

# BALANCE

*Our Family Caring for Yours  
Summer 2020*

## SEE WHAT'S INSIDE:

See Your Doctor Virtually

Dr. Asma Malik Joins Phelps Health

Don't Wait for Emergency Care

# COMMITTED TO YOU

The events of this year have caused us all to change the way we think about our health and wellness, but one thing that will never change is our commitment to you. At Phelps Health, we are here for you and will always be here for you. Our top priority is to continue to provide for the healthcare needs of you and your loved ones.

Did you know that establishing care with a primary care provider is one of the best ways to help stay healthy throughout your lifetime? Cory Offutt, MD, a family medicine physician with the Phelps Health Medical Group, discusses the importance of having a primary care provider on page 2. If you are looking for a primary care provider, we have the right one for you. Please visit [phelpshealth.org](http://phelpshealth.org) to learn more about our outstanding medical group.

We also are dedicated to providing safe and reliable options to get you the care you need, when you need it the most. Telehealth visits are an easy, secure and convenient way for you to see your healthcare provider, keep up-to-date with your care plan, and receive treatments for minor illnesses and injuries. A majority of the Phelps Health Medical Group providers are now offering Telehealth visits. Learn more on page 3.

We recently welcomed Neurologist Asma Malik, MD, to the Phelps Health Medical Group, and we are excited to now offer additional neurology services to our patients. You can read more about Dr. Malik on page 5.

I hope you enjoy this issue of *Balance*.

Sincerely,



Edward J. Clayton, CEO



Phelps Health *Balance* is a quarterly publication of Phelps Health printed and distributed by Missouri S&T Printing and Mail Services, G8 Campus Support Facility, 1201 North State Street, Rolla, MO 65409. Information in this magazine is not intended for diagnosing or prescribing purposes. If you have any specific questions or concerns about your health, please talk to your healthcare provider.

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\*\*Due to precautionary measures and guidelines for social distancing recommended by the Centers for Disease Control and Prevention (CDC) regarding COVID-19, events and support groups at all Phelps Health facilities have been temporarily canceled at this time. Please visit [phelpshealth.org](http://phelpshealth.org) or check Phelps Health's social media pages for the latest information and updates about classes and events.\*\*



# AT PHELPS HEALTH, WE LOVE HEARING FROM OUR PATIENTS AND VISITORS.

My name is Bradley Dimock, pastor of Calvary Apostolic Church in St. James, MO. One of our saints, Sister Abby Wallace, is here [in the hospital] and one of your care managers, Beth Geit, came in and did an outstanding job. Very professional and had compassion and mercy on Abby Wallace. She went above and beyond today.

Bradley Dimock  
Calvary Apostolic Church, St. James, MO

Dear nurses,

I don't remember your names, but I remember your cheerful faces. I want to thank you for the excellent care you gave me while I was at the hospital. You were there, day and night, to help me when I needed to get in and out of bed, so that I could use that little portable toilet.

You carefully made sure what medicines I needed. You brought me extra blankets because I was cold. You adjusted the angle of the bed so that I was sitting up at meal time, and then changed this angle when I wanted to rest or go to sleep.

You always seemed to be in good spirits, even when one of you had to work a double shift. You walked with me right before I was going to go home to make sure I was strong enough to do so by myself. You made my short hospital stay a pleasant experience. Thank you.

Mary Stigall  
Rolla, MO

These letters were sent from patients and visitors about their experience at Phelps Health.

If you would like to share your experience, write us a letter and mail it to Phelps Health, 1000 West 10th Street, Rolla, MO 65401.

# ASK A DOCTOR

## *7 Things to Know about Primary Care with Dr. Cory Offutt*

### **Q** What is a primary care provider?

**A** A primary care physician, or provider, is a doctor or advanced practice provider (APP) who basically navigates the healthcare system for a patient, according to Cory Offutt, MD, a family medicine physician with the Phelps Health Medical Group. This provider is the first access point into healthcare who can manage a patient's chronic conditions, recommend preventive care and offer referrals to specialists. A primary care provider is a one-stop-shop, so to speak, to be able to care for a patient's needs.

### **Q** What is preventive care?

**A** Preventive care helps detect or prevent serious diseases and medical problems before they become major, Dr. Offutt said. Preventive care can include vaccines or screenings for breast, cervical or prostate cancer, for example. Many people do not realize that there are certain age ranges that screenings should take place, he noted. For example, pap smears should begin at age 21 for women, diabetes screenings should begin in your 30s and yearly cholesterol screenings should take place around age 40.

