



# Health Notes

Austin Regional Clinic – Staying in touch with our Patients

## Your Weight Loss Plan: Diet and Exercise

by Hillary Miller, M.D. Medical Director, ARC Weight Management Program



If you're thinking about losing weight, there's no lack of fad diets, exercise routines, and magic pills promising fast results. However, as most of us have experienced, such promises of quick results can be unhealthy and tend to fail in the long run.

There is nothing sexy or glamorous on the path to achieving and maintaining a healthy weight. It takes hard work and discipline to mold a lifestyle that includes healthy eating, regular physical activity, and balancing the number of calories you consume with the number of calories your body uses.

“High energy, never hungry, a great support team and a plan that works. What more can you ask for? This was absolutely the best decision for me and I have, and will continue, to recommend this program to anyone who is ready to stop the vicious “dieting” cycle and get healthy.”

— Melanie  
(Lost 107 lbs & 7 dress sizes in one year)

Staying in control of your weight contributes to good health now and as you age. Here are some ways to get started.

### 1. Assess your weight

- Calculate your body mass index, BMI. (see chart on page 2)
- Measure your waist size. Your waistline may be telling you that you have a higher risk of developing obesity-related conditions if you are:

- A man whose waist circumference is more than 40 inches
- A non-pregnant woman whose waist circumference is more than 35 inches

### 2. Balance calories and exercise.

Weight management is all about balancing the number of calories you consume with the number of calories your body uses.

- Start a food diary to become more conscious about your eating habits and the number of calories you take in daily.
- Make an activity diary that includes day of week, time of day, type of activity and duration, to measure the amount of exercise you do each day.

(continued on pg. 2)

### Why You Gain Weight

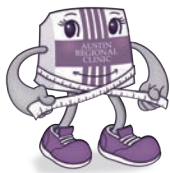
What you weigh is the result of several factors:

- the quantity and kinds of food you eat
- the amount of regular physical activity included in your lifestyle
- your use of food to respond to stress and other situations in your life
- your genetic and physiological make-up
- your age and health status

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## It's Not Just About Weight Loss...

### ARC Weight Management Program

Perhaps your doctor has suggested you lose weight to avoid health risks, or you have lost weight in the past and then regained it. You may have a personal or family history of diabetes, hypertension or other health related problems, or you may simply be concerned about your health and well-being.

Whether you need to lose 25 lbs. or 100 lbs., the ARC Weight Management Program has a safe and healthy weight loss option for you!

Obesity is a critical health problem. It has

been linked to many physical diseases, including diabetes, heart disease, sleep apnea, high blood pressure and high cholesterol. It also effects how you feel about yourself and limits activity and mobility.

The ARC Weight Management Program recognizes the many factors that contribute to weight gain and treats the whole person, not just their weight. It utilizes the expertise of physicians and trained counselors in combination with high quality, calorie controlled, nutritional food to address the many different causes of obesity.

The goals of the program are to help participants achieve and maintain significant weight loss in order to improve health, lower weight-related health risks, and enhance their quality of life.

Our qualified multidisciplinary healthcare staff has been helping people lose weight, maintain their weight loss and improve their quality of life since 1988. For a full listing of individualized plans and group support programs that we offer visit: [AustinRegionalClinic.com/services/weight\\_management\\_program](http://AustinRegionalClinic.com/services/weight_management_program).

## Your Weight Loss Plan: Diet and Exercise *(cover story continued)*

c. Review both diaries and decide what you need to do to create more balance.

### 3. Take control.

a. Find a diet that recognizes the long-term discipline required to help you reach your ideal weight. It is OK to make small changes at a time, as long as you can turn them into new long-term habits.

b. Join a program that helps you change your diet and your attitudes toward eating and food.

c. Develop an exercise habit that you can stick with without getting bored or tired. It may include joining a class or simply taking regular walks with a friend.

For more tools and tips, visit:

[cdc.gov/healthyweight/index.html](http://cdc.gov/healthyweight/index.html)

