

# HEALTHCARE







## Providence Expands Mission to Serve Orange County's Underserved; Emphasis on Homeless and Mental Illness

Hidden along the shorelines, freeways, train tracks and other Orange County locales live some 7,000 people, who for one reason or another have no place to call home. The causes are varied but often come down to economics and mental health issues, including addiction. These individuals are old and young, men and women and children, all races, religions and ethnic groups. Our neighbors.

They are among those Providence is called to serve. The not-for-profit health organization's three Orange County hospitals – St. Joseph Hospital, Orange; St. Jude Medical Center, Fullerton; and Mission Hospital, with campuses in Mission Viejo and Laguna Beach – are committed to caring for patients in the hospital setting, as well as outside the hospital walls where the poor and vulnerable need access to basic care.

Last year, the three hospitals, along with Providence affiliate Hoag, invested \$205 million in care and services for the homeless, those suffering mental illness, the poor, children in low-income households, immigrants and the elderly. Seeds were planted to sustain these programs into the future – long before anyone saw on the horizon a pandemic and the overwhelming unemployment rates that have resulted.

Just a year ago, economic news continued with reports of great successes and rosy forecasts. But as the stock market continued its unprecedented ascent, challenges surged for vulnerable populations in Orange County and beyond who did not share the nation's good fortune.

In 2019, Providence expanded its robust community investment program, tapping the expertise of partners to care for those in need. Exceptional strides were taken to find resources for the homeless and to promote mental wellness. Access to healthcare was expanded for the uninsured and under-insured.

The three Orange County hospitals pledged \$3 million over three years to implement a comprehensive plan to reduce homelessness. Investments to date include a partnership with United to End Homelessness to develop a housing champion program and support for the Street to Home initiative in partnership with Illumination Foundation. In addition, Providence Community Investment Fund supported a \$9 million bridge loan to Jamboree Housing that will create 69 units of permanent supportive housing in Anaheim.

The causes of homelessness are complex and often include mental health, though mental illness affects all populations. When Providence and St. Joseph Health came together in 2016, the new organization pledged continued financial support for mental health programs. Last year, Providence contributed significantly to the \$40 million Be Well OC, a public-private partnership to address mental health needs and the stigma attached.

"Be Well OC is a model of what our communities can do when we bring together our expertise, resources and commitment to better the lives of our neighbors. Shining a light on the needs of those with mental illness will advance treatment, influence innovation and help erase the stigma. We are very honored to be a part

of this endeavor," Erik Wexler, chief executive, Providence Southern California, said last fall when ground was broken for the project.

Another very visible sign of that commitment is Each Mind Matters, a program illustrated by the green bench that pops up in various locations inviting people to sit and talk from the heart, and to ask for help. The goal is to encourage people to reach out with compassion, to coax conversations that recognize the inner pain of mental illness and help those who suffer know there is hope.

"We go to all types of events in Orange County, especially events where we know we will find parents. They are the critical connector for the family unit," said Christy Cornwall, director of community health investment for Mission Hospital, "Parents are concerned about social media, depression, the pressures of being a child today, bullying, substance use, vaping..."

Community need drives many more outreach programs. Providence supports several affiliated fixed-site and mobile community health centers serving tens of thousands of people with medical, dental, vision and mental health services in the most vulnerable communities of the county. The community health investment team provides backpacks filled with school supplies to children in under-served neighborhoods; baby showers for expectant mothers at a shelter for women in crisis; and a pre-natal education program.

In recent weeks, the continuing pandemic and the Black Lives Matter demonstrations have illuminated the disparities in access to healthcare and other services in some of our minority communities. Providence has pledged to further address those disparities by mobilizing COVID-19 resources to

people of color, expanding outreach to connect directly with minority communities and advocating nationally for primary care for all.

The three Orange County hospitals have allocated \$1 million for pandemic relief to low-income and immigrant communities, providing emergency assistance grants, support to non-profit groups that serve the poor and food for those who cannot afford it. In addition, Providence has advocated for eviction moratoriums and rental assistance programs with many of our cities.

Mission Hospital's Community Health Workers program providing bilingual *promotores* – health promoters – continues to reach out to Latino households in South Orange County to link them with free and reduced-cost services from healthcare to immigration needs. Because of the pandemic, this team now connects with residents of under-served neighborhoods by phone rather than walking door-to-door to assess needs and making connections.

More than a century ago, the founding Sisters of St. Joseph and Sisters of Providence established like missions of compassionate care for those most in need. Their united legacy, sustained over the decades, is steered today by community assessments that determine the greatest needs and spur lasting means of outreach.

[www.providence.org/about/annual-report/southern-california](http://www.providence.org/about/annual-report/southern-california)



Providence Orange County hospitals partner with Giving Children Hope's "We've Got Your Back" program, providing children who receive free and reduced breakfast and lunch programs during the weekdays with backpacks full of food, including fresh fruits and vegetables.