### **Q** How does somebody get established with a primary care provider?

**A** To get established with a primary care provider, you can visit [phelpshealth.org](https://phelpshealth.org) and learn more about providers who fit your specific needs.

### **Q** Can I change my primary care provider?

**A** Yes. You can choose a provider who best fits your needs, and you can request a primary care provider who can care for your health and wellness in a way that works for you, Dr. Offutt said.

### **Q** How can patients prepare for their first primary care appointment?

**A** New patients can prepare by bringing in a list of their current medications, medical history and chronic conditions as well as previous medical records.

### **Q** Does a longer appointment translate to higher-quality care?

**A** Not at all. If you have a shorter appointment than normal, it generally means that your appointment went well, Dr. Offutt explained. However, your primary care provider is always willing to spend time with you to address your needs and answer any questions you may have.

### **Q** What has changed with primary care now because of COVID-19?

**A** Primary care is the epicenter of prevention when it comes to COVID-19. While the emergency departments are at the forefront, your provider can help prevent exposure by utilizing Telehealth visits, according to Dr. Offutt. Telehealth visits allow patients to see their provider from the comfort of their house, keeping them from traveling to a visit and reducing exposure.

## FIND A DOCTOR WHO IS RIGHT FOR YOU

To establish care with a Phelps Health primary care provider, call (573) 364-9000. Visit [phelpshealth.org](https://phelpshealth.org) to learn more about primary care at Phelps Health.



# CONNECT WITH

By Paul Hackbarth

St. James resident John “Keith” Livingstone wanted to discuss a medication adjustment with his doctor, Rachele Gorrell, DO, a family medicine physician and division chief of primary care at Phelps Health.

When he called about his appointment, he was told about Telehealth visits, which are an easy, secure and confidential way for patients to visit remotely with their care provider from a smartphone with audio and video capabilities.

“These Telehealth visits give patients the opportunity to check in with their providers from the comfort of their home,” said Erik AuBuchon, DO, an internal medicine physician and medical director of health informatics at Phelps Health.

Livingstone used the Healow app and was able to have a virtual appointment with Dr. Gorrell instead of going to the clinic in person. A link to patients’ appointments can be sent via a text message or email.

“It worked great,” Livingstone said. “I felt just as comfortable at home as I did in her [Dr. Gorrell’s] office. Once I got connected, it was flawless. It was just like being there.”

In many cases, the quality of care during Telehealth visits is the same as face-to-face interactions, according to Dr. AuBuchon. Providers are able to evaluate their patients using the cameras on smartphones or computers to look at the eyes, throat or skin of their patients.

Livingstone described his Telehealth visit experience as similar to an in-person visit, with one difference being that he took his own blood pressure, temperature and pulse instead of a nurse measuring those vitals. Since not everybody has their own devices at home, patients taking their own vitals during Telehealth visits is optional.

## Telehealth Visits Let Patients



# YOUR PROVIDER

Telehealth visits can be used for a variety of reasons. “They are very useful in chronic health maintenance, preventive care and counseling appointments when discussion is a big part of the visit,” Dr. AuBuchon said. Additionally, Telehealth visits sometimes may be used for follow-up care after a surgery or procedure.

Margaret Roberts, another patient who normally sees her care team at the Phelps Health Medical Group–St. James location, said she was able to see her provider using the FaceTime app.

“I spoke with the doctor, and it felt personal,” Roberts said. “It was faster [than an in-person appointment], and it definitely seemed safer than sitting in a waiting room, regardless of the COVID-19 situation.”

Telehealth visits allow patients more flexibility in being able to see their provider. With Telehealth visits, patients do not have to travel to and from their doctor’s office, and they can experience fewer disruptions to their schedules.

Roberts said when she is sick, she does not feel like going out or driving. “It was nice, almost like a house call,” she said of Telehealth visits. “I’d definitely recommend them.”