|                    | Normal               |     |     |     |     | Overweight |     |     |     |     | Obese |     |     |     |     |     |     |     |     |     | Extremely Obese |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |
|--------------------|----------------------|-----|-----|-----|-----|------------|-----|-----|-----|-----|-------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|
| BMI                | 19                   | 20  | 21  | 22  | 23  | 24         | 25  | 26  | 27  | 28  | 29    | 30  | 31  | 32  | 33  | 34  | 35  | 36  | 37  | 38  | 39              | 40  | 41  | 42  | 43  | 44  | 45  | 46  | 47  | 48  | 49  | 50  | 51  | 52  | 53  | 54  |
| Height<br>(inches) | Body Weight (pounds) |     |     |     |     |            |     |     |     |     |       |     |     |     |     |     |     |     |     |     |                 |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |
|                    |                      |     |     |     |     |            |     |     |     |     |       |     |     |     |     |     |     |     |     |     |                 |     |     |     |     |     |     |     |     |     |     |     |     |     |     |     |
| 58                 | 91                   | 96  | 100 | 105 | 110 | 115        | 119 | 124 | 129 | 134 | 138   | 143 | 148 | 153 | 158 | 162 | 167 | 172 | 177 | 181 | 186             | 191 | 196 | 201 | 205 | 210 | 215 | 220 | 224 | 229 | 234 | 239 | 244 | 248 | 253 | 258 |
| 59                 | 94                   | 99  | 104 | 109 | 114 | 119        | 124 | 128 | 133 | 138 | 143   | 148 | 153 | 158 | 163 | 168 | 173 | 178 | 183 | 188 | 193             | 198 | 203 | 208 | 212 | 217 | 222 | 227 | 232 | 237 | 242 | 247 | 252 | 257 | 262 | 267 |
| 60                 | 97                   | 102 | 107 | 112 | 118 | 123        | 128 | 133 | 138 | 143 | 148   | 153 | 158 | 163 | 168 | 174 | 179 | 184 | 189 | 194 | 199             | 204 | 209 | 215 | 220 | 225 | 230 | 235 | 240 | 245 | 250 | 255 | 261 | 266 | 271 | 276 |
| 61                 | 100                  | 106 | 111 | 116 | 122 | 127        | 132 | 137 | 143 | 148 | 153   | 158 | 164 | 169 | 174 | 180 | 185 | 190 | 195 | 201 | 206             | 211 | 217 | 222 | 227 | 232 | 238 | 243 | 248 | 254 | 259 | 264 | 269 | 275 | 280 | 285 |
| 62                 | 104                  | 109 | 115 | 120 | 126 | 131        | 136 | 142 | 147 | 153 | 158   | 164 | 169 | 175 | 180 | 186 | 191 | 196 | 202 | 207 | 213             | 218 | 224 | 229 | 235 | 240 | 246 | 251 | 256 | 262 | 267 | 273 | 278 | 284 | 289 | 295 |
| 63                 | 107                  | 113 | 118 | 124 | 130 | 135        | 141 | 146 | 152 | 158 | 163   | 169 | 175 | 180 | 186 | 191 | 197 | 203 | 208 | 214 | 220             | 225 | 231 | 237 | 242 | 248 | 254 | 259 | 265 | 270 | 278 | 282 | 287 | 293 | 299 | 304 |
| 64                 | 110                  | 116 | 122 | 128 | 134 | 140        | 145 | 151 | 157 | 163 | 169   | 174 | 180 | 186 | 192 | 197 | 204 | 209 | 215 | 221 | 227             | 232 | 238 | 244 | 250 | 256 | 262 | 267 | 273 | 279 | 285 | 291 | 296 | 302 | 308 | 314 |
| 65                 | 114                  | 120 | 126 | 132 | 138 | 144        | 150 | 156 | 162 | 168 | 174   | 180 | 186 | 192 | 198 | 204 | 210 | 216 | 222 | 228 | 234             | 240 | 246 | 252 | 258 | 264 | 270 | 276 | 282 | 288 | 294 | 300 | 306 | 312 | 318 | 324 |
| 66                 | 118                  | 124 | 130 | 136 | 142 | 148        | 155 | 161 | 167 | 173 | 179   | 186 | 192 | 198 | 204 | 210 | 216 | 223 | 229 | 235 | 241             | 247 | 253 | 260 | 266 | 272 | 278 | 284 | 291 | 297 | 303 | 309 | 315 | 322 | 328 | 334 |
| 67                 | 121                  | 127 | 134 | 140 | 146 | 153        | 159 | 166 | 172 | 178 | 185   | 191 | 198 | 204 | 211 | 217 | 223 | 230 | 236 | 242 | 249             | 255 | 261 | 268 | 274 | 280 | 287 | 293 | 299 | 306 | 312 | 319 | 325 | 331 | 338 | 344 |
| 68                 | 125                  | 131 | 138 | 144 | 151 | 158        | 164 | 171 | 177 | 184 | 190   | 197 | 203 | 210 | 216 | 223 | 230 | 236 | 243 | 249 | 256             | 262 | 269 | 276 | 282 | 289 | 295 | 302 | 308 | 315 | 322 | 328 | 335 | 341 | 348 | 354 |
| 69                 | 128                  | 135 | 142 | 149 | 155 | 162        | 169 | 176 | 182 | 189 | 196   | 203 | 209 | 216 | 223 | 230 | 236 | 243 | 250 | 257 | 263             | 270 | 277 | 284 | 291 | 297 | 304 | 311 | 318 | 324 | 331 | 338 | 345 | 351 | 358 | 365 |
| 70                 | 132                  | 139 | 146 | 153 | 160 | 167        | 174 | 181 | 188 | 195 | 202   | 209 | 216 | 222 | 229 | 236 | 243 | 250 | 257 | 264 | 271             | 278 | 285 | 292 | 299 | 306 | 313 | 320 | 327 | 334 | 341 | 348 | 355 | 362 | 369 | 376 |
| 71                 | 136                  | 143 | 150 | 157 | 165 | 172        | 179 | 186 | 193 | 200 | 208   | 215 | 222 | 229 | 236 | 243 | 250 | 257 | 265 | 272 | 279             | 286 | 293 | 301 | 308 | 315 | 322 | 329 | 336 | 343 | 351 | 358 | 365 | 372 | 379 | 386 |
| 72                 | 140                  | 147 | 154 | 162 | 169 | 177        | 184 | 191 | 199 | 206 | 213   | 221 | 228 | 235 | 242 | 250 | 258 | 265 | 272 | 279 | 287             | 294 | 302 | 309 | 316 | 324 | 331 | 338 | 346 | 353 | 361 | 368 | 375 | 383 | 390 | 397 |
| 73                 | 144                  | 151 | 159 | 166 | 174 | 182        | 189 | 197 | 204 | 212 | 219   | 227 | 235 | 242 | 250 | 257 | 265 | 272 | 280 | 288 | 295             | 302 | 310 | 318 | 325 | 333 | 340 | 348 | 355 | 363 | 371 | 378 | 386 | 393 | 401 | 408 |
| 74                 | 148                  | 155 | 163 | 171 | 179 | 186        | 194 | 202 | 210 | 218 | 225   | 233 | 241 | 249 | 256 | 264 | 272 | 280 | 287 | 295 | 303             | 311 | 319 | 326 | 334 | 342 | 350 | 358 | 365 | 373 | 381 | 389 | 396 | 404 | 412 | 420 |
| 75                 | 152                  | 160 | 168 | 176 | 184 | 192        | 200 | 208 | 216 | 224 | 232   | 240 | 248 | 256 | 264 | 272 | 279 | 287 | 295 | 303 | 311             | 319 | 327 | 335 | 343 | 351 | 359 | 367 | 375 | 383 | 391 | 399 | 407 | 415 | 423 | 431 |
| 76                 | 156                  | 164 | 172 | 180 | 189 | 197        | 205 | 213 | 221 | 230 | 238   | 246 | 254 | 263 | 271 | 279 | 287 | 295 | 304 | 312 | 320             | 328 | 336 | 344 | 353 | 361 | 369 | 377 | 385 | 394 | 402 | 410 | 418 | 426 | 435 | 443 |

