

# For Your HEALTH

Committed to the Health & Well-Being of El Dorado County

WINTER 2020

## Taking It to the Streets: How Marshall is Working with Vulnerable Populations



**MARSHALL**  
MEDICAL CENTER

It's about you

- ▶ Up In Smoke: How Smoking or Vaping Impacts Your Risk of COVID-19
- ▶ Screening by the Numbers
- ▶ Keeping Kids Moving While Distance Learning

SPECIAL AD SECTION

# Tips to Improve Your Emergency Department Visit

A trip to the emergency department can be stressful, whether you're there for yourself or accompanying a loved one. There's a stigma of long wait times associated with ERs and it's understandable to want to get in and out as fast as possible. With this in mind, the Marshall Medical Center Emergency Department staff has a few tips to help you through the process.

- Arrive with your insurance card, medical history, list of medications, allergies and names of doctors who've provided you care in the past. If possible, provide a list and timeline of your symptoms to help the staff understand what brought you to the point of needing emergency care. Your health history is the most significant tool the staff has to help make the most accurate diagnosis.
- Bring a health partner with you. A health partner can help give the medical history if you're too ill, take notes, ask questions and help you follow discharge instructions. They can also be your ride home.
- Use any wait time to make phone calls to coordinate a ride home if you'll need one, ask a friend to care for pets or pick up children from school or day care and let your doctor's office know you're in the emergency department.



- It's easy to let healthcare professionals drive the conversation, especially in such a tense, busy environment. But make sure you speak up and advocate for yourself—tell the doctor or nurse everything—even if it's embarrassing—and make sure to ask all your questions before they discharge you.
- Before you use the restroom, ask the staff if they think they'll need a urine sample. This simple step could save you time and several bottles of water later in your visit.
- When you're discharged, ask for copies of any tests or results so you can share with your primary care provider.
- Do not leave until you fully understand any test results, diagnoses and discharge instructions.

The amount of time you spend waiting in the Emergency Department will vary based on what you're there for, how many other patients are there and the severity of the cases. Those with risks to life or limb are attended to first. Rest assured the doctors, nurses and support staff are doing everything they can to move things along quickly.

## ABOUT MARSHALL MEDICAL CENTER

Marshall Medical Center is an independent, nonprofit community healthcare provider located in the heart of the Sierra Foothills between Sacramento and South Lake Tahoe. Marshall Medical Center includes Marshall Hospital, a fully accredited acute care facility with 111 beds located in Placerville; several outpatient facilities in Cameron Park, El Dorado Hills, Placerville and Georgetown; and many community health and education programs. Marshall has nearly 300 physicians and a team of over 1,600 employees providing quality healthcare services to over 175,000 residents of El Dorado County.

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 1100 Marshall Way  
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 telephone 530-622-1441  
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It is intended to provide information about health in general as well as healthcare services and resources available in El Dorado County. Information comes from a wide range of medical experts. If you have any concerns or questions about specific content that may affect your health, please contact your healthcare provider.

To reach the editor of For Your Health, contact Brittany Garcia at 530-626-2816 or [bgarcia@marshallmedical.org](mailto:bgarcia@marshallmedical.org)

# Up In Smoke:

## How Smoking or Vaping Impacts Your Risk of COVID-19



**The dangers of smoking and vaping are well documented. But how, specifically, do these habits change your risk of contracting COVID-19? And if you do become ill, how will your experience differ from that of a non-smoker or non-vaper? Ravi Chopra, MD, of Marshall Pulmonology has answers to common questions.**

**Q:** If I smoke or vape, am I more likely to catch COVID-19?

**A:** Not surprisingly, studies have shown that those who smoke or vape are at a higher risk for catching COVID-19. In fact, people who vape are five to seven times more likely to catch it than those who don't smoke or vape. This higher risk is due to an increased number of receptors in the lungs where the virus attaches, which happens when lung tissue is exposed to nicotine.

**Q:** If I do come down with COVID-19, will it be worse for me than for a person who doesn't smoke or vape?

**A:** Once a person who smokes or vapes contracts COVID-19, the respiratory symptoms will be more severe and the damage to the lungs greater than in non-smokers. They'll have more complications and will take longer to recover. Lung tissue is very fragile; membranes are thin enough for

oxygen molecules to pass through into the blood stream. Some of the symptoms of COVID-19 can cause scarring in the lungs, which is worse for those who smoke or vape. This scarring can cause coughing, shortness of breath and reduce oxygenation of the blood, requiring the use of supplemental oxygen. While some of this scarring will heal over time, for some the need for supplemental oxygen could be lifelong.

**Q:** Since I've already done the damage to my lungs, will quitting now provide any benefits?

**A:** If you smoke or vape, you may think the damage has already been done and there's no use quitting now. But with every cigarette smoked, the cycle of inflammation in the lungs restarts. It's never too late to quit smoking or vaping and see the immediate and long term health benefits it brings.

