

Well-Being

A QUARTERLY NEWSLETTER FROM YOUR PARTNERS IN GOOD HEALTH

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Your Medical Group Tops the Charts

Cedars-Sinai Medical Group has once again been awarded "Elite" status, the highest possible designation for quality care recognized by the California Association of Physician Groups (CAPG). This is the third consecutive year the Medical Group has achieved this honor, ranking us among the top 20 physician organizations in the state and one of only three in Los Angeles in 2009.

This prestigious rating is based on results from the annual CAPG "Standards of Excellence" program, which measures quality and affordability of health care services of its member physician groups. The survey assesses each group's organizational infrastructure and reviews their ability to

offer steadily improving clinical quality, affordable and accessible services, the latest technology and individual responsiveness to patients.

"We are extremely proud of this honor," comments Cedars-Sinai Medical Group Chief Executive Officer Thomas D. Gordon. "Our team truly cares about each and every Medical Group patient, and this is validation that our hard work and commitment to providing them with the highest quality care is making a difference."



Fashion-chic, Sun-safe Year-round

When it comes to sun safety for your children, think of sunglasses when you're putting on the sunscreen. There is evidence to suggest that, for even the youngest children, protective eyewear should be an everyday part of their sun-safety regimen as well. It's a chic accessory they'll have fun with, and in California it has practical value year-round.



Optometrist May Isbell helps Josie find just the right sunglasses.

Why is it important to protect young eyes?

Because kids typically spend more time in direct sunlight than adults do, they are at higher risk for developing diseases of the eye caused by unprotected

exposure to the sun's rays. And, they are more vulnerable.

Children under the age of 10 have high lens transparency levels that range between 75–95 percent, compared to adults whose levels are typically below 20 percent. That puts children at significantly greater risk of retinal damage that likely won't be apparent until they are much older. In fact, the American Optometric Association states that approximately 80 percent of harmful UV exposure occurs by the age of 18.

According to Cedars-Sinai Medical Group Ophthalmologist Michael Yang, MD, UV rays can cause irreversible damage that accumulates with time. "UV exposure is a leading cause of blindness and other eye diseases that occur later in life, such as cataracts and macular degeneration. The time to begin preventative action is when children are young."

When are the sun's rays most harmful?

UV rays are likely most dangerous between the hours of 10 a.m. and 2 p.m. when the sun is highest in the sky and the rays are most intense. Keep your children safe by using protective eyewear outdoors during daylight hours, especially while at bright, sunny beaches and around reflective bodies of water that could increase the sun's dangerous properties. Clouds do not protect against UV rays, so use protection even when skies are overcast.

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A Message from the CEO



Thomas D. Gordon
Chief Executive Officer

A Few Things You Might Want to Know

For the third year in a row, we have earned the top ranking in the California Association of Physician Groups' Standards of Excellence program. (See front page for further information.)

Being one of only 20 physician groups statewide to earn their highest "Elite" status is a source of great pride for us because it is a good indication that you, our patients, are receiving high quality care and service responsive to your needs. That is our mission and the motivation for all our operational decisions.

Responsive to Your Needs: One of the primary reasons we have received this ranking for three consecutive years is that we don't rest on our laurels. To achieve and maintain the Elite standard as our patient population grows, we continually assess, refine and expand our services to provide you with convenient and timely access to our quality care team and the latest advances in technology, programs and services.

Expanded Access: Right now we are in the process of adding a new Medical Group location at 8536 Wilshire Boulevard. The new space will allow us to add more physicians to our group to further improve your access to the specialists you need. By early 2010, we anticipate bringing as many as 13 new doctors on board, including internal medicine physicians and various other specialists.

New Services: We are expanding and enhancing some of our services. We are adding space to our in-house laboratory in our offices at 99 La Cienega so you have timely access to appointment availability. We have almost completed our conversion to digital X-ray, and most of our physicians can now preview enhanced images almost immediately from their desktops and start your treatment sooner.

As part of our ongoing effort to improve safety, our pharmacy staff has initiated a new Injection Center that allows them to more closely medically monitor the administration of certain common injections for patients at the 200 and 250 North Robertson offices. Those services are expected to expand to other locations next year.

Partnering for Your Good Health: These are just a few examples of the enhancements we believe will allow us to better serve you now and in the future. We appreciate you entrusting your medical care to us, and we look forward to continuing our partnership with you for your good health.