BMI Chart

## Focus on Sleep Lab

How can I tell if my snoring is cause for concern? *by Joseph Leary, M.D., Otolaryngology (ENT), Sleep Lab Expert*



Joseph Leary, M.D.  
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Kent Jones, M.D.  
Otolaryngology (ENT)

Snoring by itself and snoring with sleep apnea can be hard to distinguish from each other. The presence of loud snoring, gasping, and daytime sleepiness are suggestive of sleep apnea, but the only way to be certain is with a sleep study.

Medical problems of hypertension, congestive heart failure, and diabetes are often improved if underlying sleep apnea is treated. Sleep apnea is sometimes overlooked be-

cause underlying medical problems can have similar symptoms such as fatigue and poor sleep.

Talk to your ARC primary care doctor to find out more about snoring, sleep apnea, and the ARC Sleep Lab. Take the Sleep Quiz at: [AustinRegionalClinic.com/Services/sleep\\_lab/sleep\\_quiz](http://AustinRegionalClinic.com/Services/sleep_lab/sleep_quiz) to find out if a sleep study can help you.



As our skin changes, so should the way we care for it. Knowing what to do can be a challenge. The wealth of information, products, and services available can make it difficult to separate myth from fact — let alone know what is right for you. Below are some of the ways to care for your skin at every age.

#### 1. Wear sunscreen every day.

Sunscreen does more than prevent sunburn. Daily use of sunscreen throughout your life can reduce signs of aging such as age spots (or sun spots) and fine lines as well as significantly decrease your risk of developing skin cancer. The best sunscreen will offer a Sun Protection Factor (SPF) of at least 15 *and* broad-spectrum protection (shielding skin from both Ultraviolet A (UVA) and Ultraviolet B (UVB) rays).

#### 2. Give your skin what it needs.

As skin ages, it often needs help to keep it looking healthy and vibrant. Products that worked well in our teens and 20s often may not be suitable in our 30s, 40s, and 50s. Deodorant soaps, alcohol-based toners, and products that contain fragrance can leave skin feeling irritated and dry. Trying product after product can be as bad for your skin as it can be for your wallet. If you are not sure what your skin needs, visit a dermatologist. Developing a skin care routine with products that work for your skin type will lead to better skin health.

#### 3. Manage stress.

To keep your skin looking its best, it is important to effectively manage stress. Chronic stress can wreak havoc on your skin. Stress causes the body to produce more cortisol (stress hormone) which in turn increases oil production. This can lead to oily skin, acne, and other related skin problems. Stress can even increase the risk of developing skin cancer.

#### 4. Be gentle with acne-prone skin.

Many men and women struggle with acne well into their adult years. If you are among them, use a mild cleanser with acne-fighting ingredients such as salicylic acid or sulfur and make sure all skin care products and cosmetics are “non-comedogenic,” which means that they do not contain acne-producing ingredients.

#### 5. Get yearly skin exams.

The risk of developing skin cancer increases as we age. Yearly skin examinations (during your physical) can help detect skin cancer early. With early detection and proper treatment, the cure rate for skin cancer averages 95%. When detection

and treatment are delayed, the outcome is not as favorable.

#### 6. Avoid tanning beds and other artificial tanning devices.

Tanning beds, sunlamps, and other artificial tanning devices are not a safe alternative to sun exposure. Just like the sun, indoor tanning equipment emits UVA and UVB radiation. In some cases, the radiation produced during indoor tanning may be *more* damaging than that of the sun. Exposure to UV radiation damages the DNA in the cells of the skin and can accelerate skin aging, cause skin cancer, suppress the immune system, and lead to eye diseases such as cataracts and melanoma of the eye.

#### 7. Ask questions before having a cosmetic procedure.

While a cosmetic procedure can shed years from your appearance, the success of any cosmetic procedure is highly dependent on the knowledge and skill of the person performing it. Dermatologists safely perform thousands of cosmetic procedures each year with excellent results. When a cosmetic procedure is not performed by a board-certified physician or under the doctor’s direct supervision, complications may increase.

#### 8. See a dermatologist.

In addition to examining your skin for skin cancer, a dermatologist can help ensure that your skin will look its best for years to come. Dermatologists are uniquely trained to analyze the skin, hair, and nails. They can spot potential problems and diagnose a multitude of conditions ranging from minor to life-threatening. Your dermatologist can also answer your questions about the multitude of skin care products on the market. No one product is suitable for everyone. Your dermatologist can tell you which ones may be safe and effective for you.

If you have any questions about the tips detailed above, contact an ARC dermatologist to develop a plan for skin care today and for the years to come.

*Source: American Academy of Dermatology*



## 2009-10 H1N1 Flu & the Seasonal Flu

### Fight the flu

For a healthy & happy family

- 1 Get your flu shot
- 2 Wash your hands
- 3 Cover coughs & sneezes
- 4 Stay home if ill



Austin had an earlier-than-expected flu season with record numbers of people throughout the region getting sick from H1N1 (swine) Flu.

Austin Regional Clinic saw the same number of patients in September and October as we usually see at the height of

the regular flu season, which usually falls in January and February.

