoming appointments and more.

Download Today



The CCH Mobile Health app is available for both Android and iOS devices. Visit Google Play or iTunes and search: **CCH Mobile Health**



CCH is excited to offer its members access to an exciting new e-Visit program for patients of select Community Medical Providers (CMP). CMP is the area's largest group of primary care physicians, with more than 100 providers and 25 practice sites – including three urgent cares.

### Your Doctor. Your Health Record.

e-Visits enable private – and secure – online communications with your primary care physician. With access to your personal health record, the advice you receive is specific to you and to your particular health situation – not a generic response from someone you've never met.

As such, e-Visits are the ideal alternative to a traditional office visit for select, non-urgent medical issues, including back pain, diarrhea, cough, flu, headache, heart burn,

red eye, sinus problems, tiredness/fatigue, urinary problems, and vaginal discharge/irritation.

Best of all, for CCH members, e-Visits only require a \$10 co-pay!

The following CMP physicians are currently offering e-Visits with more slated to come online soon.

### COPELAND MEDICAL HEALTHCARE PARTNERS

- Cynthia Baer, FNP
- Dr. Gregory Copeland
- Dr. Lee Copeland
- Victor Gunn, PA
- Linda V. Land, NP
- Dr. Albert Mu
- Dr. Kristin Stockamp

### CMP AUBERRY

- Dr. Barbara Stewart

### CMP WEST

- Dr. Mary A. Sadlek
- Dr. Naveen Alam

### CMP CARE CENTER NORTH

- Dr. Armyn Carbonell
- Dr. Luis Martinez
- Dr. Patricia Quintana-Van Horne
- Dr. Sami Issa
- Dr. Peter Zaki

### CMP CHESTNUT

- Dr. Anasuya Kulkarni
- Dr. Bonnie Her

### FRESNO COMMUNITY

- Dr. Ali Fayed

### NORTHWEST MEDICAL

- Dr. Nikki A. Donaldson
- Danneal Richards, FNP-C

### REEDLEY WEST

- Dr. Ren Imai
- Dr. Norma Solis
- Dr. Jennifer O. Vradenburg-Haworth

To learn more about the e-Visit program, please visit [www.cmpmedical.com/e-visits](http://www.cmpmedical.com/e-visits).

## Getting Started

e-Visits are available through MyChart – your personalized online healthcare portal. First, simply go to your CCH mobile app (if you don't have it yet, please download it). Select "MyClinical" from the menu and log into your MyChart account. Select "e-Visit."

If you are not currently registered with MyChart, setting up your account is just as easy.

### Instructions to Sign up for MyChart with an Activation Code:

If you have visited your practitioner recently, you should have received a MyChart Activation Code. If so, enter

it on this page along with additional information to set up your account.

### Instructions to Sign into MyChart without an Activation Code:

If you do not have an activation code, select "Create Account." You'll be asked a series of questions and will receive your code in a few days.



Signing up has never been easier. Simply visit [mychart.communitymedical.org](http://mychart.communitymedical.org) to get started.

# Welcome to MyChart

MyChart offers secure, online access to your medical record from anywhere, at any time, and allows you the convenience of communicating with your healthcare provider via secure email. This is yet another way that Community Care Health helps connect you with your care team to ensure you have the information you need - whenever you need it.

With MyChart you can:

- View your health summary, current medications, and test results
- Review past and upcoming appointments
- Request prescription refills
- Get medical advice
- Communicate with your healthcare provider
- Complete a health history questionnaire



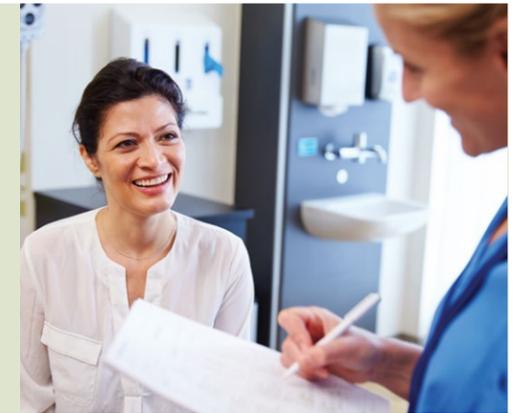
## Teladoc 24/7 Doctor Access for a Small Copay

Teladoc offers access to board-certified physicians 24/7 through your computer, tablet or mobile device. Set up your account today so when you need care, a Teladoc doctor is just a click or call away. Go to [www.teladoc.com](http://www.teladoc.com) to learn more.