Share your thoughts with us

Please call our Patient Services Department at (800) 700-6424 Monday-Friday, 8:00 a.m. to 5:30 p.m., with any issues you may wish to discuss.

Film Goes the Way of Flashbulbs as X-Ray Goes Digital

The days of using film in your personal camera will soon be a distant memory for most of us. Like flashbulbs. Your family photos are now available instantly with a simple upload to your computer, and you can share them quickly with anyone you choose. And so it goes with medical X-ray as well.

Cedars-Sinai Medical Group began the transition from plain film to digital X-ray in November 2008. All of the Group's internal medicine physicians and most of the specialists now have almost instant access to patient X-rays in their offices. The others will soon follow.

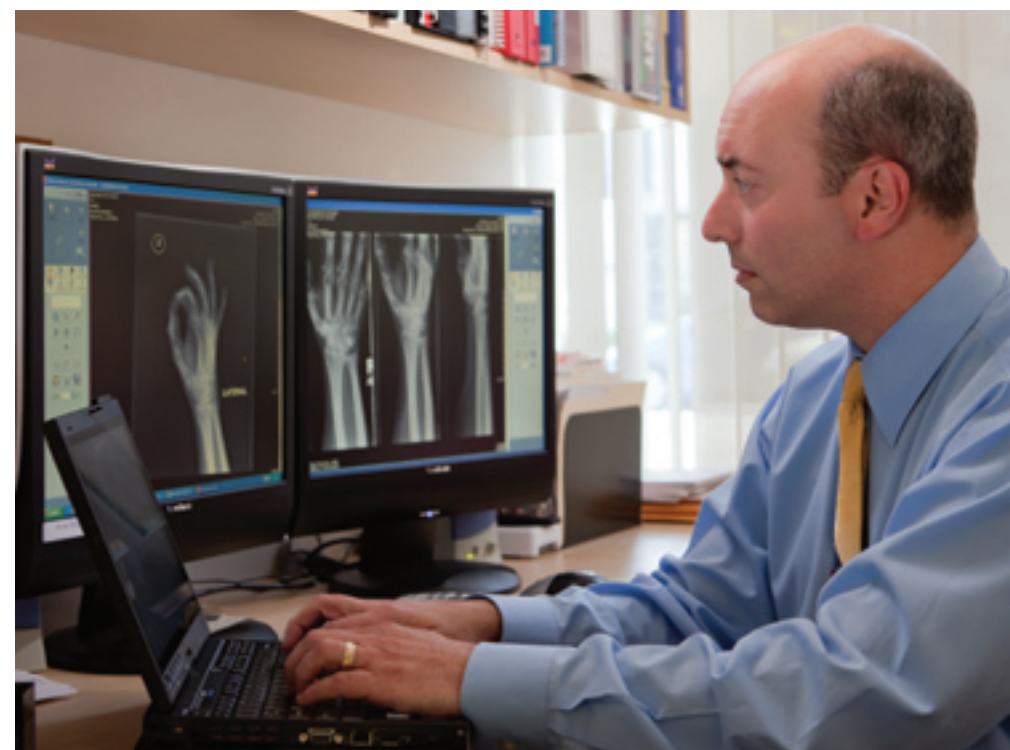
What does that mean to you if you need a chest X-ray, for example? It's unlikely you'll notice a difference initially because the process of taking the X-ray appears the same. However, the new technology has changed everything behind the scenes. The bottom line is that you will know the results of your X-ray and get the treatment you need significantly sooner.

In the old system, the film would be developed and new film taken if the image quality wasn't good. "With the digital system, the technologist can view the quality of the image on the spot," Internist and Medical Director Howard Wynne, MD, explains. "The clarity of these images is far superior and that makes them easier to read."

Delivery of the film and the report used to take days in some cases. Today, images are quickly uploaded into your electronic medical record and your physicians have remote access to them, sometimes within minutes. If a specialist is needed to review them, he or she will also have electronic access, and you will have your report within a few hours, not days.

The images are stored digitally, which certainly saves space. But it also lessens the risk of lost films. And, if you need them at a later date, you and your physician have easy access. There's no longer any need to hand-carry film from office to office.

