



Your Henry Ford ACO News



Welcome to the Henry Ford Accountable Care Organization, also known as the Henry Ford ACO.



Charles Kelly, D.O.
Executive, HFACO

Dear Member,

I want to officially welcome you to the Henry Ford Accountable Care Organization (HFACO). This is also known as the Henry Ford ACO.

Like the name implies, our goal within the Henry Ford ACO is to:

- Offer you the best care possible. This is done through our expanded network of physicians and facilities. There are also services on the horizon such as telemedicine, home visits and chronic disease initiatives to help you be healthier.
- Be more accountable to you and to everyone within our vast network of providers.
- Be an organization that is efficient, approachable and compassionate. We will accomplish this as we tend to your health needs.

SPRING 2016

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How did you become a member of the HFACO? Medicare provided Henry Ford Health System with your name because your physician-of-record (from 2014) is a member of our newly formed HFACO. We are confident you will benefit from the care we offer you. This includes some services that are **only** available to our HFACO patients. And let me be perfectly clear: **there is no cost for you to be a member.**

Please contact us with any questions or concerns. You can do this by calling our office at 313-874-1466 during normal business hours. You can also email our team at hfaco@hfhs.org.

We want to make sure you are as excited as we are to fully engage with our Henry Ford ACO!

Yours sincerely,

Charles Kelly, D.O.
Executive, Henry Ford ACO



Your Top Questions (and Answers) About the Henry Ford ACO

We know you received a letter in February, telling you that you were now part of the Henry Ford ACO (HFACO). But that letter didn't explain exactly what this means to you.

The good news is that being a part of the HFACO only enhances the care you can receive. To help you understand more about the HFACO, here are some of the top questions we have been fielding from our members:

Q. What do I do now?

A. You don't have to do anything. Your membership in the HFACO means that your current primary care doctor – or the doctor you see most, such as a cardiologist, pulmonologist, etc. – may have more available services covered by Medicare. These services can now be offered to you. To search our doctors, you can go to www.henryfordaco.com and look under the Providers tab. You can also call our office at 313-874-1466 and one of our team members can look for you. Or you can email hfaco@hfhs.org and we will reply by email.

Q. What if my doctor is not on the provider list?

A. You can switch to a doctor who is in our HFACO, or you can continue seeing your current doctor. Either way, you will continue to receive the same level of coverage as provided by Traditional Medicare.

Q. Does this cost anything?

A. There is no cost to you. But being in the HFACO allows your member physician the chance to offer you additional services such as telemedicine and home visits that were previously unavailable to you through Medicare.

Q. What is the purpose of the HFACO?

A. The goal of the HFACO is for our doctors to offer even greater coordinated care for you. This means better communication with you and other physicians. It means following best practices of care. And it means keeping you healthier than ever before!

Advocate: Getting the Most Out of Your Doctor's Appointment

In a perfect world, we would all have someone who could attend doctors' appointments with us. Having someone else there can help us ask questions and even sort through the information presented to us. But it's not a perfect world. Even still, you can act as your own advocate at any doctor's appointment.

One of the best ways to do this is to write it down!

- ✓ Write down any symptoms or issues you are having.
- ✓ Write down all medications you are taking. You can even bring them with you if that is easier.
- ✓ Keep a running list of all of your questions. Then remember to bring it to your appointment.
- ✓ Take notes on what the doctor tells you. Write down any diagnoses and tests that have to be performed. Remember to write down particulars of any instructions. This means why, how it is being scheduled and when it is. Don't be afraid to ask your doctor to spell out words you don't know. Ask him or her to explain their meaning to you if you don't understand.

Is Your Blood Pressure Measurement Correct?

Knowing your blood pressure reading is very important. This is because you can have high blood pressure and not even know it. High blood pressure can lead to stroke, heart disease and kidney failure among other health issues.

A blood pressure reading measures the “pressure” exerted on your arteries when blood is pumped from the heart. For those 60 and older, a “normal” blood pressure reading is 150/90 or below. If you are 59 or younger, the target number is 140/90 or lower.

Many seniors monitor their own blood pressure at home or at a local drug or grocery store. Whether you have your blood pressure taken at your doctor’s office or if you “do it yourself,” it is very important to make sure it is done correctly.

Here are some ways to make sure your reading is as accurate as possible:

- Sit with both feet on the floor for at least five minutes before the test is taken.
- Do not cross your legs during the measurement.
- Do not place the blood pressure cuff over clothing. Also, don’t roll up sleeves tightly above the elbow.
- Make sure your elbow is at heart level.

If these steps aren’t taken, your blood pressure reading can reflect numbers that are significantly higher than they actually are. Unfortunately, sometimes doctors, nurses and medical assistants forget these simple steps. Make sure you insist on getting it done right!



MyChart Gives You More Information, Access to Your Doctor

As part of their membership in the Henry Ford ACO (HFACO), your doctor is committed to use every tool possible to help you achieve greater health. Communication is a huge part of making this happen. And Henry Ford MyChart is the best tool we have to improve your communication with your doctor, and vice versa.

Many of our ACO patients already have a MyChart account; others have yet to sign up for this valuable online tool. When you sign up for MyChart, you can:

- See test results as they become available
- Request prescription refills
- Learn what screening tests you are due for
- Email many of your Henry Ford doctors.

If you do not yet have a MyChart account, please go to www.henryford.com. Hover the mouse over the “Log in To MyChart Account” and select “Request an Account.” If you have a MyChart account but do not use it, now is the time to start. Even if you only use it to email questions to your doctor, it is well worth it.

Once you start using MyChart, you will quickly experience how valuable it is as a way to stay on top of – and improve – your health! Questions? Call 1-800-HENRYFORD (436-7936) and press option 2.



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TO CONTACT YOUR HENRY FORD ACO:

CALL
(313) 874-1466

EMAIL
hfaco@hfhs.org

GO TO
www.henryfordaco.com
for more information



Get Moving: It's Time

Springtime is here. No more ice, snow or frigid temperatures ... or there better not be! Spring is a great time to start fresh with anything. This includes exercise. Whether you exercise a lot, a little or not at all, walking can be a great way to boost your overall health.

Walking, preferably outside if it is safe, allows you to:

- burn calories
- relax your mind
- release endorphins (which can make you feel happier)
- strengthen your heart
- reduce your risk of many diseases
- reduce stress
- breathe in fresh air
- enjoy many other unexpected health benefits

It is always advisable to check with your doctor before starting an exercise program. Once you are cleared, start slowly but challenge yourself a bit each day. It is also important to have good walking shoes that offer both support and comfort. These will last you at least one full year and they are the only "equipment" you need for this activity.