



# Knox Wise

2023 Spring Edition

When Injuries  
Happen – Know  
Where To Go.  
**Urgent  
Care vs  
Emergency  
Room**

URGENT CARE  
FOR ILLNESS &  
INJURIES

KCH UROLOGISTS:  
SPECIALIZED  
TREATMENTS

Knox Community  
HOSPITAL 



# highlights from our CEO



Bruce D. White, CEO

When we bring new technology, service lines or add providers to our staff, it's always with our patients in mind. One recent addition is our Outpatient Pharmacy located on the hospital's 3rd floor. Now, post-surgical and newly discharged patients can go home with their medications in hand, which means one less stop to make.

For patients managing chronic health conditions, medications are only one piece of the puzzle. From multiple specialist appointments to therapies to medical supplies, navigating complex medical needs can become overwhelming to both patients and caregivers. This is why KCH offers a Population Health program. Led by nurse navigators who coordinate care and connect individuals with community agencies and services to help address their health and well-being. Learn more about the program on page 7.

If you suffer from a urological condition like incontinence (which affects approximately 13 million Americans) or painful kidney stones, help is available at KCH. In this issue, our board-certified urologists share warning signs to watch for and when to see a specialist.

When your doctor's office is closed, and you have a minor illness or injury, urgent care services can fill the void for medical issues that can't wait until the next day. Visits to urgent care often can have a shorter waiting period and are often less expensive than a trip to the emergency department. For more information on KCH's Urgent Care Center, see page 4.

I'm honored to be the one who gets to share all the good work going on at KCH, but much of our state-of-the-art medical technology and groundbreaking programs wouldn't be possible without your generous contributions to the Foundation for KCH. On page 8 we share some recent updates.

Be well,

Bruce D. White, CEO



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**Beginning in early March,** the Departments of Specialty Care, General Surgery, OBGYN, Orthopaedics, Podiatry, and Pain Management will offer appointments and consultations on a rotating basis at the Centerburg Health and Wellness Center. Visit [KCH.org](http://KCH.org) for more information.

# OUTPATIENT PHARMACY IS OPEN AND HERE TO SERVE YOU!

## Offering convenient hours and dedicated parking

In our ongoing efforts to make care more convenient and accessible for our patients, KCH has opened an outpatient pharmacy on the hospital's 3rd floor.

**“The addition of the Meds to Beds program, which lets patients leave the hospital with their new medications in hand, also allowed us to create the Outpatient Pharmacy to benefit all of our patients,”** said Andrew Wasem, KCH pharmacist.

“This Meds to Beds program contributes to improved patient compliance and better treatment outcomes. It has even resulted in us becoming the preferred pharmacy for many of our patients.”

The Outpatient Pharmacy offers drop off and pick-up of new and transferred prescriptions at the main pharmacy window and a 24-hour turnaround for most routine and maintenance medications. Convenient opt-in text message is offered to notify you when your medications are ready. Located on the 3rd floor of the main hospital, the Outpatient Pharmacy is accessible from the Emergency Department entrance when the main building is closed.

Through the RxLocal smartphone app, patients can access their prescription profile to view active prescriptions, request refills, discontinue medications they are no longer taking and send text messages to the pharmacy.

Prescriptions are billed through a person's prescription drug plan, and copays are collected at the time of pick-up. Accepted forms of payment include cash, check, credit card and flexible spending.

“Additionally, we have a small over-the-counter area that features vitamins, cold medications and first aid supplies at a preferred price,” Wasem said.



Knox Community  
HOSPITAL

Outpatient Pharmacy

## THE OUTPATIENT PHARMACY

- Open Monday through Friday – 8 a.m. to 8 p.m.
- Saturdays – 9 a.m. to 6 p.m.
- Two dedicated parking spots by the front of the hospital.
- In addition to prescriptions, the pharmacy offers pneumonia and Shingles vaccinations by appointment.
- To schedule a vaccine or for more information, call 740.326.3485.

## DOWNLOAD OUR APP

TEXT  
**RXLOCAL**  
TO 64890

**CONVENIENT & EASY:**

- Secure Messaging
- Request Refills
- Set Medication Reminders

RxLocal

\*Message and data rates may apply. Text STOP to opt-out, HELP for help. To view the Terms and Conditions, visit us at rxlocal.us/terms. To view the Privacy Policy, visit rxlocal.us/privacy.





# KCH Urgent Care: Competent Care When You Need It

The KCH Urgent Care Center provides patients with same day access to quality healthcare for their immediate, acute health needs. Staffed by highly-trained medical professionals that include board certified physicians, nurse practitioners, and physician assistants, Urgent Care offers competent and compassionate care, quickly.