If you need help to quit smoking or vaping, there are lots of free resources online. Over the counter aids such as nicotine gums, lozenges and patches will ease the cravings as you try to change your habits. You can also make an appointment with a Marshall primary care provider, who can prescribe medications to help you quit. To find a doctor, visit [marshallmedical.org](http://marshallmedical.org) or call 530-622-1441.



For more information about Marshall Medical Center, visit [www.marshallmedical.org](http://www.marshallmedical.org) or follow us on Facebook/[marshallmedicalcenter](https://www.facebook.com/marshallmedicalcenter), [twitter.com/MarshallMedical](https://twitter.com/MarshallMedical), on YouTube, LinkedIn and on Instagram

# Taking It to the Streets:

## How Marshall is Working with Vulnerable Populations

It's Tuesday afternoon at Upper Room Dining Hall in Placerville. Jim, a local man who is currently without a home or shelter, has come for a hot meal before he faces a night out in the cold. What's different about this visit is that Shaunda Crane, RN, from Marshall Medical Center is there. Shaunda helps clients in the Upper Room with wound care assistance, a common condition for many homeless. Jim has an infected wound and appreciates instruction on how to care for himself. During their conversation, Jim is able to open up about some of his other health concerns. He's also diabetic and is having trouble controlling his blood sugar on the street, which lands him in the ER on occasion for treatment. Shaunda is able to help him with this before he takes his dinner to go. She hopes to see him next week to check in with





him and to talk to him about his goals for obtaining permanent or temporary housing.

This weekly check in at Upper Room is how Marshall's Care Coordination for Vulnerable Populations program started. Conversations open up opportunities to discuss health issues and other challenges. Working closely with El Dorado County's Homeless Outreach (HOT) Team and other assistance organizations, Shaunda expanded outreach efforts to include HOT's Trailer Days, where people can get haircuts, laundry services, food, clothes and more, as well as regular check ins throughout the county to provide medical support. It encompasses many vulnerable populations, including unsheltered, elderly, at-risk women and the Latino community.

When the pandemic hit, Martin Entwistle, Executive Director of Population Health at Marshall, saw a need to help find

services for the county's most vulnerable. The effort dovetailed with Governor Gavin Newsom's Project Roomkey, an executive order mandating California Health and Human Services Agency and Office of Emergency Services to make hotels available as temporary residences to quarantine and treat individuals who have tested positive for COVID-19. Many local organizations and agencies, including Health and Human Services, the El Dorado County Sheriff and Placerville Police Departments, the Public Health Department, and Community Health Center, as well as Snowline Hospice, Barton Hospital, Veteran's Services and more are working together to coordinate the Navigation Program, a three- phased program to help address the needs of the homeless community. Phase one of the program is to address acute, immediate medical needs including wound care, mental health and addiction, blood sugar and blood pressure management. Phase two is Project Roomkey, where individuals

who meet certain requirements are provided with temporary housing at a motel in Pollock Pines. Phase three is where people work on obtaining basic necessities in order to find a permanent home and employment, such as a driver's license, social security card, food stamps, and a cell phone.

The program is goal-oriented, with each person provided a check list or care plan form to keep track of their tasks and to know what comes next. The program also teaches life skills in addition to addressing health issues that may be thwarting the ability to obtain safe, stable housing. It's been so successful that other California counties look to El Dorado County as an example for their own programs.

In a related effort, Marshall has established the Multi-Visit Patient (MVP) Program to address utilization of health services in areas such as the Emergency Department (ED). This is a prime example of health services that are misused and over-used by the unsheltered, who tend to use the ED for primary care. Due to the stigma that surrounds homelessness, many are hesitant to visit a primary care provider out of fear of judgement so they wait until they're very sick and end up in the ED. The goal of the MVP Program is to treat chronic health problems so they are more manageable and reduce some of the burden on the ED.

These are examples of the programs Marshall is taking part into assist and improve the health and wellbeing of the vulnerable. Marshall has a long tradition of collaborating with the community. Creating a culture of partnership with organizations has earned Marshall national recognition for civic leadership in addition to patient outcomes and value of care.

# Donations Made Virtual Visits a Reality



said Maia Schneider, Executive Director of Business Development for Marshall Medical Center.

Although the initial surge of COVID-19 did not lead to the patient volume Marshall Medical Center was prepared for, they continue to watch the current viral spread with caution, and Marshall Foundation for Community Health remains at the ready to help where possible.

To support the wellbeing of the residents of the Western Slope, visit [www.marshallfound.org/donate-now](http://www.marshallfound.org/donate-now) or call (530) 642-9984.

**T**he COVID-19 pandemic has changed our lives. How we shop, attend school, and how we visit the doctor are all different than they were just months ago.

Prior to this crisis, Marshall had already been researching the possibility of virtual visits, but suddenly the need was urgent, Marshall Foundation for Community Health jumped into action.