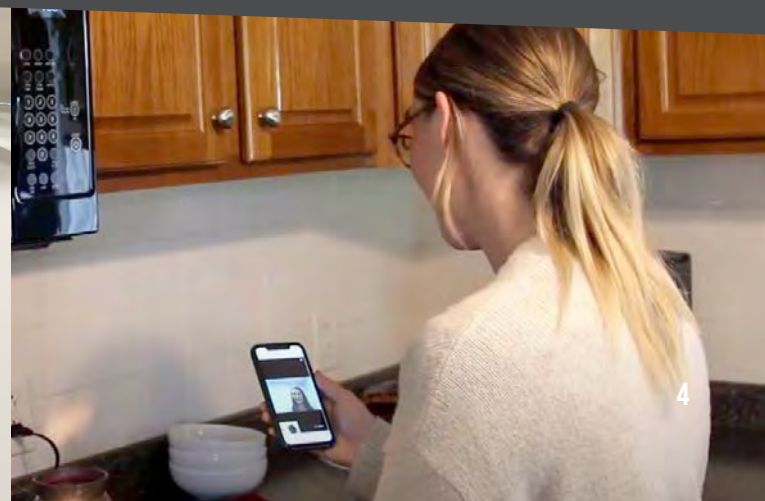
Livingstone agreed, adding, “My experience was top-notch. I’d do it again in a heartbeat.”

A majority of Phelps Health providers offer Telehealth visits, and Dr. Gorrell said she encourages patients to talk to their provider’s office about Telehealth visits if they feel like they need to see their provider and do not want to wait. If patients’ appointments can be done through a Telehealth visit, they will receive instructions on how to participate.

For people who would like an in-person appointment, Phelps Health is open, safe and ready to serve the healthcare needs of patients.

Visit [phelpshealth.org](https://phelpshealth.org) to learn more.

## See Their Doctors from Home



# MEET OUR NEW NEUROLOGIST

## *Asma Malik, MD, Treats Patients with Neurological Conditions*

By Paige Marsolais-Heitman

Growing up in a family of physicians led Asma Malik, MD, to develop a love for medicine at an early age.

“I grew up surrounded by medicine, with a mother who was an OB/GYN and a father who was an endocrinologist,” Dr. Malik said. “My parents also are both medical professors, and I was exposed to the world of healthcare at a young age.”

During her senior year of high school, she developed a special interest in biology and how the human body works. She and her siblings all chose to pursue careers in healthcare.

“After finishing up medical school, I began residency at Saint Louis University School of Medicine, where I developed an interest in neurology,” Dr. Malik said.

In her third year of residency, Dr. Malik became interested in a subspecialty of neurology called movement disorders, which are neurological conditions that cause abnormal movements, such as tremors, slowness, difficulty walking and stiffness.

Dr. Malik joined the Phelps Health Medical Group as a neurologist specializing in movement disorders in April. In this role, she sees patients at the Phelps Health Medical Office Building in Rolla, MO.

A neurologist treats patients for a variety of neurological issues, including the evaluation, diagnosis and treatment of movement disorders, dementia, headaches and more. With a specialization in movement disorders, Dr. Malik has additional training to help patients with conditions such as Parkinson’s disease, tremors or dystonia (involuntary muscle contractions).



## WHAT IS NEUROLOGY?

*Neurology is the branch of medicine that deals with the anatomy, functions and disorders of the nerves and nervous system.*

Originally from Pakistan, Dr. Malik completed her medical training at Nishtar Medical College in Multan, Pakistan.

She also completed a fellowship at Augusta University in Augusta, Georgia.

She is board-certified in neurology by the American Board of Psychiatry and Neurology.

“During my residency, I found it rewarding to observe patients, determine what was wrong and develop a treatment plan to suit their needs,” Dr. Malik said.

Dr. Malik said she is passionate about neurology and being a physician. She hopes to provide the best treatment and care to all of her patients.

In addition, she said Phelps Health has much to offer its patients, with dedicated care teams all working together under one organization to provide the best possible outcomes.



## LEARN MORE

Dr. Malik is accepting new patients. To learn more about Dr. Malik, visit [phelpshealth.org](https://phelpshealth.org) or call (573) 458-3350.

# DON'T DELAY EMERGENCY CARE

## *The Importance of Seeking Care for Urgent Needs*

By Paige Marsolais-Heitman

Staying healthy for you and your loved ones has always been important, even before the COVID-19 pandemic. When you need medical care, you should never delay.

Phelps Health is open, safe and ready to care for your healthcare needs, especially if you require urgent care.