The Providence community investment team in Orange County participates in baby showers for pregnant women at Casa Teresa, a residential home for women in crisis, one of many partnerships serving the community's most vulnerable.



MOMs Orange County partners with Providence in Orange County to provide expectant mothers with limited access to services. The partnership offers prenatal classes, child care resources, breastfeeding instruction and more, all with the goal of creating a healthier community



*"Banc of California has been a partner in the growth of my business, and one of the most satisfying outcomes of my practice, besides helping our patients, is the ability to provide full-time employment to so many people. It's very gratifying and exciting to be able to help people in such a meaningful way."*

**Dr. Joel A. Aronowitz**  
Founder, Tower Wound Care Center



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## What to Expect at Your Next Visit to City of Hope Orange County at Newport Beach

AS THE COVID-19 PANDEMIC EVOLVES, LEARN HOW PHYSICIANS AND STAFF ARE KEEPING PATIENTS SAFE WHILE PROVIDING WORLD-CLASS CANCER CARE



“We remain focused on protecting our patients and their loved ones while making sure they get the care they need.”

With decades of experience in treating and protecting patients with cancer, City of Hope is among the nation's most prepared organizations to help patients through the COVID-19 crisis – and is one of the best and safest places to receive cancer care. City of Hope Newport Beach continues to provide lifesaving treatment while taking every measure necessary to protect patients, families, and staff.

“Patient health is our number one priority and our COVID-19 protective measures are an extension of the high-quality care we provide,” says Tingting Tan, M.D., Ph.D., a medical oncologist at City of Hope Orange County at Newport Beach who specializes in thoracic cancers. “We remain focused on protecting our patients and their loved ones while making sure they get the care they need.”

Since cancer patients are particularly vulnerable to infection, protecting them means that safety measures need to start before they arrive at the front door. With limited exceptions, visitors need to wait for patients outside the building during this crucial period. Visitors are welcome to walk with patients, or bring wheelchairs, to the door, where staff greets them and begins the check-in process.

City of Hope recognizes the importance of involving family in your visits and treatments during this time. There are several ways visitors can participate in appointments. Patients can conference them in on a video call or a phone call while they're in the doctor's office, or the doctor can come outside the building before or after the appointment to speak with the patient and visitor together.

If you're a patient, here are some other ways you'll be protected when you come in for an appointment:

As you enter the lobby, the first thing that will happen is a temperature check. It's quick and easy. A staff member will hold an infrared thermometer to your forehead to make sure your temperature is under 100 degrees Fahrenheit. You'll receive a colored wristband that lets everyone that you've been cleared for temperature.

You won't be surprised to learn that you will also be given a mask. Masks are one of the best ways to shield each other from respiratory droplets, so every

patient receives a medical grade mask to wear for the duration of their appointment; you can be certain that our staff also will be wearing masks at all times. If you brought your own mask, you may continue to wear it underneath the mask we provide.

Next stop: the reception desk, for the normal check-in process. You'll find the waiting area inviting and safe, with signs posted asking that social distancing be maintained, and seating that has been appropriately spaced.

If you have a physician appointment, you'll wait on the first floor for a medical assistant to take you back for your visit. If you have come for an infusion, an additional temperature check will be performed when you arrive at the second-floor infusion clinic. Everyone in the clinic wears a face mask and either a face shield or goggles, and gloves are worn by every clinician providing infusion care. In addition, every infusion bay is physically distanced.

To further ensure safety, City of Hope frequently and meticulously sanitizes all areas of the facility, including but not limited to waiting rooms, hard surfaces, and high-traffic and high-touch areas. Hand sanitizing stations are located throughout the building.

Patients can take comfort in City of Hope's continued commitment to provide them with exceptional cancer care.



Tingting Tan, M.D., Ph.D.

**City of Hope is a safe place for world-class cancer care.**

To make an appointment with a physician at City of Hope Orange County at Newport Beach, please call (949) 763-2204. For more information, please visit [CityofHope.org/OC](https://www.cityofhope.org/OC).



# CITY OF HOPE: A SAFE PLACE FOR **WORLD-CLASS CANCER CARE**



Setting the highest standards for patient safety, City of Hope continues to make astonishing strides toward eradicating cancer. But our latest breakthrough is here: a home in Orange County. We're bringing safe, compassionate care — backed by some of the world's most innovative discoveries and most effective therapies — closer to home.



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**NOW OPEN** IN NEWPORT BEACH

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# The Evolution of Hoag Executive Health

By: Justin Davis

Health and wellness is top of mind more than ever before. As employees begin to return to work, Hoag is here to help companies and executives prioritize their health.