To manage the flow of information to our doctors, staff, and patients, ARC estab-

lished a Pandemic Committee that includes individuals who represent all areas of ARC operations. The committee members were charged with attending the regional health meetings, sitting in on the CDC webcasts, reviewing the evolving medical information, and conveying information, education, and precautions to doctors, staff, and patients.

Everyone in the organization pitched in, whether they worked extra hours, saw more patients, answered more questions or communicated more with fellow workers. Patients stayed updated via the daily updates on the ARC web site and announcements sent out through the ARC Twitter and Facebook pages.

We thank all of our doctors and staff for their hard work, and also thank our pa-

tients for helping to keep phone lines free and for checking [AustinRegionalClinic.com](http://AustinRegionalClinic.com) for daily updates.

Flu cases dropped in December & January, and we began seeing an increase in cases again in February. The CDC has predicted that we may see another wave of H1N1 flu cases, similar to last year's wave in the spring. Whatever the case, ARC doctors and staff are ready.

Keep taking the usual precautions of washing your hands, coughing into your sleeve, and staying home if you have a fever. And stay tuned for more ARC announcements and updates by visiting [AustinRegionalClinic.com](http://AustinRegionalClinic.com), signing up to receive ARC tweets, and by following us on Facebook.

## Pertussis (Whooping Cough)

Outbreak Continues in Central Texas



Central Texas is experiencing unusually high rates of pertussis, also known as whooping cough. The Austin/Travis County Health and Human Services Department (ATCHHSD) reports that the 2009 outbreak has continued into 2010.

Pertussis is a highly contagious respiratory tract infection and a serious health threat for children who are too young to receive a vaccine or those children who are under-vaccinated. It begins like a cold, with a runny nose, sneezing, and a cough that slowly gets worse. After one to two weeks, strong coughing fits occur. In young children, coughing fits are often followed by a whooping sound as they try to catch their breath. Please contact your physician immediately should you or your child develop a cough illness that fits that description.

ARC doctors recommend some ways to prevent the spread of whooping cough and other upper respiratory infections.

To help stop the spread of germs:

- Make sure you and your children are up-to-date on vaccinations.
- Stay home when you are sick.
- Cover your mouth and nose with a tissue when coughing or sneezing, or cough into your upper sleeve or elbow.
- Wash your hands often with soap and warm water for 20 seconds, or use an alcohol-based hand rub.
- Wear a face mask in public and at the doctor's office to protect others if you are coughing.
- Avoid touching your eyes, nose or mouth.



### What is the ARC After Hours Clinic?

If you need health care at night or on the weekend, call Austin Regional Clinic's After Hours Clinic at (512) 346-6611. There are ARC family medicine and pediatric doctors in the After Hours Clinic who are available for advice or an appointment. The After Hours Clinic is for those symptoms that cannot wait until the next day when your regular doctor's office is open.

Examples include:

- \* sore throats
- \* seasonal allergies;
- \* nausea
- \* vomiting
- \* diarrhea
- \* sport injuries

The new ARC Southwest location now offers Daytime Urgent Care and an After Hours Clinic. Both services have been enthusiastically welcomed by the community.

Dr. Leah Treadwell is our Urgent Care physician. The Daytime Urgent Care Center typically sees about 35 patients every day.

"Patients have been very appreciative of the increased access we provide. ARC Southwest is one of our busiest clinics and patients are happy they have more options closer to where they live," Clinic Manager Cindy McBroom said of the feedback she's getting from patients.

The new ARC After Hours Clinic has taken

off more quickly than expected.

"We saw 45 patients the very first night, that is comparable to our other After Hours Clinics located on Far West Blvd. and in Round Rock," said Justin Leonard, After Hours Clinic Manager.

With so many young families in South Austin and other growing communities like Buda and Kyle, we were prepared for a lot of demand for an After Hours Clinic at the new ARC Southwest.

### ARC Southwest After Hours Clinic

Monday thru Friday 5-8pm  
Saturday and Sunday 8am-12pm

Call (512) 346-6611 to make an appointment at any of the three ARC After Hours Clinics:

ARC Far West  
ARC Round Rock  
ARC Southwest

The ARC After Hours Clinics are for both established and non-established patients. Even out of town guests are welcome. It is always suggested that you make an appointment before arriving at an After Hours Clinic in order to reduce your wait time.

Request an appointment online or call (512) 346-6611 for an appointment.

## ARC Cedar Park Medical Plaza Adds Space, Physicians, and more

Austin Regional Clinic in the Cedar Park Medical Plaza (ARC CPMP) recently completed a 5,000 sq. ft. expansion. The new space includes doctor and administration offices and 13 new exam rooms, increasing the clinic's total space to around 15,000 sq. ft. and a total of 39 exam rooms.

The additional space allows ARC CPMP to further expand. The clinic opened in February, 2008, with Obstetrics & Gynecology (OB/Gyn) and Internal Medicine, and has added Allergy, Dermatology and General Surgery. Three new physicians recently joined ARC CPMP: Dr. Kimberlee Coleman-Henderson

(Ob/Gyn), Dr. Kelly Hetherington (Allergist), and Dr. Mohinder Pegany (Internal Medicine).

In addition to new physicians and specialties, ARC CPMP has also added new equipment that improves patient care. The **General Surgery Department** has a new Breast and Thyroid Ultrasound machine, giving patients the convenience of being referred directly to ARC CPMP for diagnosis and treatment instead of having their ultrasound done elsewhere first, saving both time and expense.

The **Dermatology Department** now has

Phototherapy available for the treatment of Psoriasis, with a full-body booth as well as the capability to treat hands and/or feet. **The OB/Gyn Department** has an expanded procedure room, and continues to offer ultrasounds and on-site lab services.

"ARC CPMP has grown faster than even we anticipated," said Clinic Manager Lynae Harrison. "We are busy and excited about the future, and look forward to serving even more area residents."