"It's all very seamless for the patient now," Dr. Wynne comments. "If you receive care in our Urgent Care Center or even the Cedars-Sinai Emergency Department, those X-rays and all other pertinent information from your care will be quickly available to your Cedars-Sinai Medical Group physician through your electronic medical record. And the doctors will have access to any previous X-rays or important background information. Our technology upgrades are really helping us to enhance quality of care and safety for our patients."



Cedars-Sinai Medical Group physicians, including Internist and Medical Director Howard Wynne, MD, (pictured above) now have nearly immediate desktop access to digital X-rays for their patients.

Sun-safe, Year-round

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What is important when buying sunglasses?

According to Optometrist Peter Koh, OD, price of eyewear does not necessarily dictate the quality of protection.

“Keeping your children’s eyes safe can be done affordably, which is important because kids can be hard on glasses,” Dr. Koh explains. “Regardless of how much you spend, be sure you get 100% UVA and UVB protection. And choose the shatterproof polycarbonate lenses to ensure their safety.”

Optometrist May Isbell, OD, agrees and adds her recommendation that the lenses be free of any distortion. “Sometimes lenses, especially in less expensive glasses, can cause objects to look out of proportion or skewed in some way,” she explains. “Children are less likely to notice the problem or to mention it to you, so it’s a good idea to test the glasses yourself before you make the purchase.”

How do I get my child to wear sunglasses?

Wear your own sunglasses. Setting a good example of protecting your own eyes is an important key to helping your children develop healthy habits for life.

Include your children in the buying process. Let them choose the look they like the best. What matters is that they wear the glasses. There is a wide variety of styles available for kids, from fun, playful colors to more sophisticated frames that mimic those worn by celebrities, parents and older siblings.



Safety-smart Purchasing Guidelines

When purchasing protective eyewear for your children, follow these simple guidelines for happy, healthy eyes:

- ☀ Marked 100% UV protective
- ☀ Filters both UVA and UVB rays
- ☀ Polycarbonate (shatterproof) lenses
- ☀ Lens color is unimportant in terms of protection, but gray lenses help with proper color recognition
- ☀ Large, wrapping lenses to completely cover the eyes
- ☀ Tight, yet comfortable and fit close to the eye

If a very young child just won’t wear sunglasses, try a hat with a brim. In fact, a hat combined with sunglasses will provide the greatest protection.

For Answers to Your Vision Questions, Please Call Us

Beverly Hills Vision Center
An Affiliate of the Cedars-Sinai Medical Care Foundation
250 N. Robertson Blvd.
Beverly Hills, CA 90211
Phone: (310) 385-3450

Debunking the Myths of Managed Care Referrals

In the early days of managed care, the insurance referral process to get health care services outside of your primary care physician’s office had a reputation for paperwork that took time and patience. Times have changed, and, with the support of your doctor and the help of the Medical Group team, today the process is efficient and timely.

Where do I start?

It’s important that you understand your benefits package. Every plan is unique, and as with your car or home insurance policy, it’s in your best interest to have a clear understanding of what is covered and what isn’t, and what your financial responsibilities are.

How can the Medical Group help?

We are here to help you interpret your coverage with your health plan and administer their rules. We will help you manage your benefits to get you the services you need as quickly as possible.

With HMO (health maintenance organization) plans, we are classified as a delegated medical group. As a result, there are certain referrals we may approve automatically. For PPOs (preferred provider organizations), we can often help, but in some cases the patient is required to handle coverage verification and/or provider status in their preferred network.

What if I need a referral?

At CSMG, all of our primary care physicians are board-certified or in the process of becoming so. Therefore, they are all well-trained to address most of your health care needs, and you may not need to see other physicians. If you and your physician agree that specialty care is medically necessary, your physician may be authorized to refer you directly (pre-approved referral), or can request a referral approval from the Group or your insurance plan on your behalf (pending referral).

Pre-approved referrals account for over 70% of the referrals we make and oftentimes can be obtained directly from your physician’s office. Pending referrals take a little more paperwork and processing time to ensure your coverage. For example, plan coverage varies widely for physical therapy and home health, so we may need to do a benefit check and co-pay validation to save you from unexpected expense.

What are the time frames for referral approval?

By law, we follow the National Quality Assurance guidelines for processing times for both HMO and PPO requests. *These are maximum times allowable, but most are processed more quickly.*

- **Routine referrals:** Processed within five days, provided

all clinical information is available at the time the request is received.