Since 2012, Hoag Executive Health has been delivering a preeminent health care experience to business executives. Through their work with local companies, the team has identified many employer needs to support health and wellness for all employees. To maintain the focus of serving as a partner and resource, the Hoag Executive Health program has evolved to meet the needs of our business community.

Led by James Lindberg, M.D., chief medical officer of Hoag Executive Health, and a group of board-certified physicians, Hoag Executive Health features an experienced and highly trained team that enjoys personalizing wellness solutions for their clients. Along with ambassadors and medical assistants, the team includes exercise physiologists who are a great resource for patients' fitness and nutrition needs. Offering three locations in Orange County – Newport Beach, Aliso Viejo & Irvine – each site features high end, private offices with state-of-the-art fitness facilities.

Hoag Executive Health is uniquely poised to deliver best-in-class solutions to our business community and as Dr. Lindberg states, "Our clinical expertise and practical experience uniquely positions us to assist companies. Employees can feel safe knowing they have a clinical partner in Hoag they can trust."



## Executive Physicals

The program began nearly eight years ago by providing executive physicals, a comprehensive approach to evaluating a business leader's overall health in a single visit. This service was designed with efficiency coupled with cutting-edge medicine with a comprehensive examination of medical, fitness and nutritional components of an individuals' health. The key element of this program is the customized roadmap that each patient receives upon

"Our clinical expertise and practical experience uniquely positions us to assist companies. Employees can feel safe knowing they have a clinical partner in Hoag they can trust."

— JAMES LINDBERG, MD, CHIEF MEDICAL OFFICER, HOAG EXECUTIVE HEALTH

completion of the evaluation which provides actionable recommendations for the patient to follow to achieve optimal health.

Several thousand executives have participated in the program and most schedule their executive physical annually to update their medical records and roadmap. The companies that send their executives to this program, quickly realize the benefit as it ensures their investment in their employees and keeps good health a top priority.



## First Responders Program

Leveraging the Hoag network, Hoag Executive Health launched a program specifically designed for local police and fire agencies to help protect their

most valuable asset, their people. Knowing that first responders have a high-risk occupation, Hoag created the program to provide local agencies with the necessary resources to keep employee health top of mind and help assist them to take the steps needed to ensure they are ready for the job.

Throughout the last few years, this program has adapted to the growing needs of local agencies. Starting with an annual wellness exam, which serves as a baseline, the Hoag Executive Health team can provide a high level of clinical service and a single point of contact for all health, wellness and fitness matters, in addition to coordination across the broad spectrum of Hoag's specialized services.



## Corporate Health Solutions

Hoag Executive Health understands the many demands placed on businesses. Therefore, while businesses focus on their key priorities, Hoag Executive Health can be a resource to manage the health and well-being of their employees. Through meetings with key Human Resource contacts, the team will:

- **Analyze** – Understand the employee population and determine the needs.
- **Personalize** – Create meaningful programming for the employees.
- **Customize** – Deliver the solutions in a manner that best suits the employees.

Some of the programs currently offered include health screenings, on-site wellness services, fitness & nutrition counseling, subject-matter expert talks and corporate medical advisory services.



## Returning to Work with Confidence

The current pandemic has created a need for businesses to strategize and create new ways of working. With employees working remotely, companies retrofitting their office space to meet new guidelines and managing employee concerns, Hoag Executive Health has stepped in to serve as a resource.

With the Return to Work program, Hoag has developed an innovative solution to advise corporate partners on their return to work strategy. This program includes assisting in developing testing protocols and parameters, providing ongoing clinical support and guidance and consultation and education as the company's medical director. This highly customized program is designed to consider company culture, policies and procedures, employee demographics and facility needs as part of the total solution.

Knowing that each client has unique needs, Hoag Executive Health is ready to serve as a partner with local businesses whatever the need may be. Hoag is proud to partner with the most successful businesses in Orange County with the goal of keeping them and their businesses healthy.

To learn more, contact:  
Justin Davis  
Vice President, Business Development  
949-566-8419  
JDavis@hoagexecutivehealth.com







# Hoag Executive Health

Providing customized programs to local employers.

Hoag Executive Health is proud to serve as a health care resource for local businesses. Whether you are a small business, local police or fire agency or Fortune 500 company, we can provide a solution that meets your company's needs. Some of the programs we offer:



## Executive Physicals

A one-day, all-inclusive exam that evaluates the medical, nutritional and fitness components that contribute to an individual's health.



## Corporate Health Solutions

Menu of services tailored to your employee population to help support your business.



## First Responders Program

Leverage the expertise of Hoag to provide tailored solutions to protect your employees.



## Return to Work during COVID-19

Customized solutions targeted at helping you bring your employees back to work safely and successfully.