Request an appointment online or call (512) 260-1581 for an appointment.



## Digital Mammography

ARC installed new digital mammography machines at the end of November and began offering digital mammography services to patients on December 2, 2009.

In addition to the new equipment, ARC Far West created a comfortable imaging suite designed for women undergoing the procedure. It includes a private changing area and waiting room specifically for women's imaging.

### Advantages of Digital Mammography

Digital mammography allows the radiologist to magnify images, increase or decrease the contrast, and invert the black and white values while reading the images. This lets the radiologist evaluate microcalcifications and focus on areas of concern. It should also reduce the time patients spend in the imaging suite and reduce the need for repeat exams.

With no film to develop, digital mammograms are faster than film mammograms and digital images can be easily stored and

transferred electronically. The National Cancer Institute did a study comparing film and digital mammography, and concluded that digital mammography is more accurate than film at helping to diagnose cancer in women under age 50, and women who have dense (not fatty) breast tissue. Digital mammography also uses less radiation than traditional film mammography, reducing a woman's lifetime exposure to radiation associated with x-rays.

Request a mammogram via our online appointment requests or call (512) 346-6611 to make an appointment.



## 3D Ultrasounds

In all ARC Obstetrics and Gynecology offices



The Obstetrics & Gynecology (Ob/Gyn) department now has 3D ultrasound machines in all ARC Ob/Gyn offices, including ARC Medical Park Tower, ARC Seton Northwest, ARC South OB, and ARC Cedar Park Medical Plaza. All ARC sonographers are trained to incorporate 3D volume imaging in obstetric and gynecological exams. Only 10 percent of all ultrasound facilities in the United States use this advanced technology.

The 3D ultrasound machines are mostly known for their use with obstetric patients; however, when used in gynecological exams, they result in improved imaging and reduced scanning time for the patient.

These ultrasounds also continue to be very popular for parents who want to capture a keepsake image and video of their baby in the womb. ARC Medical Park Tower continues to offer 3D/4D entertainment ultrasounds for established ARC OB patients.

"I'm pleased that the company has provided the sonography department with this exciting, cutting-edge technology and am very proud of the sonographers who have worked hard to upgrade their skills to provide improved care for our patients," said Sid Lister, Lead Ultrasonographer.

## Looking for a doctor who speaks your language?



We have an Advanced Search feature under our "Find a Doctor" tab, that will help you find a physicians who speak your foreign language.

- Click on [**find a doctor**]
- Click on [**Advanced Search**] tab
- Choose a language from the [**Foreign Language**] drop-down menu

## Your Travel Checklist:

- ☒ Buy plane tickets
- ☒ Book hotel room
- ☒ Pack camera and film
- ☒ Pack sunblock
- ☐ Get typhoid vaccine
- ☐ Get hepatitis A vaccine

We can help you finish your checklist.

ARC Travel  
Medicine Services  
6811 Austin Center Blvd., Suite 300  
Austin, TX 78731  
(512) 421-4865



# Haiti Relief

Experiences of AIMS Physician, Dr. Chris Turner

*Dr. Christopher Turner, a hospitalist for Adult Inpatient Medical Services (AIMS), ARC's Hospitalist group, recently returned from volunteer efforts in Haiti. He writes about his experiences at the Good Samaritan Hospital in Jimani, Dominican Republic, the types of injuries they saw in the makeshift operating rooms operating 24/7, and the Haitian people's reactions at the field hospital set up at the Love A Child orphanage in Fond Parisien, Haiti.*

I went with a group of doctors from Baton Rouge, LA. A good friend of mine, a trauma orthopedic surgeon, was contacted by an organization called Hand of Hope to go down to Haiti to help with all the fractures. He then called several other docs he knew, and we all met him at the Good Samaritan Hospital in Jimani, Dominican Republic, which is near the border with Haiti.

Several doctors from the U.S. and Puerto Rico operated 24/7 in five makeshift operating rooms. Most patients had broken bones, crush injuries, or lacerations that were becoming infected. Most of the leg fractures were treated with external fixator rods or casts, and there were plenty of amputations as well.

At the same time, a field hospital was being set up across the border in Fond Parisien, Haiti, at the Love A Child orphanage. They needed non-surgical doctors so two family practice docs and I joined three docs from Allentown, PA to take care of the patients who were being bused in from Port Au Prince, as well as the postoperative cases from Jimani. My work involved triaging all the new patients, determining their immediate need for wound care, medications, or referral to the surgery hospital. I also helped with daily wound care rounds. We treated patients from 2 months to 85 years of age. The teenage orphans from the orphanage translated the Creole language for us.

Eventually some doctors from the Institute of Medicine in Boston, working with the U.N., came to the orphanage and helped to coordinate care, supplies, and more teams of doctors and nurses. The plans are for the orphanage to be a sort of rehabilitation hospi-

tal with an Internally Displaced People tent city just outside the compound. It will house thousands of people in the weeks to come.

I was amazed at how seemingly content and happy the Haitian people were. There they were, broken and scarred, lying on small mattresses in the middle of a field, under some trees, and they were smiling, laughing, and sometimes even singing as a group. They all looked out for each other and helped each other with daily activities. They seemed happy to have a safe place to be and have somebody helping them with their various medical issues.

The patients were very scared to go indoors. Prior to the first aftershock, they were being housed in the church at the orphanage. During the aftershock, every patient, whether they could walk or not, managed to get outside within seconds! We set up wards in the school classroom buildings, but the people refused to go inside for fear that the buildings would fall on them if another earthquake came. During another aftershock, a

man, who had just undergone surgery for a broken femur and was recovering in the second story of the Good Samaritan hospital, jumped out of the window because he was afraid the building was going to collapse. He broke his back when he hit the ground and is now paralyzed from the waist down.