- **Urgent referrals:** Processed within 72 hours.
- **Stat referrals:** Processed within four hours by physician request only.

Who should I call for help?

If you need a referral or help with a referral, start by calling your primary care physician’s office or call our Patient Services Department at (800) 700-6424. We are your partner in good health, and our goal is to help you get the care you need.

Medical Officer’s Corner

Stephen Deutsch, MD

Chief Medical Officer
Cedars-Sinai Medical Care
Foundation
Internal Medicine



In the Spotlight

Making a Difference is Their Greatest Reward

Toni Marcelino

Medical Assistant

Location: Office of Harvey Crystal, MD
250 N. Robertson, Suite 500
Beverly Hills, CA 90211
(310) 385-3500

“It’s not just about me helping our patients. I get a lot from them as well,” Toni Marcelino explains of her work as a medical assistant. “I’ve been here so long that I’ve seen some of our patients’ grandchildren grow to young adults. They are like family to me.”

It’s been two years since Marcelino was named employee of the year, but the positive spirit and can-do attitude that won her that recognition has not changed. She loves her job, caring for patients in Dr. Crystal’s office, drawing blood, taking their vitals, filling out their paperwork, listening carefully and even

giving comfort before the doctor arrives. She’s been going the distance to help her patients every day since 1993.

“You don’t feel like it’s really work. It’s just giving,” according to Marcelino. And, on at least one occasion, going the extra mile for her patient—literally—when she stopped by the pharmacy on her way home from work to pick up a prescription and deliver it to a sick, elderly patient who had no other way of getting her medication. “I’ve known her such a long time, and she needed help. Obviously it was an unusual situation, but if I was able to touch her that one time, make her feel cared for, it was worth it.”

Beyond her efforts at her day job, Marcelino is juggling a lot in her life right now. She is working at earning her LVN (licensed vocational nurse) credentials, to bring even more to her patients and give back to the Medical Group.

“It was difficult coming from another country (the Philippines) to work here,” Marcelino recalls. “But I found a home at Cedars-Sinai. They value me as I am. They encourage me, help me set goals and provide the resources to improve myself. I am very lucky.” And so are the people whose lives Marcelino touches each day.

You don’t
feel like it’s
really work.
It’s just
giving.

Toni Marcelino



Bella Reznik

Patient Service Representative

Location: Office of Howard Wynne, MD
250 N. Robertson, Suite 505
Beverly Hills, CA 90211
(310) 385-3518

She gets to work early and leaves late, not because she has to but because she loves her job. “I have dedicated my life to my profession,” says Bella Reznik, a Cedars-Sinai Medical Group patient services representative for the past 15 years. “I’m not a doctor, but I help take care of our patients. I try to make them feel important and cared about—because they are.”

Reznik is on the front line, the first impression a patient may have of the Medical Group and of Dr. Wynne. She answers patient calls, schedules appointments, handles referral processing, facilitates prescription refills and much more, but her main role, as she sees it, is to make life easier for the patients.

“I am open to the needs of our patients, and I want to make them feel secure and comfortable with us. If I can help, that’s my goal. And if I get a thank you, it makes it all worthwhile,” she explains.

That attitude and her caring manner are what led to Reznik receiving the Cedars-Sinai Health System’s most prestigious employee recognition, the President’s Award, in 2006. “It was such an honor, and I felt I had come so far to achieve that,” she recalls.

It certainly was a very long journey for Reznik, who just 17 years ago was working as a chief librarian in Russia. Her secret to a successful transition to a new country and to being an award-winning patient services representative is simple, she says. “I care. That’s the most important thing. I work for the greatest doctor in the world. I am respected, and I know I’m an important part of the Medical Group team. Making a difference in people’s lives makes all the difference in mine.”



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difference in
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Bella Reznik

Choosing Your Partner in Good Health

One Woman's Story

HOW DO YOU FIND A GOOD DOCTOR?

For Cedars-Sinai Medical Group patient Hadassa Gilbert, fate intervened. It happened on a day like any other during an ordinary walk up the hill. Ordinary, except for the asthma attack. That's when Gilbert's "guardian angel" appeared out of the blue.