To learn more, please contact:

Hoag Executive Health | 949-999-9300 | [HoagExecutiveHealth.com](https://HoagExecutiveHealth.com)







## Keeping Workforces Safe and Healthy

The COVID-19 pandemic has put tremendous stress on families and communities with far-reaching impacts on health care, the economy, education, and our everyday lives. As states and local communities begin to ease restrictions put in place to slow the spread of the novel coronavirus, it is important to continue healthy habits to protect one another from continued risk.

As the nation's largest nonprofit, integrated health system serving 12.4 million members, Kaiser Permanente provides health coverage to approximately 14,400 large and 74,000 small businesses. Businesses and organizations are managing evolving health concerns and regulations to regain productivity and prevent a resurgence of the virus. Major operational changes may be needed in order to meet public health recommendations to maintain a safe and healthy workforce and the ability for employers to protect the physical, mental, and social well-being of their employees will be paramount. Kaiser Permanente is committed to support care and coverage needs so employers have the right benefits guidance, clinical access to testing, and care and resources to support their employees.



### Returning to Work Safely

In response to business customers' requests, Kaiser Permanente released **Planning for the Next Normal at Work**, a no-cost resource playbook, that includes information from trusted sources such as the Centers for Disease Control and Prevention, state and county health departments, and the Occupational Safety and Health Administration. To prevent a resurgence of the virus while acknowledging that professional life and productivity will look different than it did before the COVID-19 pandemic, the 98-page playbook provides details on how Kaiser Permanente will support its members across the health care delivery spectrum. The playbook aims to help employers and businesses **update** workplace safety plans, HR policies, and more, **develop** a return-to-work policy and handle COVID-19 workplace scenarios, **build** a resilient workforce with self-care tools and clinical resources, **support** the social and economic needs of employees, and **stay connected** to regulatory and legislative guidance.

### Staying Safe, Healthy, and Productive — at Home or at Work

As we've all adjusted to new precautions like physical distancing, many employers have had to figure out how to manage a newly remote workforce. If your employees are working remotely, you can help keep them engaged and productive. **Celebrate** successes through positive feedback, **increase** communication with regular check-ins, **set** job expectations early and clearly, **create** virtual community through group chats and video meetings, and **be available** — make sure employees know they can reach you.

### Easing Stress and Anxiety Related to the Coronavirus

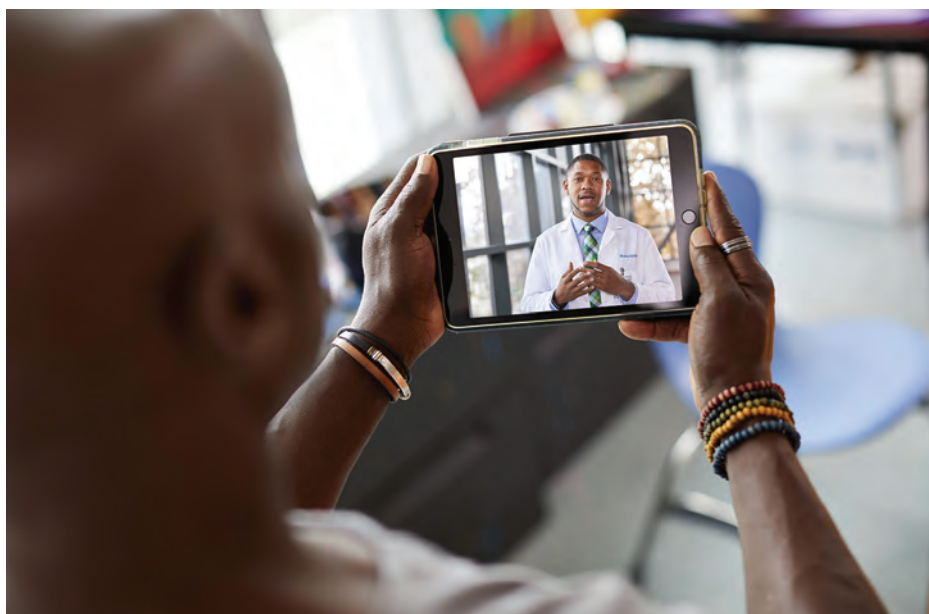
During a public health crisis, your employees face greater stress and anxiety on a daily basis. That puts them at higher risk for stress-related physical and mental health problems — and raises the potential for burnout at work. Healthier employees are the foundation of a strong business. Whether you're looking to engage employees and leadership or address specific workplace health issues, Kaiser Permanente members can access a range of tools to support mental health and wellness, including popular wellness apps, Calm and myStrength. **Calm** offers meditations, sleep stories, mindful movement videos, and more to help lower stress, reduce anxiety, and improve sleep. **myStrength** offers

personalized programs for mental health and emotional wellness, including modules to help employees cope with anxiety about COVID-19. Both apps are available at no cost to our adult members. Wellness Resources are also available for more self-care tools, tips, and activities — including many that employees can access even if they're not Kaiser Permanente members.