There will be a need for several more months for physical therapists, occupational therapists, nurses, and doctors. I have contact information if anybody is interested.



*A Haitian girl receives a vaccine in Port-au-Prince. UN agencies started a massive vaccination campaign to prevent the outbreak of diseases.*





# Appointment Confirmations

Sent via Text Message to Phones



ARC patients requesting a same-day or future appointment online can now choose to receive a text message appointment confirmation to their cell phone. This is available for most cell phone service providers in the Greater Austin area. Patients have always received an e-mail when their online appointment request was confirmed. This new feature allows patients to receive the appointment confirmation in two places. We hope this becomes a more convenient option for patients who need more timely updates about their requests.

Try out the new feature and request a Same-Day Appointment or Future Appointment online for your next ARC appointment at [AustinRegionalClinic.com](http://AustinRegionalClinic.com)

# Out-of-Pocket Lab Charges

Austin Regional Clinic has its own medical laboratory and most lab work is done by ARC. If your ARC physician is considered in-network in your health plan, then the ARC lab is also in-network in your health plan. Your health plan however determines what tests are covered and what tests are not. **ARC is unable to estimate laboratory out-of-pocket expenses at the time of your visit.** The rules and benefits of your health insurance plan determine whether or not you will be subject to additional expenses. Each and every plan has different rules.

The circumstances below may result in out-of-pocket expenses:

- Your laboratory specimens are collected by Austin Regional Clinic (ARC) and are sent to another laboratory with specialized capabilities. If this occurs, that lab may bill your health insurance company and you may be subject to additional out-of-pocket expenses.
- In certain situations an abnormal laboratory result requires that additional testing be done to further clarify the diagnostic result. If this occurs, you may be subject to additional out-of-pocket expenses.

If you have questions regarding the charges for your laboratory testing at any time, please contact your health insurance company about the benefits of your specific plan. We are sorry for any inconvenience and uncertainty this causes you.

## Pay Your ARC Bill Online

The screenshot shows the 'pay my bill online' page. It includes a sidebar with 'related links' such as 'patient forms', 'request appointment', and 'send us feedback'. The main form area is titled 'Account Information (from bill)' and contains fields for 'First Name', 'Last Name', 'Account Number', and 'Invoice Number'. Below this is the 'Payment Information' section with fields for 'Payment Amount', 'Credit Card Number', 'Card Type', 'Exp. Date', and 'Security Code'. The final section is 'Name and Address as Shown on Credit Card', with a checkbox to confirm the name and fields for 'First Name', 'Last Name', 'Street 1', 'Street 2', 'City', 'State', and 'Zip'. An 'Email Address (to receive a receipt)' field is also present.

Austin Regional Clinic offers an online billpay service to make all aspects of your health care easy. Just click to pay your bill using the online billpay service or click the "pay my bill online" at the top of the web page.



## Two Years. One Big Party.

March 24, 4:30 pm-7:30 pm

Join our clients Mallory, Cody, Jana, and Sunshine at our Anniversary Party or visit [eOsMedSpa.com](http://eOsMedSpa.com) for monthly specials, more information, and to RSVP.



eOs Dermatology & Med Spa by Austin Regional Clinic  
1717 West 6th Street, Suite 120R, Austin, TX 78703  
512.482.9344 | [eOsMedSpa.com](http://eOsMedSpa.com)

*Come Experience the eOs Difference*



## Juvenile Diabetes Research Foundation Walk



Team ARC

Last October for the Juvenile Diabetes Research Foundation Walk, an enthusiastic team of ARC walkers helped raise funds to fight the disease.

"I am very thankful to be a part of such a compassionate organization. Thanks to everyone who supported this awesome cause by walking or raising money. Hope to see you next year," said Christina Ochoa, captain for Team ARC.

## "Step Out To Fight Diabetes" Walk

ARC was represented by a team of over 60 participants who turned out for the annual "Step Out To Fight Diabetes" Walk for the American Diabetes Association last November.

Team captain Sandra Stephenson commented, "I want to thank everyone who participated in the Walk and donated time and money. It was a wonderful success due to the commitment of so many people. ARC team spirit, caring, and commitment were definitely demonstrated. Again, many thanks to everyone."

## Race For The Cure



(left to right) June Lien and Pam Carpenter

A large ARC team participated in the Susan G. Komen Austin Race For The Cure, one of the largest events in Austin, on November 1, 2009. Funds raised from the Austin walk – over \$1.8 million in 2009 – are used to support many breast cancer research, prevention, and treatment efforts in the Austin region. ARC captains, Pam Carpenter and Maria Rosuello said, "The race was awesome, there were so many people there. The crowd really loved our booth. We were very proud to be the ARC team captains!"

## ARC Doctors are "Experts" on SetonBabyTalk.com

Drs. Sharyl Brasher-Giles (Ob/Gyn, SNW), and Sonja Yoo (Ob/Gyn, SNW) are the newest panelists for Seton Baby Talk's "Ask An Expert" panel. The physicians answer questions for pregnant women and moms ([www.setonbabytalk.com](http://www.setonbabytalk.com)). "It's been easy and fun," said Dr. Maben (who participated as a panelist twice), "and gives us an opportunity to help promote both our own practices and ARC as a whole."



Sharyl Brasher-Giles, M.D.  
Ob/Gyn, ARC Seton Northwest



Sonja Lee Yoo, D.O.  
Ob/Gyn, ARC Seton Northwest



Sue Maben, M.D.  
Pediatrics, ARC North Hills

## Walk to Fight Asthma

ARC was represented by a team of walkers in 2009 for the annual "Walk To Fight Asthma" benefiting the American Lung Association. Team Captain for ARC, Rachel Culp commented, "It was great! We raised over \$600 for the American Lung Association and what a great cause. It was wonderful to see staff from the other ARC locations get involved as well."