## No Cost Interpreter Services for Our Members

If you need help talking to your doctor, understanding medical information or obtaining care, please call our customer service department. We have representatives who speak English, Spanish and Hmong and can provide access to interpreter services in over 100 other languages. You may also be able to get written materials in your preferred language.

Call us at 1 (855) 343-2247. Let us know your preferred language when you call. We're glad to help.



CATHOLIC CHARITIES  
DIOCESE OF FRESNO

# Giving Back to Our Community

As an active member of the communities in which we serve, Community Care Health is committed to providing more than just access to the area's leading healthcare providers. We are focused on helping our local neighbors whenever we can.

Community Care Health has supported the extraordinary efforts of the Adopt A Family program, which seeks to bring happiness and fill important needs during the holidays to Catholics and non-Catholics alike.

During this past holiday season, we were extraordinarily blessed to have the opportunity to play a role in providing gifts to 18 local families, including new jackets, silverware, cups and bowls - allowing these families to have an even brighter Christmas.

We would like to thank the Adopt A Family Program and the wonderful families we had the pleasure to meet.



Insights from  
**Dr. Daniel Bluestone,**  
Community Care Health Chief Medical Officer

**What is the flu vaccine?** – Vaccines can prevent certain serious or deadly infections. The flu vaccine can keep you from getting sick with the flu. Vaccines are also called “vaccinations” or “immunizations.” The flu is an infection that can cause fever, cough, body aches, and other symptoms. There are different forms of the flu, including the “seasonal” flu, the 2009-2010 pandemic H1N1 flu (also called the “swine” flu), and the bird flu (also called the “avian” flu). All forms of the flu are caused by viruses. The medical term for the flu is “influenza.”

This article is about the flu vaccine that can protect you from the seasonal flu. The flu vaccines that are available now do not protect against bird flu.

**Are there different forms of the flu vaccine?** – Yes. The flu vaccine comes in different forms, including:

- A shot that goes into muscle (usually in the upper part of the arm)
- A nasal spray

Your doctor can help you decide which vaccine is best for you. In recent years, doctors did not recommend the nasal spray at all. But for the 2018 to 2019 flu season, the nasal spray is an option for certain people.

**Who should get the flu vaccine and when?** – All people age 6 months or older should get the flu vaccine every year. The vaccine is especially important for certain people at high risk (see table next page).

The best time of year to get the flu vaccine is before the winter season begins. In the United States, it’s best to get the vaccine by October. No matter where you live, do your best to get the vaccine soon after it becomes available in your area. Depending on how many doses they have had in the past, children ages 6 months through 8 years might need 2 doses of the vaccine for it to work best.

**Why should I get the flu vaccine?**

– Getting vaccinated can help keep you from getting sick. Plus, being vaccinated can help protect those around you from getting sick. If you have been vaccinated but get the flu, the vaccine can also keep you from getting severely ill or even dying.

Some years the flu vaccine is more effective than others. That’s because the people developing the vaccines can’t predict exactly how the flu virus is going to change year to year, and it takes months to make a new vaccine.

Some people think the flu vaccine doesn’t work because they have known people who got the vaccine and got the flu anyway. But that does not mean the vaccine does not work. Many people who get sick after getting the flu vaccine do not actually have the flu; they have a cold caused by a virus unrelated to the flu virus, so the flu vaccine can’t help with that.

*Stay home if you get the flu. Do not go to work or school until your fever has been gone for at least 24 hours*

Even in years when the vaccine is less effective, it still helps prevent some cases of the flu and also helps to prevent serious illness and outbreaks of the flu.

**What side effects does the flu vaccine cause?** – Often the vaccine causes no side effects. When it does cause side effects, it can cause:

- Redness, mild swelling, or soreness where you got the shot (if you got a shot)
- A mild fever
- A mild rash
- Headache or body aches

Vaccines also sometimes cause more serious side effects, such as severe allergic reactions. But serious side effects are rare.