"I was gasping for breath and suddenly this woman walked up with a stethoscope on her neck, a baby on her hip, an inhaler in her hand and a calming presence that reassured me," Gilbert recalls. "It was fate that I had that attack across the street from Cheryl's house."

The woman that Gilbert refers to is Dr. Cheryl Charles, an Internal Medicine physician. The asthma incident was the impetus for Gilbert to see Dr. Charles in her Medical Group office, but open, honest communication and mutual respect have cemented the doctor/patient relationship for 15 years.

The baby on Dr. Charles' hip is now 16, and today, when Gilbert walks by her house on the hill, Dr. Charles has a welcoming smile and a treat in her hand for Gilbert's dog. There's no need for a stethoscope or an inhaler because Gilbert and her doctor have her asthma under control.

The Role of a Primary Care Physician

It's not always as easy to choose a primary care physician that suits your needs and personality as it was for Gilbert. But the selection is very important to your good health now and in the future and deserves your careful attention.

Your primary care physician's role is to treat the whole person. This physician should know you intimately—your family and medical history, lifestyle and habits. He or she is your partner, not only in treating illness, but in helping you prevent illness and coordinating your care, to expertly guide you through the medical system.

"The more you know about a patient and their family, their stresses and their joys, the more you can help them," Dr. Charles explains. "Everything is connected, and there may be that one clue that will help you put all the pieces of the puzzle together."

Understand What Matters Most to You

"What Dr. Charles does that I really appreciate is—she listens. She never tries to rush me," Gilbert explains of the relationship with her physician. "She doesn't discount what I'm saying. She's open to her patients, and you really know she cares about you."

For Gilbert, Dr. Charles has the right approach to her medical care, but everyone is different. Most patients want to be heard, but not everyone likes to control the conversation, for example. You may prefer to have your physician do all the detective work and ask all the questions, or you may come with your own list for discussion. Your choice of a personal physician should reflect those preferences.

Getting the Relationship Rolling

Although Gilbert found her physician in a time of crisis, the best opportunity to establish that relationship is when you are healthy and the two of you have time to get to know one another. Don't wait until you're sick or have a health issue to make the first call.

Set up a new patient appointment with the doctor you choose. It will allow the two of you to get acquainted, for you to discuss your health needs with him or her, ask questions and assess whether this is the right fit for you.

Dr. Charles laughingly admits her hillside rescue was an unusual way to meet a new patient, but beginning with Gilbert's first office visit, things normalized. "When I meet a patient for the first time, I go through an organized set of questions



Cheryl Charles, MD, (left) and her patient Hadassa Gilbert have a 15-year relationship based on honest communication and respect.

based on their needs. It helps me get to know them as a person, not just as a patient with a problem," she explains. "But it's also important that the patient write down a list of things to tell me about themselves—not a laundry list, but pertinent things that matter to them."

Your doctor needs to know your medical history, of course, but also your current health concerns and even your fears. "Patients see things on the Internet or hear about them on TV and become concerned that they have symptoms of something serious," Dr. Charles says. "Talking about that with your doctor will either put your mind at ease or lead to further investigation. One way or the other, you will begin to feel better."

Choosing Your Primary Care Physician

If you need help identifying a primary care physician who meets your unique needs, call Cedars-Sinai Medical Group's Patient Services Department at (800) 700-6424 for guidance.

Meet Our New Care Team Member

Physician Assistant



Sara Caan, PA-C
Urgent Care Physician Assistant

Medical research is where Sara Caan began her career. Patient interaction was an important missing element for her in that work, however, so she became an emergency medical technologist and soon after, earned her degree as a physician assistant. Today she

combines it all, treating Medical Group Urgent Care patients. "I was drawn to the organization because of the interest the doctors take in their patients and the quality of care they provide," she explains. "I'm really pleased to be a part of that."

Location: 8501 Wilshire Blvd., Suite 150
Beverly Hills, CA 90211
(310) 248-7090

Credentials: Physician Assistant—
Certified National Commission on
Certification of Physician Assistants

Licensed Paramedic
trained in Emergency Medical Services

Medical Education: Master of Physician
Assistant Practice
Keck School of Medicine
University of Southern California
Los Angeles, California

Did you know....

When you have an asthma attack, it feels like you can't inhale enough air, but in fact your lungs are having trouble *exhaling*. Asthma can be life threatening unless properly managed, so if you have recurring periods of wheezing, chest tightness, shortness of breath and coughing, see your doctor immediately.