### Accessing Care Safely

At Kaiser Permanente, telehealth care isn't an extra or an add-on. It's a core piece of our connected care model. Your employees can get the same great care they'd get in person — care that's provided by Kaiser Permanente doctors, connected to their electronic health record, and covered by your company's health plan. Even when sheltering in place and going forward, Kaiser Permanente members have access to convenient telehealth services, including, phone and video appointments, e-visits — now available in all Kaiser Permanente service areas, 24/7 care advice by phone from licensed care team members, online prescription refills delivered by mail at no cost, and email the doctor's office with nonurgent questions.

When your employees do need in-person care, we're keeping them safe at our medical offices throughout Orange County and urgent care locations in Garden Grove, Harbor MacArthur, and Mission Viejo. As we gradually welcome patients back into our facilities for routine and specialty care appointments and procedures, our focus is on the safety of our members, patients, and staff. Following guidance from infectious disease and public health authorities, we have expanded COVID-19 testing and implemented physical distancing in lobbies and waiting areas. We strictly adhere to mask requirements and visitor restrictions, and all staff are using appropriate personal protective equipment. These precautions, along with our intensive cleaning and hygiene regimens, create safe environments that promote social distancing and prevent the spread of COVID-19.



As always, Kaiser Permanente Orange County emergency departments at the Anaheim and Irvine Medical Centers remain fully open, available, and safe for those who need to receive care during this pandemic. People in need of care for serious conditions, such as heart attacks, strokes, and appendicitis, should not avoid or delay it.

For more than 75 years, Kaiser Permanente has provided high-quality, affordable health care services and improved the health of our members and the communities we serve. We have been here for our members throughout the pandemic and we are here for them now. We will continue to expand innovations that we adopted as the pandemic spread — including the use of drive-through testing, pharmacy mail-delivery and curbside pickup, digital member-facing tools, and telehealth appointments. Together, these important innovations and changes will ensure Kaiser Permanente continues to be a safe place to receive care for all members, including those most vulnerable to COVID-19, and will also help keep our nurses, staff, and physicians safe now and in the event of a potential surge.

Choosing a health care partner is one of the most important business decisions you can make. Kaiser Permanente can help you manage costs, invest in the health of your employees, and build a healthier future for your business. Choose Better. Choose Kaiser Permanente.

Visit [business.kaiserpermanente.org](https://business.kaiserpermanente.org) for more information.





## WE'RE ALL IN THIS TOGETHER.

At Kaiser Permanente, we don't see health as an industry. We see it as a cause. And one that we very much believe in. During this extraordinary time we are especially thankful to the heroism of our frontline workers. And, we would like to express our deepest gratitude to all of our outstanding care teams and individuals who deliver on the Kaiser Permanente mission each day to improve the health of our members and the communities we serve. We are here to help you thrive. Learn more at [kp.org](https://kp.org).





# Message to the Business Community

Dear Valued Community Members,



Barry Arbuckle

As businesses have reopened, social gatherings are taking place, and more tests are being provided, Orange County has seen an increase in the number of positive COVID-19 cases. We ask you to stay vigilant in spread prevention measures including social distancing, wearing face coverings in public and hand-washing. Please be assured it's possible to protect yourself and others without neglecting your healthcare.



Marcia Manker

## SAFETY IS OUR TOP PRIORITY

We understand that some in the community may be concerned about potential exposure to COVID-19 if they seek treatment in a medical setting. And, in many cases, members of our community are avoiding or postponing medical care because of that fear. Regardless of your need, whether routine care or treatment for a chronic condition, it is important to stay in close contact with your physicians so your health can be tended to.



Mark Schafer

MemorialCare is taking every possible precaution to ensure a safe and protected care environment for all patients, whether they are in our hospitals, emergency departments, urgent care centers, or primary care health centers. Some of the measures we have taken include the following:

- ▶ We have established separate entrances and designated areas to ensure patients arriving with suspected COVID-19 are separated, as is the staff who care for them. In addition, all our personnel, from the greeters outside, to the person at the front desk, to our intake team and caregivers, are wearing personal protective equipment (PPE).
- ▶ Before entering our hospitals or outpatient centers, all individuals are screened for COVID-19 related symptoms, their temperature is taken, and a mask is provided upon entry.
- ▶ For patients requiring surgery, a complete pre-operative COVID-19 test is completed.
- ▶ Waiting areas are appropriately designed for social distancing to ensure at least six feet of space between individuals throughout our system, including our surgery centers.
- ▶ We have always maintained the most stringent compliance with the disinfecting and cleaning of all equipment and spaces.

We are pleased to share that we have revised our hospital and medical group office visitation guidelines to allow access to visitors under most circumstances. Please be assured that MemorialCare locations have implemented every possible measure to ensure your employees' safety under our care.