“If you are a patient who is experiencing chest pains or other symptoms of a stroke or heart attack, don't delay getting care,” said Ryan McKee, director of emergency services at Phelps Health. “It is more detrimental to your overall health if you wait to receive care because you don't want to be exposed to a disease or other potential illness. Emergent issues are time sensitive, and if you don't go to the emergency room in a timely manner, there is a higher likelihood of larger health issues arising as a result of delaying care.”

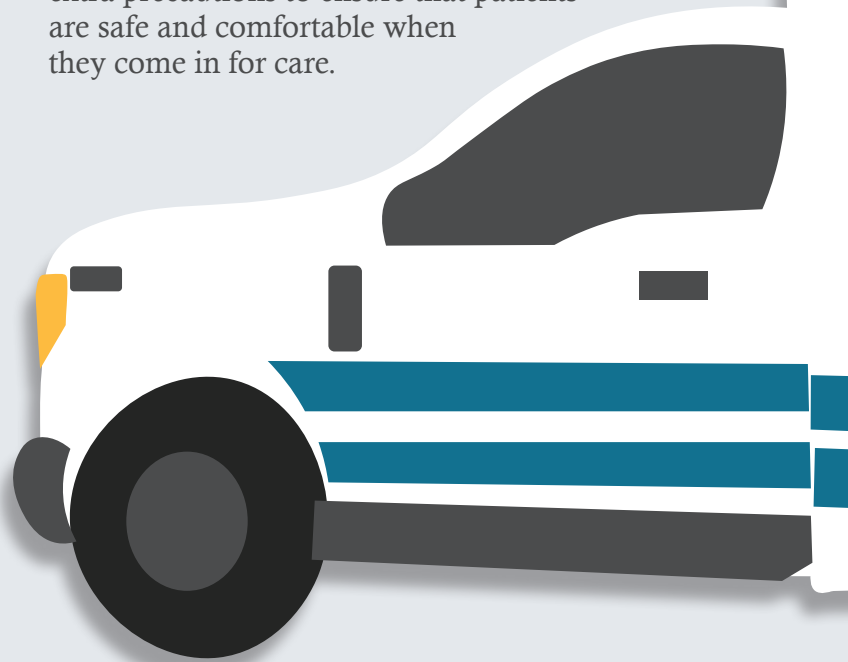
For patients with symptoms of a stroke or heart attack, being treated quickly can improve their chances of recovery.

A stroke happens when brain arteries rupture or when a blood clot cuts off blood supply to part of the brain. The longer the brain goes without fresh blood and oxygen, the more brain cells die, causing irreversible damage.

The same is true for a heart attack. The longer a patient waits to receive care, the more heart muscle dies.

“Patients are deciding not to seek emergency care, which is very dangerous,” McKee said. “If someone is sitting at home and they start to feel tingling in their side and they just don't feel normal, but they don't want to risk going to the hospital because of the fear of being exposed to something, they're putting their lives at risk.”

For anyone who is experiencing an emergency, minor or major, Phelps Health has taken extra precautions to ensure that patients are safe and comfortable when they come in for care.