Sometimes people are unsure when to go to Urgent Care versus going to the Emergency Room or seeing their primary care doctor. “I feel that Urgent Care is an extension of Primary Care, and not a replacement to the ongoing relationship patients have with their Primary Care Provider,” stated Susan Walker, RN. “We assess the patient’s needs and may facilitate referral to other KCH services as orthopedics, surgery, or cardiology, for example.”

When conditions are more serious, the KCH Emergency Department offers services for high-level acuity illness and injuries for which treatment is beyond the scope of Urgent

or Primary Care, such as trauma, heart attack, stroke, shock, anaphylaxis, and severely broken bones.

It can be challenging when a patient presents with something very serious, such as stroke symptoms or chest pain that could be a heart attack. We see those patients quickly, as time is absolutely essential for treatment that increases the chance of a good patient outcome. But the Urgent Care does not have the same treatment resources as an Emergency Room. Community education is paramount for persons to be able to determine what condition or symptoms truly mean going to the Emergency Room and not to the Urgent Care or a Minute-Clinic. (For more details about when to go to Urgent Care versus the ER, see opposite page).

“My job is very rewarding,” Walker said. “I get to work where staff live and serve this community...we’re committed to the health and wellbeing of our patients. I am very proud to be a part of such a talented and dedicated staff!”

**“I recommend KCH Urgent Care for everyone with acute care needs, and I can say with confidence that we will take care of you and your loved ones with competent and caring hands.”**



**The KCH Urgent Care treats all ages of community members, from newborn to geriatric. Urgent Care is open 365 days a year. Hours of operation on weekdays: 8:00 am to 8:00 pm / Saturdays and Sundays: 8:00 am to 7:00 pm. Holiday hours vary. All major insurances, including Medicare and Medicaid, are accepted at Urgent Care.**



# EMERGENCY ROOM OR URGENT CARE

## WHERE TO GO - WHEN

CALL 9-1-1 IF YOU ARE HAVING ANY OF THE FOLLOWING SYMPTOMS

**+ Heart Attack Symptoms:**

Severe chest pain with shortness of breath, nausea, fatigue, or dizziness

**+ Stroke Symptoms:**

Face Drooping, Arm Weakness, Speech Difficulty? Time to call 911. **F.A.S.T.**

**+ Suicidal Behavior**

**+ Uncontrolled Bleeding**

**+ Shortness of Breath**

**+ Loss of Consciousness**

**+ Impaired Vision**



## EMERGENCY DEPARTMENT VISIT

Head Injuries

with loss of consciousness

DVT/PE Symptoms

Blood Clots

Vomiting or Diarrhea

Long lasting

Abdominal Pain

Severe, sudden onset or ongoing

Animal Bites

with concern for rabies

Poisoning or Drug Overdose

Seizure

Severe Conditions Such As:

- Broken bones
- Dislocated bones
- Allergic reactions
- Asthma
- Burns
- Deep Wounds



## URGENT CARE VISIT

Minor Bone Injuries

Broken bones and minor dislocations: shoulders, fingers, knee caps, etc.

Small Cuts

that may need stitches

Foreign Objects

in ears or nose

Sprains or Strains

Animal Bites

without concern for rabies

Insect Bites/Stings

Flu or Cold Like Symptoms

Rash

without other symptoms

Sore Throat

Pink Eye

Earache





# KCH Providers Help Patients with Incontinence and Other Urological Conditions



Board-certified urologists, Jed Henry, MD and David Brown, MD

According to Drs. Henry and Brown, a person may need to see a urologist if they have:

- A history of kidney stones
- Difficulty controlling their bladder (urinary incontinence)
- Pain or difficulty urinating
- Blood in the urine
- A weak urine stream
- Frequent urination
- Feeling of incomplete bladder emptying
- History of urinary tract infections
- Erectile dysfunction
- Penile or testicular abnormalities
- History of prostate cancer or elevated PSA test

For the better part of two decades, board-certified urologists Jed Henry, MD, and David Brown, MD, have cared for Knox County residents in need of urologic care for a wide range of conditions related to the male and female urinary tract and the male reproductive organs.

The urology team, which also includes physician assistants Daniel Cox, Ashley Leutze and Tiffany Hayte, assess patients based on symptoms and then prescribe an individualized treatment plan that could include anything from medication to a minimally invasive procedure to surgery.