## EMERGENCY CARE FOR ALL NEEDS

It is vitally important that if you, members of your family, or one of your employees, are experiencing a life-threatening situation, you or they seek emergency services by calling 9-1-1 or going to the nearest Emergency Room. Doing so may save a life.

## VIDEO VISITS

For medical needs that are not emergent, MemorialCare provides video visits, both for primary care visits and for urgent care needs. You and your employees can connect with your primary care physician or urgent care physician without leaving the comfort of your home, through our secure telehealth system. To schedule a video visit, please go to [memorialcare.org/VideoResources](http://memorialcare.org/VideoResources) or call 877-MYMEMCARE (696-3622).

## BREAST CARE SERVICES



### MEMORIALCARE IS PLEASED TO ANNOUNCE THE OPENING OF OUR NEWPORT BEACH BREAST CENTER

2001 Westcliff Drive, Suite 103 | Newport Beach, CA 92660 | (714) 378-7955

MemorialCare has resumed breast cancer screening services at all our breast centers. In order to ensure patient safety, we've introduced additional precautionary measures including the following:

- ▶ Reduced number of appointments to ensure social distancing in our waiting rooms.
- ▶ All clinical staff members and patients wear face masks.
- ▶ We continue our stringent practices for disinfecting rooms and equipment after every appointment.
- ▶ All patients will be screened for COVID-19 symptoms prior to their scheduled appointment.

## KEEP YOUR EMPLOYEES HEALTHY IN EVERY STAGE OF LIFE

MemorialCare is deeply committed to providing you and your employees with exceptional and safe healthcare for every stage of life. We are proud to offer four leading hospitals to serve our community's healthcare needs, including MemorialCare Orange Coast Medical Center, MemorialCare Saddleback Medical Center, MemorialCare Long Beach Medical Center and MemorialCare Miller Children's & Women's Hospital Long Beach; two award-winning medical groups – MemorialCare Medical Group and Greater Newport Physicians; and more than 200 sites of care.

Thank you for the honor of serving you.

**Barry Arbuckle, Ph.D.**  
President and CEO  
MemorialCare

**Marcia Manker**  
CEO  
Orange Coast Medical Center  
Saddleback Medical Center

**Mark Schafer, M.D.**  
CEO  
MemorialCare Medical Group  
Greater Newport Physicians

Contact Cathy Capaldi, Senior Vice President,  
at [ccapaldi@memorialcare.org](mailto:ccapaldi@memorialcare.org) or (714) 377-2960 to learn more.



# We're Here.

Asthma, Back Pain, Bleeding, Broken Bone, Bruising, Chest Pain, Confusion, Dizziness, Extreme Abdominal Pain, Fainting, Fatigue, Fever, Joint Pain, Labor and Delivery, Loss of Balance, Mammogram, Muscle Weakness, Nausea, Prenatal Care, Seizures, Severe Headache, Shortness of Breath, Unexpected Lump, Asthma, Back Pain, Bleeding, Broken Bone, Bruising, Chest Pain, Confusion, Dizziness, Extreme Abdominal Pain, Fainting, Fatigue, Fever, Joint Pain, Labor and Delivery, Loss of Balance, Mammogram, Muscle Weakness, Nausea, Prenatal Care, Seizures, Severe Headache, Shortness of Breath, Unexpected Lump, Asthma, Back Pain, Bleeding, Broken Bone, Bruising, Chest Pain, Confusion, Dizziness, Extreme Abdominal Pain, Fainting, Fatigue, Fever, Joint Pain, Labor and Delivery, Loss of Balance, Mammogram, Muscle Weakness, Nausea, Prenatal Care, Seizures, Severe Headache, Shortness of Breath, Unexpected Lump, Asthma, Back Pain, Bleeding, Broken Bone, Bruising, Chest Pain, Confusion, Dizziness.

**We're here. Just like we've always been. For care that's close to home. Especially now, after homes changed overnight into restaurants. Offices. Schools. We're here. With wellness. With every protection and precaution. Because your health won't wait. No matter the symptom or emergency, seek care when you need it—virtually or in-person. Because we've always been, we always are, here.**

Learn more.  
**(877) MYMEMCARE (696-3622)**  
**[memorialcare.org/WereHere](https://www.memorialcare.org/WereHere)**







# The primary care you need, safely

Dr. Regan Chan at UCI Health — Orange Main Street

Regular checkups and screenings are essential for good health. That's why UCI Health is making it easy and safe to see our primary care physicians.

All UCI Health medical offices have taken extensive measures to protect patients and employees from the novel coronavirus. Patients also may choose video visits for many routine appointments.

"People want to know how they can protect themselves from the virus," says Dr. Regan Chan, a family medicine physician and one of many UCI Health primary care providers practicing at seven locations throughout Orange County.