IF IT'S URGENT, CSMG Can Provide the Care

It's Friday and you just got home from work where you battled all day with a cough and congestion that have gotten progressively worse. And, by the sound of it, your eight-year-old is headed down the same path.

Most would prefer to see their family doctor and pediatrician right away in this situation, but it's Murphy's Law that minor illness and injury don't always happen during normal business hours.

"For Medical Group patients, urgent care is a viable and comfortable option," Dr. Antoinette Hubenette, CSMG Urgent Care physician, comments. "Because of our electronic medical records, we have access to their doctor, medical history, medications and allergies when we input their name into the system. We're part of the Cedars-Sinai family, and we treat our patients with the same care and compassion they would get from their own physician's office."

Medical Group Urgent Care began as an extension of physician practices. From those early beginnings, it is now open seven days a week, offers care for children and adults, and is located conveniently to other CSMG offices. Patients should contact their primary care physician's office prior to calling or arriving at Urgent Care if it is during your physician's regular office hours.

The care team includes highly-qualified physicians and physician assistants who specialize in internal medicine and pediatrics and have urgent care experience as well. The rest of the team includes experienced nurses,

medical assistants and patient services representatives.

"We know our patients' physicians and the Group specialists personally," Dr. Hubenette explains. "As a result, we feel comfortable just picking up the phone to discuss a patient's condition directly."

Once the Urgent Care diagnosis and treatment are complete, the information is transmitted quickly back to the patient's doctor, or a specialist when appropriate. As a result, the patient can pick up with his or her doctor when the office opens, and the doctor will have access to the visit details.

"We're all a part of the Cedars-Sinai care team," Dr. Hubenette concludes. "Whether personal physician or specialist or Urgent Care physician, we're all working together in the best interests of our patients, for their good health."



Dr. Albert Shim and the rest of the care team are available seven days a week to help with urgent illness and injury.



Cedars-Sinai Medical Group Urgent Care

8501 Wilshire Blvd. Ste 150
Beverly Hills, CA 90211
(310) 248-7000

Open

Monday through Friday, 9 a.m.–9 p.m.
Saturday and Sunday, 9 a.m.–1 p.m.

Please contact your primary care physician before calling or arriving at Urgent Care if it's during regular office hours.



Meet Our New Physicians

As Cedars-Sinai Medical Group expands to provide services responsive to the needs of our patients, some exceptional individuals have joined our care team. We'd like to introduce them to you.



Paria Hassouri, MD
Pediatrician

Examining a teddy bear or a doll is part of the job for Dr. Hassouri, who does whatever it takes to help her youngest patients feel comfortable in her office. "Going to the doctor can be a daunting

experience for a child of any age, especially if they don't know me. So I try to put my patients at ease by relating to them on their level," she says. "At the same time, I work to assure the parents, listen to their concerns and answer their questions. In pediatrics, communication is a key element of a good doctor/patient relationship."

Location: 8501 Wilshire Blvd., Suite 205
Beverly Hills, CA 90211
(310) 385-3345

Board Certification: Board Certified, Pediatrics

Medical Education: Residency, Pediatrics
Cleveland Clinic Foundation Pediatric Residency Program
Cleveland, Ohio

Medical Degree: University of Pittsburg School of Medicine
Pittsburg, Pennsylvania



Jana Posalski, MD
Rheumatologist

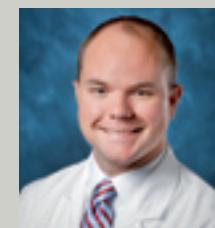
In her rheumatology practice, Dr. Posalski is able to develop a close, long-term relationship with her patients who suffer from chronic medical problems. Rheumatology is a rapidly evolving field, and she utilizes medical advances to not only treat her patients' symptoms but also address the underlying conditions and greatly improve their quality of life. "This field involves detective work, fitting the medical symptoms together to identify the problem," she explains. "It's gratifying to see the difference treatment can make for my patients."

Location: 250 N. Robertson Blvd., Suite 603
Beverly Hills, CA 90211
(310) 385-3298

Board Certification: Board Certified, Rheumatology

Medical Education: Residency, Rheumatology
Cedars-Sinai Medical Center
Los Angeles, California

Medical Degree: The Chicago Medical School
Finch University of Health Sciences
Chicago, Illinois



Nicholas R. Szumski, MD
Neurologist

Dr. Szumski was intrigued with the function of the brain at a young age and started down the path toward his chosen field of neurology in the eighth grade.