**“We recommend consuming 2.5 liters of fluid daily and limiting or avoiding things that irritate the bladder like caffeine, coffee, colas and citrus.”**

Dr. Henry said there are a few things people can do to be proactive regarding their urinary tract health. “We recommend consuming 2.5 liters of fluid daily and limiting or avoiding things that irritate the bladder like caffeine, coffee, colas and citrus,” he said. “We also recommend quitting smoking since smoking significantly increases a person’s risk of developing bladder cancer.”

**While a referral isn’t required to see one of KCH’s urology providers, individual insurance plans may require prior approval. All KCH providers are accepting new patients at their office in the Knox Medical Pavilion at 1330 Coshocton Ave. To schedule an appointment, or for more information, please call 740.393.5540.**



# POPULATION HEALTH PROGRAM HELPS PATIENTS MANAGE CHRONIC CONDITIONS

Managing a complex or chronic health condition can easily become overwhelming to patients and families. From navigating appointments to medications to medical supplies it can be hard to figure out how to connect with all the needed services and resources. That's why, in 2016, Knox Community Hospital launched its Population Health Program.



Working in collaboration with a patient's primary care (PCP) or specialty provider, the Population Health nurse navigators help to clearly communicate expectations between all parties involved in a patient's care – improving the experience for the patient and reducing unnecessary healthcare costs.

## Patients referred to the program fall into one of these categories:

- Chronic care management (CCM)
- Transitional care management
- Complex CCM/Primary palliative care
- Home Visits

**Transitional care** is designed to help a person in the short-term with the transition home after an inpatient hospital or skilled nursing stay. People are candidates for the **chronic care** management program if they have two or more chronic conditions (for example, diabetes and asthma) that are expected to continue for at least a year and place a person at risk of worsening if not managed.

"Once a disease advances, patients transition into **complex chronic care management, also known as palliative care** which is available regardless of whether a cure for the person's condition is viable or not," stated Angie Diamond-Bell, Population Health Quality Coordinator. The goal is to make a person as comfortable as possible and improve their quality of life. Palliative care shouldn't be confused with hospice care which is intended for people in need of end-of-life care.

Most patients learn about the service from their PCP or a specialist. The program has a dedicated scheduler who arranges telephone appointments with one of the team's clinicians which includes medical assistants, licensed

practical nurses, nurses, advanced practice providers and social workers.

One of the biggest benefits of this nurse-led program is more time for patients with a medical professional who can answer questions and do an in-depth assessment of all the factors that influence their health. The nurse leaders work in conjunction with the program's social worker and community agencies to also help address a person's socio-economic needs (food, housing, transportation) which can also have an impact on their health outcomes.

In addition to phone support, nurse practitioners will visit patients in their residence to address the needs of people who are homebound due to their condition.

Population Health works with families and caregivers to track, aid and assess the best possible plan of care for the patient, depending on the level of care needed for their condition.

Interested in learning more?  
Visit [kch.org](http://kch.org) or call 740.399.3728.





TIME IS MUSCLE  
**Capital Campaign**



This year, The Foundation for Knox Community Hospital will be focusing its efforts on "Time is Muscle" by raising funds to help purchase new portable, bedside cardiac monitoring units in the Emergency Department.

**Learn more at**  
[FoundationKCH.org/  
time-is-muscle](http://FoundationKCH.org/time-is-muscle)

**COMMUNITY  
IS OUR  
FOUNDATION**



# Helping Your Neighbor



At Knox Community Hospital, we are devoted to providing the highest quality health care for our patients, but many are under a financial strain. Insurance may not cover certain expenses, and out-of-pocket costs have increased. The hospital is fortunate to be part of a generous community with individuals and organizations willing to give so that their neighbors and friends can enjoy excellent health care. The Foundation can support patient needs through various designated funds.

One such fund is the Compassionate Care fund for Cancer patients. This fund may cover the cost of certain medications, transportation to specialist appointments, or devices to make the patient more comfortable, for example.

Breast cancer affects 1 in 8 women across the U.S. With the Go Pink funds through the Foundation for KCH, 100% of the donations support local breast cancer patients for items such as prosthesis bras and lymphedema sleeves. This June will mark the 25th anniversary of Go Pink annual golf outing event that raises money for this purpose.

In addition, the Foundation provides financial assistance to patients for many other health care concerns, including Pediatric Therapy for children who need 24/7 care. Diabetes is prevalent in our community, as is heart disease, COPD, and other chronic health conditions and diseases. Patient needs for resources, supplies and medications to assist in quality of life, remaining at home, or recovery and healing, can often be met through financial assistance from the Foundation for KCH.

You can learn more about patient care needs by visiting:  
**[FoundationKCH.org/Patient-Care-Needs](http://FoundationKCH.org/Patient-Care-Needs)**