"The safety of our patients and our staff is our highest priority," Chan says.

## 'We're still here'

After the state imposed stay-at-home orders and shuttered all but essential businesses in March, some patients and their providers canceled or rescheduled primary care visits.

Chan and other UCI Health primary care physicians are now reaching out to patients through the UCI Health electronic patient record system, MyChart.

*"We want patients to know that it is safe to return to our offices," Chan says. "We want you to know that we're still here — that we're here now, and we'll be here tomorrow to care for you."*

## Protecting your health

Patients with some conditions require complex evaluation and follow-up. Diabetic care, for example, involves regular checks of sugar levels, feet and vision, diet, exercise and more.

To ensure people with diabetes and other conditions stay well, they need to work closely with their doctors, who can adjust treatment plans as needed.

"Our role as primary care providers is to be the patient's partner in protecting their health, to educate them about how we can keep them healthy," Chan says.

## New safety protocols

Expect some changes when you visit your UCI Health primary care provider:

- Staggered appointment times to avoid check-in lines
- Reconfigured waiting rooms for physical distancing
- Screening for COVID-19 symptoms at check-in
- All providers and staff wear masks, as well as face shields and gloves during exams
- Thorough cleaning of exam rooms before and after each patient visit

- Regular cleaning of all other areas, including waiting rooms
- Limit of one support person — a parent or caretaker — to accompany a patient
- Masks required of all patients and support persons

In addition, all UCI Health employees are screened daily for COVID-19. Anyone with a fever is sent home.

## Are physical exams safe?

Is it safe to get in-person physical exams? Yes, says Chan.

The mask and a face shield your doctor will be wearing during an examination help prevent the spread of respiratory droplets. Providers also wash their hands before and after every exam, providing further protection against any spread of the virus.

Virtual visits are still an option, so don't delay needed care, he says.

And with primary care physicians seeing patients in person and virtually at UCI Health locations in Costa Mesa, Irvine, Orange, Santa Ana, Tustin and Yorba Linda, it's never been easier to consult a doctor, often on the same day.

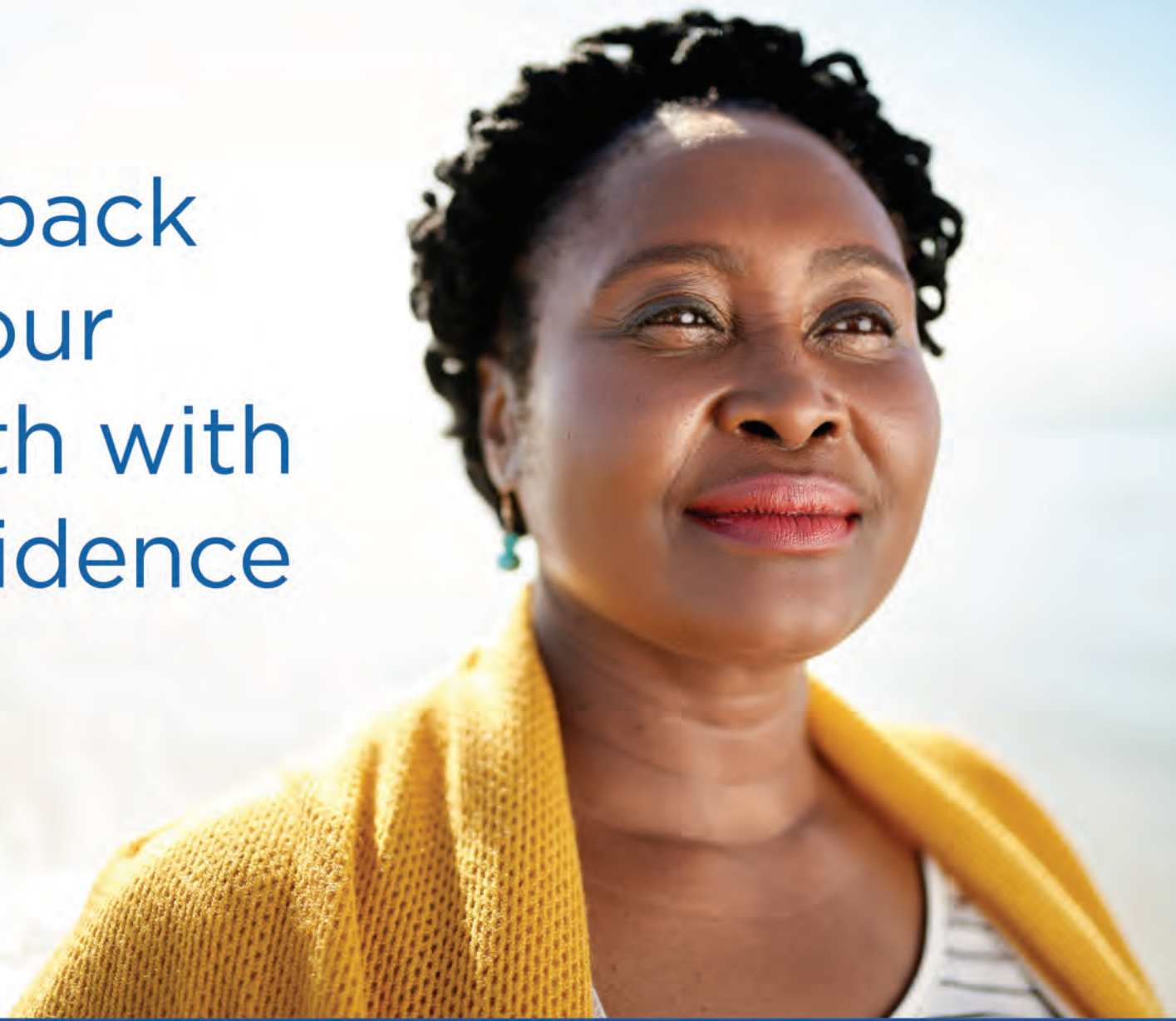
"As a patient," Chan says, "I don't want to wait a week to get a response."