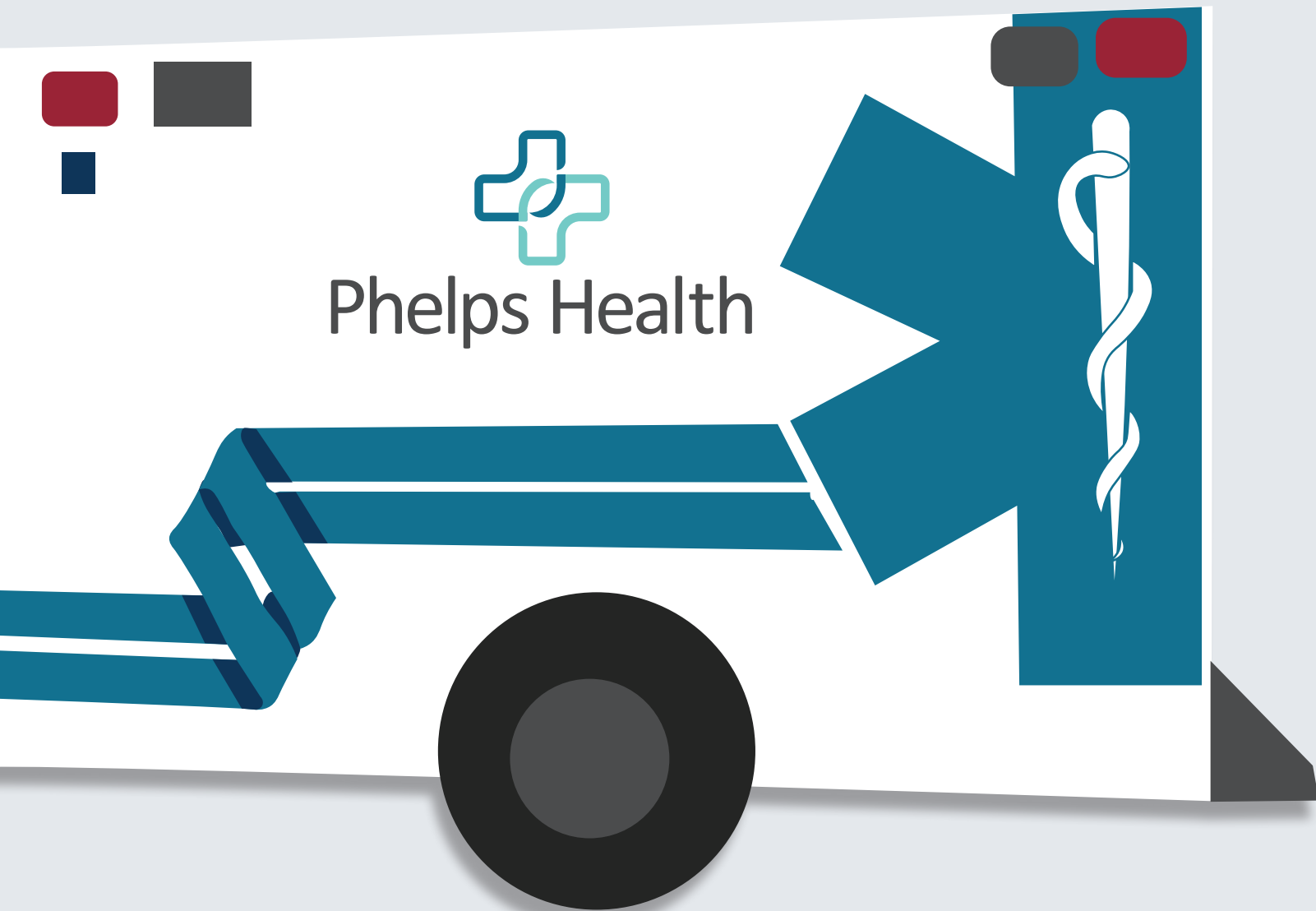


“We don't want people to delay their care right now, or ever,” said McKee. “We are here for our patients and are doing everything we can to protect them. Our goal is to treat patients in a safe manner, get them better and get them back to their lives as soon as possible.”

For patients arriving at the Emergency Department, Phelps Health has implemented safety procedures to keep them safe and protect its staff. Procedures include a general wellness screening, universal masking and hand hygiene stations.

### STAY UP TO DATE

Visit [phelpshealth.org](https://phelpshealth.org) to learn more about seeking emergency care as well as all of the latest news and updates regarding Phelps Health services.



Anyone who needs to seek care for a medical emergency should feel safe to do so. Medical emergencies can include the following:

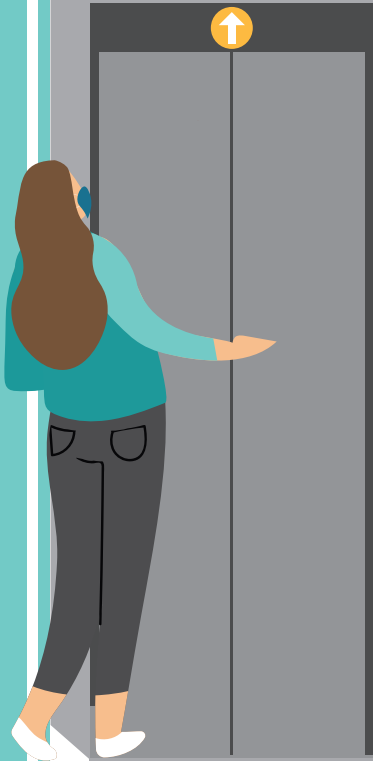
- Accidents
- Coughing up or vomiting blood
- Head injury or any other major injury
- Heart attack symptoms (tightness in the chest and arm, shortness of breath, nausea, light-headedness)
- Loss of consciousness
- Poisoning or drug overdose
- Severe burns
- Severe COVID-19 symptoms, including shortness of breath
- Severe, persistent abdominal pain
- Stroke symptoms (facial droop, arm weakness, speech difficulties)
- Suicidal feelings