**Does the flu vaccine cause the flu?** – No, the flu vaccine does not cause the flu. People sometimes feel sick after getting the vaccine, but this is often because they were already starting to get sick with the flu or another virus before they had the vaccine.

**Does the flu vaccine cause autism?** – No. After doing many careful studies, scientists have not found any link between vaccines and autism. Many years ago, a study reported a link between autism and vaccines. But that study turned out to be false. It has been withdrawn.

**What if I am pregnant?** – If you are pregnant, it is very important to get

the flu vaccine. In pregnant women, flu symptoms can get worse quickly and be dangerous. The flu can even cause trouble breathing or lead to death of mom and baby. That is why it is so important to get the flu vaccine if you are or will be pregnant during flu season.

**What if I have an egg allergy?** – People sometimes worry about this. That’s because some forms of the flu vaccine contain small amounts of egg. But the amount is so small that it does not cause an allergic reaction. If you have an egg allergy, you should still get the flu vaccine.

**What else can I do to prevent the flu?** – In addition to getting the flu vaccine every year, you can:

- Wash your hands often with soap and water, or use alcohol hand rubs.
- Stay away from people you know are sick.
- If you are exposed to the flu, antiviral medicines can help protect you from the flu, but those medicines

are not appropriate for everyone. Also, antiviral medicines work only if you start them very soon after being exposed or as soon as you show symptoms.



**To protect others, you should also:**

- Stay home if you get the flu. Do not go to work or school until your fever has been gone for at least 24 hours, without taking fever-reducing medicine, such as Tylenol. If you work in a healthcare setting taking care of patients, you might need to stay home longer if you are still coughing.
- Cover your mouth and nose with the inside of your elbow when you cough or sneeze.

People at high risk from the flu
<i>The flu vaccine is especially important for:</i>
Children age 6 months through 4 years
Adults age 50 or older
People with long-term health problems, such as: <ul style="list-style-type: none"> <li>• Lung disease, including asthma or COPD (chronic obstructive pulmonary disease)</li> <li>• Heart disease</li> <li>• Diabetes</li> <li>• Severe obesity</li> </ul>
People who have trouble fighting infections, for example because they: <ul style="list-style-type: none"> <li>• Are being treated for cancer</li> <li>• Have HIV/AIDS</li> <li>• Had an organ transplant</li> </ul>
Women who are or will be pregnant during the flu season
Children age 6 months through 18 years who take aspirin every day
People who live in nursing homes or long-term care facilities
Native Americans, including Alaska Natives
People who live with or care for people at high risk (listed above)

**PHYSICIAN PROFILE**



**Peter Zaki, M.D.**

Practicing at CMP Care Center: North, Dr. Zaki believes in forming positive connections with patients and fully engaging them in their medical care with shared decision making.

As a family physician he believes in the importance of preventative care and stopping diseases before they begin. Dr. Zaki also enjoys taking care of patients in acute settings as well as procedural medicine.

Dr. Zaki is happily married to his wife, Katie Zaki who works at Valley Children's Hospital as a clinical psychologist. He enjoys hiking, camping, traveling, exploring new places, and spending time with his wife, family and friends.

**Board Certified:**  
Family Medicine

**Medical School:**  
University of California, San Francisco (UCSF)

**Residency:**  
University of California  
San Diego Family Medicine  
Residency

**HEALTHY RECIPE**

**Chickpea Panzanella  
"Italian Bread Salad"**

by Chef Jeff Dinmore, Clovis Community Medical Center

**Instructions:**

1. Preheat oven to 350°F.
2. Remove and discard crust from the focaccia bread; cut bread into ½-inch cubes. Spread bread cubes in an even layer on a baking sheet. Bake at 350°F for 12 minutes or until toasted and golden.
3. Combine toasted bread, tomatoes, chickpeas, artichoke hearts, feta cheese, red onion and basil in a large bowl.
4. In a separate small bowl, combine the oil, vinegar, oregano, pepper and salt. Stir with a whisk. Pour over salad; toss to combine.
5. Garnish with chopped fresh basil and serve.