While maintaining an interest in general clinical neurology, he has a passion for movement disorders like Parkinson's Disease. "Although this is a life changing and potentially debilitating disease," he explains, "if it's caught early and treated appropriately, patients can get their lives back on track and maintain a high quality of life. That's what it's all about."

Location: 250 N. Robertson Blvd., Suite 518
Beverly Hills, CA 90211
(310) 385-6016

Board Certification: Board Certified, Neurology

Medical Education: Fellowship, Movement Disorders
University of California, Los Angeles Medical Center and
West Los Angeles VA Medical Center
Los Angeles, California

Fellowship, Medical Education
UCLA Center for Educational Development & Research

Residency, Neurology
University of California, Los Angeles Medical Center
Los Angeles, California

Medical Degree: University of Iowa College of Medicine
Iowa City, Iowa

Cedars-Sinai Medical Group: One Network for All Your Healthcare Needs

Since our inception in 1985, Cedars-Sinai Medical Group has focused on providing a full range of quality healthcare and disease prevention services for the entire family.

As a patient in our medical network, you benefit from convenient access to over 100 primary and specialty care physicians and seamless coordination of your care between them. While each doctor manages particular aspects of your care, they all work together as a team to deliver a comprehensive treatment plan.

The physicians and staff of Cedars-Sinai Medical Group are your partners in quality health care. We are part of the nationally renowned Cedars-Sinai Health System, so should you need to be hospitalized, you have access to Cedars-Sinai Medical Center, which is consistently recognized as one of the finest hospitals in the country.

Office Locations

Conveniently Located to Serve Your Needs



Same-Day Care for Your Urgent Needs

Cedars-Sinai Medical Group's Urgent Care Center is designed to help you meet your unexpected medical needs when your primary care doctor is not available. The Center's primary care physicians are members of the Cedars-Sinai Medical Group and provide the same standard of excellence in patient care to diagnose and treat your flu, cold, fever or any illness that needs immediate attention.

Same-day appointments and after-hours care are available at the Center, 8501 Wilshire Boulevard in Beverly Hills, Monday–Friday, 9:00 a.m.–9:00 p.m. and Saturday–Sunday, 9:00 a.m.–1:00 p.m. Of course, if you have a serious health problem, call 911 or go to the Cedars-Sinai Medical Center emergency department.

Voice of the Customer Program: WE CARE

Our goal is to provide you with high quality medical care, excellent customer service and a strong mix of programs and services responsive to your needs. Our team of physicians, caregivers and support staff are all focused on serving you.

In order to achieve our quality care and service goals, we need to hear from you. Your concerns, suggestions and general feedback about the quality of care and services you receive will help to make us even better at what we do.

Should you have any issues at any time, our care team meets bi-weekly to investigate and resolve your concerns and to fine tune our policies and procedures to better serve you.

Please call our Patient Services Department at (800) 700-6424 Monday–Friday, 8:00 a.m. to 5:30 p.m., with any issues you may wish to discuss.

Learn More about Us

At Cedars-Sinai Medical Group, your good health is our first priority. We view ourselves as your partner, there to support you in your wellness and preventive efforts, as well as to treat and care for you when illness or injury occurs.

To learn more about any of our Cedars-Sinai Medical Group physicians, specialty services, wellness classes, physician office locations and phone numbers, please visit our website at www.cedars-sinaimedicalgroup.org. Or, call our Patient Services Department at (800) 700-6424, Monday–Friday from 8:00 a.m. to 5:30 p.m.

Phone Directory

Patient & Provider Services (800) 700-6424

Monday–Friday, 8:00 a.m.–5:30 p.m.