# YOUR VISIT AT PHELPS HEALTH

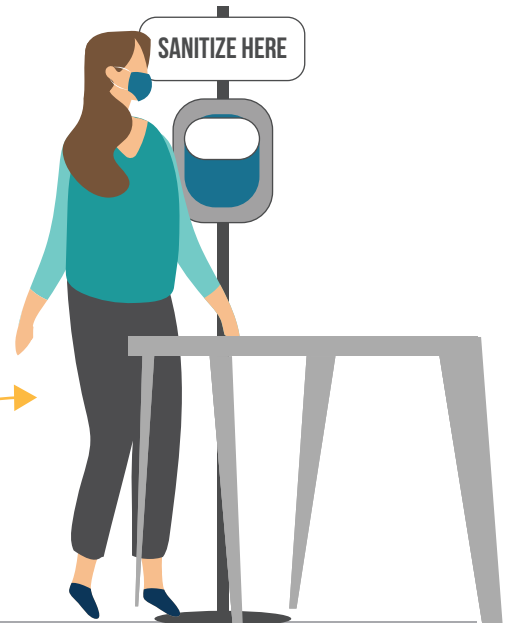
*We are open, safe and ready to help you with your healthcare needs.*

Only 4 people in an elevator at one time.



## WELLNESS SCREENING STATION

Mandatory wellness screenings include checking for temperature, respiratory symptoms and performing hand hygiene.



## UNIVERSAL MASKING REQUIREMENTS

When visiting Phelps Health, you should either bring a face mask or one will be provided for you.

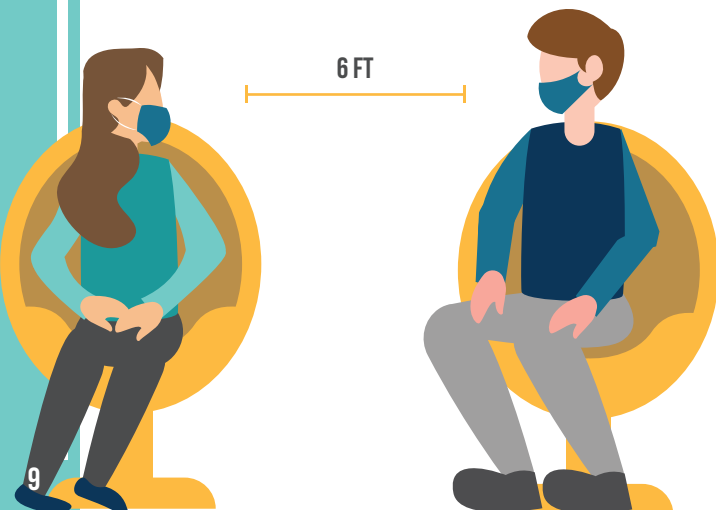
All staff will be wearing face masks in Phelps Health facilities.

START HERE

## SOCIAL DISTANCING

Waiting room seating is spaced to promote social distancing.

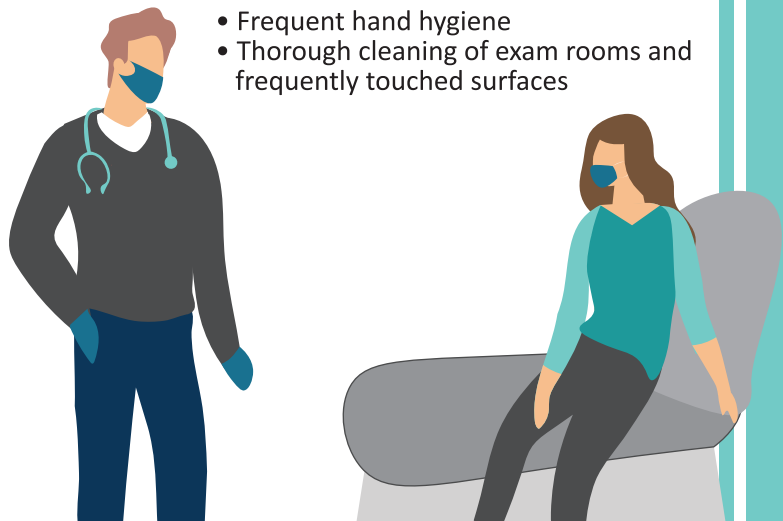
Keep in mind **visitor restrictions**. Call your provider's office if you aren't sure if you can bring someone with you to your appointment.