**Ingredients (Serves 5):**

- |                                                       |                                                  |
|-------------------------------------------------------|--------------------------------------------------|
| 1 (8oz.) focaccia bread loaf                          | ½ Cup thinly sliced red onion                    |
| 2 Cups cherry tomatoes                                | ¼ Cup chopped fresh basil, plus more for garnish |
| 1 (15-oz.) can unsalted chickpeas, drained and rinsed | ¼ Cup extra-virgin olive oil                     |
| 1 (8.5-oz.) can quartered artichoke hearts, drained   | 1 ½ Tbsp. Red Wine Vinegar                       |
| 3 oz. feta cheese, crumbled (about ¾ cup)             | ½ tsp dried oregano                              |
|                                                       | ¼ tsp black pepper                               |
|                                                       | ⅛ tsp sea salt                                   |



**Food Drive**

**Donate to your local food drive.**

[www.ccfoodbank.org/food-locator/](http://www.ccfoodbank.org/food-locator/)

*Disclaimer: Please call food distribution location ahead of visit at the number provided to confirm their hours of operation.*

# What's Happening

... around town and at Community Medical Centers

**Community Medical Centers  
Cancer Support Groups**

**Hope Matters**

Wednesdays | 10:30 a.m.–11:30 a.m.

For patients, family members, caregivers and cancer survivors searching for answers and seeking support for cancer related issues.

**Brain Tumor Support Group**

First Thursday of the Month | 5:00 p.m.–6:30 p.m.

Educational support group for patients with brain tumors and their caregivers. Guest speakers and educators.

**Man-to-Man**

Second Thursday of the Month | 6:30 p.m.–8:30 p.m.

An educational support group to help men and their families cope with prostate cancer.

**Headstrong Support Group**

Fourth Thursday of the Month | 5:00 p.m.–6:30 p.m.

An education and support group for head and neck cancers to help survivors and their families cope with cancer-related issues.

All meetings take place at  
**Community Cancer Institute**  
785 N. Medical Center Drive West  
Clovis, CA 93611



For more information, please call (559) 451-3633.



**Farmers Market  
Around Town**

**Eat Healthy. Stay Healthy.  
Support Your Community.**

**Fresno VA Farmers Market**  
Tuesdays, 8:00 a.m.–1:00 p.m.  
Front Entrance of the Fresno VA

**Vineyard Farmers Market**  
Saturdays, 7:00 a.m.–Noon  
Blackstone & Shaw

**Old Town Clovis Saturdays  
Farmers Market**  
Saturdays, 8:00 a.m.–11:30 a.m.  
Pollasky & Fifth

**WITH VALLEY  
BLOOD YOU CAN  
DO ANYTHING.**

Central California Blood Center  
TOGETHER, LIFE FLOWS FROM HERE.  
donateblood.org

Fresno Police Chief  
Jerry Dyer  
Blood Donor



The Central California Blood Center partnered with Fresno Police Department Chief Jerry Dyer to encourage donors to come in and donate blood during this critical time of need.

As the winter months rapidly approach, the need for blood donors and blood products increases. National data shows a 10% increase in motor vehicle accidents during the winter months. Unfortunately, the number of people coming to donate decreases because of cold and flu season and the busyness of the holidays. The Central California Blood Center along with blood centers nationwide see a 20-30% decrease in healthy donors during the winter months.

The Fresno Police Department and the Central California Blood Center urge you to come in to any CCBC Donor Center or Blood Drive and consider donating during a time where your help is crucial. Every 2 seconds someone in the U.S needs blood. Your donation can save a life. We thank you for your consideration and invite you to visit [www.donateblood.org](http://www.donateblood.org) for more information. Together, life flows from here.



COMMUNITY CARE  
HEALTH

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1 (855) 343-2247  
communitycarehealth.org

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# Committed to Providing Quality Healthcare Services for the Central Valley



**Your Voice  
Matters**

Have a story to share, questions or comments? Please contact our staff at [staff@communityhealth.org](mailto:staff@communityhealth.org)

Would you like to get HealthMatters by email? Please send your email address to [editor@communityhealth.org](mailto:editor@communityhealth.org)