**UCI Health**

[ucihealth.org/primarycare](https://ucihealth.org/primarycare)



# Get back to your health with confidence



Today and every day, our world-class team is ready and prepared to care for you.

Don't put off the doctor visits that keep you feeling your best. Video visits and in-person appointments are available at any of our locations throughout Orange County.

We **STOP AT NOTHING** to keep you and your family strong, healthy and safe.

To learn more or to request an appointment, visit **[ucihealth.org](https://ucihealth.org)**

**UCI Health**







## A Q&A with Entisys360's Adam Bolio

*With ever-emerging threats, continuous introduction of new regulations and a sea of cybersecurity products, managing a cyber program can be daunting. Advyz Cyber Risk Services from Entisys360 focuses on making custom recommendations that match goals, corporate culture, risk tolerance and budget, through assessments, process improvement consulting or technology implementations. Teaming with leading security providers, the Advyz Cyber Risk Services team works closely with clients to ensure that their organization is prepared and has the tools and technologies in place to navigate the right solution partners, while protecting data, applications and infrastructure in the event of a data breach or other cybersecurity incident.*

*To learn more about current trends in cybersecurity for the healthcare industry, we sat down with Adam Bolio, Executive Vice President, Cyber Risk Services, Advyz.*

**Q: What are some of the overall security trends that healthcare organizations should be aware of moving into the second half of 2020?**

A: Besides the expanding remote workforce, it is important to note that even before the pandemic, large healthcare organizations were shifting to more population-focused healthcare initiatives including telehealth. No longer is it necessary for patients to go to the hospital or a doctor's office to obtain treatment. Many services can be provided over the phone or via an Internet connection. However, with this improved connectivity between the care provider and patient, comes an array of security concerns which must be managed. Data is moving outside of the perimeter, thus protecting data and information that is transferred between the provider and patient will be top of mind. These organizations will be looking for

solutions that provide the flexibility patients and clinicians have come to expect from their technology, with the security that is needed to prevent breaches and other cyber threats.



Adam Bolio

**Q: Is there anything specifically that healthcare organizations should be doing right now to protect clinicians, staff and patients?**

A: Today's healthcare organizations should focus on protecting the data as it traverses in and beyond their network. Organizations should be investing in cloud security and technologies that provide visibility and control of the data in cloud services, and to non-traditional or "agentless" endpoints such as Internet-of-Things (IoT) equipment or connected medical devices. The industry has traditionally underutilized threat intelligence, which when integrated properly, can guide an organization in understanding the risks, as well as where to take action or make investments.

**Q: Why should healthcare organizations engage with Advyz Cyber Risk Services?**

A: Our number one value proposition is the knowledge and experience of our team. We are a vendor-neutral services organization that serves as a trusted advisor – helping our clients successfully navigate the complexities associated

with cybersecurity.

*Learn how Advyz Cyber Risk Services can help you create a strategy for managing risk and compliance, while helping to filter the noise of myriad cybersecurity technologies at <https://advyz.entisys360.com>.*

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The Advyz Cyber Risk Services team has spent decades devoted to cybersecurity. It is our passion and we truly enjoy our work and contributions to the community.

We are ready and waiting to leverage our experience in technology, vendor relationships, system integration and solving IT challenges, to help you achieve your business goals and maximize your financial investment.

Our solutions, professional services and nationally-recognized expertise align perfectly with the trends and challenges facing a variety of industries.

Contact us today at [advyz@entisys360.com](mailto:advyz@entisys360.com) to learn more about Advyz Cyber Risk Services from Entisys360.

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