The COVID-19 Emergency Response Fund was created in March 2020, and the community came through with donations. Within weeks, more than \$64,000 was raised to support the impact of the virus on local healthcare

needs. At the top of the list of needs was the ability for providers to care for patients virtually, allowing for patient appointments from the safety of home. Thanks to many generous donors, Marshall Foundation for Community Health was able to procure 70 iPads for physician use, making telehealth for Marshall possible in a few short weeks. “Since the deployment of the iPads, telehealth has been widely accepted and embraced by patients. Virtual visits are vital to ensuring that our patients, especially those with chronic or acute issues, are treated in a timely manner. ICU patients are also able to communicate with their families, alleviating their anxiety and isolation,”

## JAMES WHIPPLE ENDOWMENT

In honor of retired CEO James Whipple’s 38 years of service to Marshall Medical Center, Marshall Foundation for Community Health, in partnership with the Parker Family Foundation, is proud to announce the James Whipple Endowment.

The public is invited to honor James by contributing to this fund. Money raised will support Marshall employees in financial crisis, a cause close to his heart. To donate, visit [marshallfound.org/donate-now](http://marshallfound.org/donate-now), or call the Foundation at (530) 642-9984.

# Screening by the Numbers

It's easy these days to let routine healthcare lapse. Especially during these times, it's important to keep up with your regular health screenings. Regular screenings lead to earlier detection of medical issues including certain types of cancer as well as chronic health issues like diabetes and heart conditions. Earlier detection in turn results in to better outcomes and easier disease management. Many screenings are age specific. Here's a guide to help you determine what annual screenings you'll need and when.

## Beginning at Ages 18 – 39

- Cholesterol – a cholesterol check should be completed in your twenties and then every five to ten years once you turn 35.
- For women – a pap smear every three years starting at age 21

## Beginning at Ages 40 – 64

- Fasting blood sugar levels – to check for signs of diabetes if you're obese
- Colonoscopy – at age 50 and every three to ten years thereafter
- For women – mammograms every other year starting at age 40 - 50 (earlier if you have a family history of breast cancer)
- For men – annual prostate screenings beginning at age 50 (earlier if you are high-risk) if you choose



## Age 65 and older

- Bone density study – starting at age 65 every two to five years, or age 60 if you're high-risk
- Pneumococcal and shingles vaccines
- Height and weight – shrinking could be a sign of osteoporosis

Many of these and other screenings can be done during your annual physical with a Marshall doctor. During this visit, your doctor will also likely order routine blood work to screen for other common issues like vitamin deficiencies and cancer markers. To make an appointment with a Marshall doctor at any of our five convenient locations throughout El Dorado County, call 530-622-1441 or visit [marshallmedical.org](http://marshallmedical.org).

## ENHANCEMENTS TO YOUR CARE

Marshall Medical Center is dedicated to your care and wants to help you live as healthy a life as possible. Behind the scenes, your primary care provider is part of a larger care team to assist with keeping your preventive care up-to-date. Your clinic's Medical Director is the captain of your care team. In the coming months, you may receive messages from the medical director regarding your regular screenings for breast cancer, colon cancer, blood pressure and A1C (blood sugar) to ensure you're receiving comprehensive care. Your primary care doctor, physician assistant or nurse practitioner is still your main provider and will contact you as usual with your test results and plans for follow up care.

# Keeping Kids Moving While Distance Learning



**T**his pandemic has gone on longer than any of us could have guessed it would. We seem to have settled into this new normal of wearing a mask everywhere, not shaking hands when we meet someone new, and social distancing. Another aspect of this new normal is distance learning for our kids. It appears that the days of limiting screen time are long gone now that the majority of the school day is spent in front of a screen.

Keeping kids physically active is just as important a component of their school day as math and reading. Some might go for a family walk with the dog each morning, or maybe the kids kick the soccer ball around the yard for a bit before dinner. If you're out of ideas for being active, here are a few ideas to get you out of that rut:

"My daughters love dance video games. They'll happily spend an hour dancing along with the games' routines."  
—Nanette

"We have step competitions with our smart watches."  
—Maria

"We do nature scavenger hunts while walking the pup. Elena also likes to collect acorns for the squirrels."  
—Erin G.

"We enjoy bicycling, scooters and hikes."  
—Megan

"Family workouts! My youngest is assigned workouts for PE via YouTube videos and we do them together as a family."  
—Jessica

"My kids love having fashion shows. Coolest outfit, craziest outfit, best dance, etc."  
—A.J.

"On the weekends, we like to hike and look for critters. When we can't get to a hiking location, the kids take their magnifying glass to the trees and yard to look for bugs."  
—Ashley

"Swimming, hide and seek, scavenger hunts, random fitness challenges (do twenty jumping jacks in thirty seconds!)"  
—Erin G.

"We have laundry sorting parties, where I take my monster pile of clean laundry, have the boys stand by a basket in the living room, and throw their clothes to them. They try to catch someone else's clothes and keep their own in their own basket."  
—Vicki

"I pour out our bin of colorful plastic play balls and the girls surf across the floor on boogie boards. Then they clean it all up in exchange for a small chocolatey treat."  
—Kathy

Whatever your kids are doing to stay active, try joining them. After all, it's important for adults to stay active too.