This year's walk was dedicated to Opal Miles who passed away this year due to asthma-related complications."

## 10th Annual Hill Country Ride for AIDS



Sid Lister &  
Dr. Renee Lockey

Dr. Renee Lockey (ARC South OB) her son Tristan Houk, and Sid Lister (ARC Medical Park Tower) were part of Team ARC who participated in the 10th Annual Hill Country Ride For AIDS.

Altogether, Team ARC raised \$6,071 for the cause, with Dr. Lockey herself listed as one of the Top Participants in fundraising.

## American Heart Association Heart Walk

The annual American Heart Association Heart Walk was Saturday, October 17, and ARC was proud to sponsor and participate with a team captained by Mindy Mason.

"As always, we had a great time," commented Mindy. "It's always gratifying to see so many people committed to helping fight heart disease, and the event is a lot of fun, too!"

## RRISD Career Fair

Round Rock Independent School District held its annual Career Fair for 9th grade students last November. Students were able to visit with many businesses, including Austin Regional Clinic. Nursing Supervisor, Chris Shipman, from ARC Round Rock and Sarah Coleman (HR) represented ARC and talked with hundreds of attendees at the event.

## Heidi Busceme, M.D. F.A.A.P.

ARC Southwest, Pediatrics



My son's recent illness necessitated an immediate visit to pediatrics. Our regular pediatrician was on vacation so we scheduled an appointment with Dr. Busceme.

She really impressed me with her level of care, how thorough she was, and her follow up (a call a day later to check on my son). She is a shining example of why I trust ARC and its doctors. She, along with our regular pediatrician, will be our go-to doctors, most definitely!

We're so glad Dr. Busceme is on board at ARC Southwest – she's outstanding.

– A grateful patient

## Juan Rodriguez, M.D. & Kristin Krasnowski, LVN

ARC South, Allergy and Asthma



*Dr. Juan Rodriguez & Kristin Krasnowski, L.V.N.*

Once again Dr. Rodriguez and Kristin have provided my son with excellent care. They listen to my concerns, return my phone calls promptly, and come up with the best treatment for my son. Being from outside of Austin, the allergy challenges my son is facing are not good. Dr. Rodriguez is very caring and I feel confident that the care my son is receiving is the best possible. Kristin is also very wonderful. She calls back promptly and gets my questions answered right away. We feel blessed to have found them both.

– An appreciative patient

## Kimberlee Coleman-Henderson, M.D.

ARC Cedar Park Medical Plaza, Ob/Gyn



On mine and my daughter's behalf, we would like to say that Dr Kimberlee Coleman-Henderson was above satisfactory. To find a doctor that won't make your very shy daughter despise

her Mom and her doctor is a relief and a comfort. Thank you very kindly ARC.

– A very happy mom and patient

## Maya Bledsoe, M.D.

ARC Seton Northwest, Endocrinology



I am a former patient of Dr. Bledsoe who was wonderful and guided me through some major health issues. I now live and work in Houston and would like to tell Dr. Bledsoe I appreciate all she has done for me.

– A grateful patient

## Hillary Miller, M.D.

ARC Brykerwoods, Family Medicine



Dr. Miller, I just wanted to write and thank you for your careful, proactive attention to my health. I really appreciate that you recommended a bone density scan early – what a good choice

that turned out to be! Anyway, I wanted to express my thanks and say that I am happy to trust myself to your skills. I know many people who don't have a sense of confidence in their medical care provider.

– A grateful patient

## Barry Walter, PT

ARC South, Physical Therapy



I want to thank Barry Walter, PT at ARC South for being patient and encouraging. I didn't believe that my pain of over 10 years could improve, but you have made a believer out of me.

– A very grateful patient

## Gaila Kenneally, D.O.

ARC Quarry Lake, Family Medicine



I had an appointment to see Dr. Kenneally at ARC Quarry Lake. After I was seen by Dr. Kenneally, I understood why the visits took a little longer than usual. Dr. Kenneally was taking

the time to listen and talk to each of her patients! Dr. Kenneally's excellent bedside manner immediately eased my tension. She answered my questions and treated me like an intelligent equal. I was so thoroughly impressed by Dr. Kenneally that I have chosen her as my primary care physician.

– A grateful patient

## Sandra Worrell, M.D.

ARC Kyle Plum Creek, Family Medicine



I wanted to pay a compliment to Dr. Worrell. She is the first doctor that I have ever had in my adult life who has called me personally and checked up on me. Unlike in the past, I didn't have to

call the office several times before receiving a return call from the nurse. I just wanted to say how pleased I am with my experience with Dr. Worrell.

– A happy patient



## Carlos Navarro, M.D. & Jerry Fincken, M.D.

ARC Cedar Park & ARC Far West



Dr. Navarro



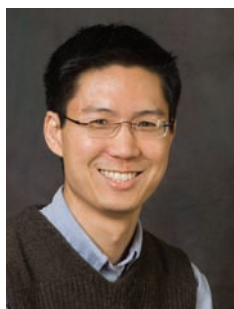
Dr. Fincken

I just want to say Thank You! Both my husband and I have made same day appointments in the past two weeks for various sicknesses and have been accommodated super quickly with great service. We couldn't be happier with the doctors we met (one at ARC Far West and one at ARC Cedar Park) and appreciate the quick turn around to get us out. I am feeling much better and my husband is well on his way. Kudos to all of your staff for being able to pull this off during the flu season! Thanks!

– A grateful patient

## John Queng, M.D.

ARC Far West, Family Medicine



I would like to commend Dr. John Queng on his service and care. I travel often on business and had left town right after the Thanksgiving weekend not feeling my best. I called his office from

my conference location and left a message to ask if I could talk to him about some medications I could take until I returned to Austin and could get an appointment to see him.