## CLEANING AND SANITATION

Cleaning procedures are in place to protect you and Phelps Health staff and include the following:

- Frequent hand hygiene
- Thorough cleaning of exam rooms and frequently touched surfaces



Stay up to date on patient guidelines for your next visit at [pHELPShealth.org](https://pHELPShealth.org).



# SEE WHAT'S HAPPENING *Around* Phelps Health

*Learn about activities, programs and other exciting events happening at Phelps Health*

***A lot has changed this year. One thing has remained the same: Our commitment to you.***

With Phelps Health EnrollU, you can receive expert help with the following:

- Finding the right health insurance plan for you
- Helping you navigate the Medicare enrollment process (including Parts A, B, C, D and Medicare supplements)
- Getting answers to questions about your insurance coverage or costs
- Offering financial guidance exclusively to Delbert Day Cancer Institute patients and more

You do NOT have to be a Phelps Health patient to receive assistance with EnrollU. These services are provided free to the community.

**Contact us for free, local assistance or for more information about finding affordable health insurance.**

Call: (573) 458-3676

Email: [EnrollU@phelpshealth.org](mailto:EnrollU@phelpshealth.org)

## **PHELPS HEALTH PARTNERS WITH SOC TELEMED FOR TELENEUROLOGY SERVICES**

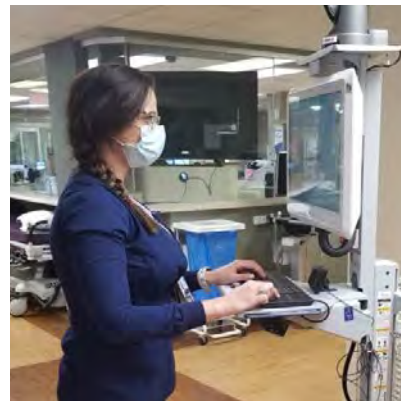
In June, SOC Telemed (SOC) announced the successful launch of emergency and inpatient teleNeurology services at Phelps Health Hospital in Rolla, MO.

Phelps Health selected SOC's Telemed IQ platform to access emergency neurology care around the clock, on-demand in the Emergency Department. SOC neurologists also will serve as an on-call teleNeurology support system in the inpatient neurology department, bolstering the hospital system's on-staff neurologists with extra support and flexibility.

The launch of teleNeurology at Phelps Health is poised to reduce the hospital's patient transfer rate. For Phelps Health, the prioritization of teleNeurology ser-

vices was an effort in community care, while the selection of SOC Telemed was about experience, reputation and the company's care quality credentials from The Joint Commission.

"We are proud to partner with SOC Telemed and their board-certified neurologists who can provide patient consultations for a variety of neurological conditions," said Keri Heavin, senior vice president and chief nursing officer at Phelps Health. "Using teleNeurology services provided by SOC Telemed, our patients can stay close to home for care and receive follow-up treatments with our Phelps Health neurologists."



Telemed IQ is in use today in more than 550 hospitals nationwide, enabling the right care, at the right time, when patients and communities need it most.



# Roasted SALMON CAPRESE

**Makes 4 Servings**

## INGREDIENTS

- 1 ½ teaspoons extra-virgin olive oil
- 1 clove garlic, grated
- ½ teaspoon salt, divided
- ½ teaspoon ground pepper, divided
- 2 cups quartered cherry tomatoes
- 1 pound salmon fillet, skin removed, cut into 4 pieces
- 1 ounce pearl mozzarella balls, halved
- ¼ cup thinly sliced basil
- 2 teaspoons balsamic glaze

## PREPARATION

1. Preheat oven to 425°F. Coat a large rimmed baking sheet with cooking spray.
2. Stir oil, garlic and ¼ teaspoon each salt and pepper together in a small bowl. Add tomatoes and toss to coat.
3. Arrange salmon on one side of the prepared baking sheet. Sprinkle with the remaining ¼ teaspoon each salt and pepper. Cover the tops of the fillets with mozzarella pieces. Fill the other side of the pan with the tomato mixture.
4. Bake until the salmon is just cooked through and the tomatoes have broken down, 8 to 10 minutes. Stir basil into the tomato sauce and serve over the salmon. Drizzle with balsamic glaze.