Urgent Care (310) 248-7000

8501 Wilshire Blvd., Beverly Hills, CA
Monday–Friday, 9:00 a.m.–9:00 p.m.
Saturday–Sunday, 9:00 a.m.–1:00 p.m.

General Information
www.cedars-sinaimedicalgroup.org

Medical Specialties

Cardiology (310) 385-3496

Dermatology (310) 385-3300

Endocrinology (800) 700-6424

Gastroenterology (310) 385-3506

General Surgery (310) 423-0289

Hand Surgery (310) 423-5900

Hematology/Oncology (800) 700-6424

Internal Medicine (800) 700-6424

Nephrology (310) 423-8661

Neurology (310) 385-6016

Obstetrics and Gynecology (310) 385-3380

Optometry, Ophthalmology and LASIK Vision Correction (310) 385-3450

Orthopaedic Surgery (800) 700-6424

Otolaryngology (310) 423-1220

Pediatric Medicine (310) 385-3345

Pediatric Reconstructive Surgery (310) 385-6090

Plastic and Reconstructive Surgery (310) 423-5900

Pulmonary Medicine (310) 385-3385

Rheumatology (310) 385-3298

Urology (310) 652-8060

Programs:

Cosmetic Dermatology (310) 385-6045

Disease Management (310) 385-3534
option 3

Executive Medical Services (310) 423-2374

Injection Center (310) 385 3534
option 4

Nutrition Services (310) 385-3385

Travel Medicine (310) 385-3534
option 3

Vision Center (310) 385-3450

What's in Store...

In this issue of Well-Being, get the latest from your partners in good health.

Elite Expressions:

For the third consecutive year, our Cedars-Sinai Medical Group is an "Elite" status award winner for quality care. *See page 1.*

Summer Sun Saturation:

Sunglasses are as important as sunscreen when it comes to the sun. *See page 1.*

Responsive Referrals:

Understand what to expect of the referral process. *See page 3.*

Asthma Attack:

An asthma attack and fate intervened to help one Cedars-Sinai patient choose her primary care physician. *Her story on page 5.*

Physician Profiles:

Meet the newest members of our care team. *See page 6.*

Cedars-Sinai Medical Group Wants You to Know...



Howard Wynne, MD
Medical Director
Cedars-Sinai Medical Group
Internal Medicine

Well-Being

A QUARTERLY NEWSLETTER FROM YOUR PARTNERS IN GOOD HEALTH

Well-Being is published four times a year for patients of Cedars-Sinai Medical Group.

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Since its inception in 1985, Cedars-Sinai Medical Group has focused on providing primary care, disease prevention and specialty care for the entire family. We have more than 100 multispecialty and primary care physician partners.

The shadow rule is important to remember when enjoying the outdoors. The intensity of ultraviolet radiation (UVR) from the sun is directly related to the angle of the sun above the horizon. So, when your shadow is shorter than you are tall, the UVR is high. Time to reapply the SPF and put on the sunglasses.



Washing your hands is an effective way to keep yourself healthy during all times of the year. Soap and water is best. Don't forget to scrub wrists and areas between fingers, and underneath fingernails, to kill germs that could make you sick.

Soda is the #1 source for sugar in the average American's diet. One can of soda contains, on average, 45 mg. of sugar, (equal to your recommended daily allowance). A 150 lb. person must walk briskly for half an hour to burn off the calories from one can of soda. Substituting soda with water, teas, and milk could help you lose weight and feel healthier.



Drinking tea could reduce chances of having a stroke. Studies have shown that enjoying three servings of green or black tea each day potentially decreases the risk of stroke.



More teens abuse prescription drugs than any illicit drug except marijuana, believing they are a safe way to get high. Cough and cold medicines, painkillers, stimulants, sleeping pills—they are readily available in their own homes, from friends or relatives, and from online pharmacies.



Heighten awareness about the dangers of these medications with your teens and keep your own out of reach.

Consuming a high-protein snack before boarding an airplane could reduce in-flight nausea caused by motion sickness. Foods high in protein tend to digest slowly, which helps to maintain your blood sugar levels, and in turn, may alleviate nausea.



Ibuprofen could nullify the cardio-protective qualities of daily low-dose aspirin. Taking the two drugs together within a small window of time can reduce the aspirin's helpful blood-thinning properties by up to 98%.



Sulforaphane, found in broccoli, triggers enzyme production in the liver that can protect the body against gastric, lung and skin cancers. High in vitamin C and beta-carotene, this popular vegetable can also help to prevent heart disease and cataracts.



Being proactive is key to taming your allergies. Use air-conditioning, whenever possible, to reduce pollen exposure, and stay indoors when lawns are being mowed. Seal pillows, cushions and bedding in allergen-proof covers and wash linens weekly.