Dr. Queng not only returned my phone call that day (and it took two tries for him to reach me), but spent a considerable amount of time on the phone listening to my concerns and responding with his recommendations. Thanks, Dr. Queng, for a level of responsiveness and service that is well above the norm!

– A grateful patient

## Meghana Dandekar, M.D.

ARC Cedar Park, Family Medicine



Dr. Dandekar saved my day! I was visiting from out of town and developed a deep chest cough and headache. My daughter, who lives in Leander, recommended that I call Dr. Dandekar. I was

able to see her right away with no wait at the clinic. Everyone was cordial and took care of business without delay. I was able to get my prescriptions next door and was on my way to recovery within a couple of days.

– A grateful patient

## Brenna Lee Gerdleman, M.D.

ARC Pflugerville, Family Medicine



Dr. Lee was very caring and took her time to review my situation. She also made sure everything was taken care of and that I was able to see a specialist. I really appreciate everything she has done. Thank you.

– A Very Pleased Patient

## William Brooke, M.D.

ARC Quarry Lake, Family Medicine



I can't say enough about Dr. William Brooke; he is a very special person. I am so excited that he is now with ARC. I was a former patient of his until my insurance changed and I was no longer able

to have him as my doctor. Now that he is with ARC I can see him again because my health insurance is accepted!

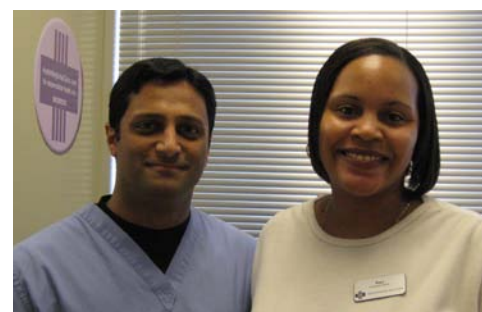
You have gained a FINE Physician.

– An appreciative patient

## Achal Dhruva, M.D. & Toya Justice

Patient Services Coordinator

ARC Far West Medical Tower, ENT



Dr. Dhruva (left) & Toya Justice

In a recent visit to Dr. Dhruva's office, I had the pleasure to again witness the extremely high level of professionalism that Toya exhibits in the daily execution of her duties and responsibilities. It is my opinion that this example of exemplary behavior and performance is what all employers hope for when they welcome employees to their team. Thank you, Toya, Dr. Dhruva, and ARC!!!

– An appreciative ARC patient

## Steven Hart, M.D.

ARC Pflugerville, Family Medicine



This note of appreciation concerns one of your outstanding doctors by the name of Dr. Steven Hart. Over the last few years I have experienced a variety of illnesses during which he has patiently as-

sisted me with my health care needs. My wife joins me in saying that Dr. Hart has never made me feel that I was a burden to him or his staff. More importantly, he has demonstrated the rare ability to sincerely listen and impart a message that he will do everything he can to assist. Even when diagnosis and treatment is difficult, we find his medical insight and professional courtesy invaluable. Thanks to Austin Regional Clinic for Dr. Hart's excellent commitment to patient care and concern as a health care professional. Thank you.

– A grateful ARC patient



## WELCOMING OUR NEW DOCTORS



Homar Bartra, M.D.  
Internal Medicine  
AIMS Hays Co.



Rachel Breedlove, M.D.  
Ob/Gyn  
ARC South OB



William Brooke, M.D.  
Family Medicine  
ARC Quarry Lake



Heidi Busceme, M.D.  
Pediatrics  
ARC Southwest



Hanzy Bustamante, M.D.  
Internal Medicine  
AIMS Williamson Co.



Jacob Childers, M.D.  
Family Medicine  
ARC Far West



Kimberlee Coleman-Henderson, M.D., Ob/Gyn  
ARC Cedar Park Med. Plaza



Carrie Cooper, M.D.  
Internal Medicine  
AIMS Travis Co.



Vinoop Daggubati, M.D.  
Internal Medicine  
AIMS Hays Co.



Josephine Flees, P.T., MS,  
OCS, FAAOMPT, Cert. MDT  
Physical Therapy  
ARC Round Rock



Jacqueline Fournier, M.D.  
Pediatrics  
ARC Kyle Plum Creek



Jenny Frazier, M.D.  
Family Medicine  
ARC Southwest



Elaine Goldhammer, M.D.  
Internal Medicine  
AIMS Williamson Co.



James Goodman, M.D.  
Pediatrics  
ARC Southwest



Julie Grimes, M.D.  
Ob/Gyn  
ARC South OB



Arthur Hastings, P.T.,  
MSPT, OCS, FAAOMPT  
Family Medicine  
ARC Far West



Kelly Hetherington, M.D.  
Allergy & Asthma  
ARC Cedar Park Med.Plaza



Danny Kiang, M.D.  
Dermatology  
ARC Cedar Park Med.Plaza



Thomas McHorse, M.D.  
Gastroenterology  
ARC Far West



Elizabeth More, M.D.  
Internal Medicine  
AIMS Hays Co.



P. Douglas Mumfrey, M.D.  
Ob/Gyn  
ARC South OB



Mohinder Pegany, M.D.  
Internal Medicine  
ARC Cedar Park Med.Plaza



David Pytowski, D.P.M.  
Podiatry  
ARC Kyle Plum Creek



Marina Sanchez-Ellig, M.D.  
Family Medicine  
ARC South



David Schauer, M.D.  
Internal Medicine  
AIMS Hays Co.



Elena Slavcheva, M.D.  
Internal Medicine  
AIMS Travis Co.



Nicole Stavinoha, P.T.  
Physical Therapy  
ARC Far West



Edward Sternaman, M.D.  
Internal Medicine  
AIMS Williamson Co.



Sonja Yoo, M.D.  
Ob/Gyn  
ARC Seton Northwest