## NUTRITION INFORMATION

Serving Size: 4 oz. salmon and ¼ cup sauce

*Per Serving:*

291 calories; 18.2 g total fat; 4.4 g saturated fat; 67 mg cholesterol; 406 mg sodium; 5.2 g carbohydrates; 1.1 g fiber; 3 g sugar; 25.8 g protein.

*Recipe Source: EatingWell.com, February 2020*

*Photo Source: Cooking with Mamma C*

## Submit Your Healthy Recipe

*Do you have a healthy recipe to share? Submit your healthy recipe (including ingredients used and directions on how to make it) with a high-quality photo online at [pshelpshealth.org/balance](https://pshelpshealth.org/balance) and your recipe may appear in a future issue of the Balance magazine.*



# FOR YOUR HEALTH: HELPING KIDS STAY HEALTHY THIS SUMMER

By Dr. Graham A. Colditz  
Siteman Cancer Center

The strange times continue. After finally getting back to a semblance of pre-pandemic life in many parts of the country, we're seeing safety orders extended or put back in place.

Children, thankfully, haven't been as directly impacted by COVID-19 as adults. They can still get infected with the virus but will often show little or no sign of illness. Many children, though, have been affected in other important ways. Their daily lives have changed, and in a manner not always good for long-term health.

While much of this is out of our control, there are simple steps we as parents – or grandparents or guardians – can take to support the well-being of children in our lives, on top of those steps that also protect against the coronavirus.

While each of these was important before the pandemic hit, they are even more so now as our new normal is likely to continue for a while.

**Try to reduce screen time.** Even as economies have opened up, many of us are still spending more time at home than we normally would, especially during summertime. Keeping such screen time to a reasonable amount can give kids the chance to

move around more and explore other fun activities. That variety can be good for both their mental and physical health. General health recommendations are to keep screen time to two hours or less per day. That may not make sense during this time of pandemic, with all that kids and parents are going through. Any drop in the amount of screen time, though, is a good place to start.

**Stock up on healthy snacks and keep them in the open.** The in-person school day can provide healthy structure for children. One way to help children build on healthy eating habits instead is to stock up on healthy snacks and keep them where they're easy to find – on the counter, or at eye-level in the fridge or cupboard. Good options include fruit, cut-up vegetables, whole-grain cereals and crackers, low-salt nuts and fizzy water. And try to cut way back on the unhealthy snacks in the house. This includes things like sugary soda, energy drinks, chips, cookies and ice cream. If food security is ever an issue, contact your local food pantries or [feedingamerica.org](http://feedingamerica.org).

**Try to be active every day.** With safety orders in place and normal schedules upended – for children and parents – it can be harder than it used to

be for kids to get their recommended 60 minutes of daily physical activity. Try to think of ways to help get your children moving during the day. Have them come with you on your morning walk, follow along with an exercise video or go to a park to play soccer with friends – if it's safe and allowed by health orders.

**Make a plan to get back on schedule with vaccines.** As the nation largely shut down this spring, healthcare visits for childhood vaccinations plummeted. But as we've learned how to get patients back into hospitals and medical offices more safely, it's a good time to contact your healthcare provider or local health department to talk about getting back on track with your child's vaccinations.

**Look after yourself.** In normal times, parenting can be challenging. These days of coronavirus can make it even harder. So, it's important that you take time to look after your own well-being. As parents, the better we feel, the more energy we can bring to caring for our children. The pandemic has affected people in many different ways, and if you need help, seek it out. A web search or call to your local health department or human resources office at work can be a good place to start.

## IT'S YOUR HEALTH. TAKE CONTROL.

View the **8IGHT WAYS** series about reducing cancer risk at [8ightways.org](http://8ightways.org).

*Phelps Health and the Delbert Day Cancer Institute are part of the Siteman Cancer Network.*



Dr. Graham A. Colditz, associate director of prevention and control at Siteman Cancer Center at Barnes-Jewish Hospital and Washington University School of Medicine in St. Louis, is an internationally recognized leader in cancer prevention.



# Phelps Health

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## Phelps Health FOUNDATION

# *Thank you,* COMMUNITY!

Thank you to our caring community. Through your generosity, the Phelps Health Foundation was able to provide a new van to be used for shuttling patients around the hospital. Donations from the COVID-19 appeal were used to buy a new blood analyzer, bringing state-of-the-art testing for COVID-19 to our community.

# *#RollaStrong*

