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ConnectCare3 | Material Catalog

The ConnectCare3 Benefit

How can our team assist you with your employees' health?

ConnectCare3 is a confidential benefit for you, your employees, and dependents on the provided health plan. Made up of patient advocates, nurse navigators, health coaches, and a registered dietitian, we are here to help you with your health and wellness journey.

In addition to the material included in this packet, you also have access to ConnectCare3's wellness consulting team. Our consulting team is dedicated to helping you utilize all of the wellness resources available to your organization, which results in a robust and well-rounded program.

Contact <u>connect@connectcare3.com</u> to request employee-focused material and learn how we can partner with you for better health outcomes.

General turnaround time for ordered material is approximately 7-10 business days unless specified differently in the product description.

ConnectCare3 Communications

Our email communications are designed to improve health literacy and provide education on the ConnectCare3 benefit.

By signing up on the ConnectCare3 website, you can receive our email communications.

2020 Topics

Tobacco Cessation | January Oral Health | February Long-Term Care & End-of-Life Planning | March Concussions | April Summer Safety | May Eye & Ear Health | June Pediatrics | July Healthy Eating | August Technology & Wellness | September Finance & Health | October Mental Health | November Chronic Disease Management | December

Educational Videos

Our educational videos are distributed every quarter to those on our mailing list. They average 5-8 minutes in length on a health topic. Not only do we want to assist our viewers in increasing their health literacy, but also illustrate how ConnectCare3 can support them.

Quarter 1 | The ConnectCare3 Benefit Quarter 2 | Wellness in Your Life Quarter 3 | Mental Health Quarter 4 | Self Management for Chronic Diseases

Reach out to <u>connect@connectcare3.com</u> to subscribe your employees to our mailing list.

ConnectCare3 | Material Catalog



ConnectCare3 General Flyer



The ConnectCare3 Benefit Your health and wellness partner.

What is ConnectCare3?

ConnectCare3 is a confidential, employer-sponsored benefit provided to employees and their dependents covered under the health plan at no additional cost. ConnectCare3 has no affiliation with any insurance carrier or hospital system. We aim to provide callers with positive health outcomes on their health and wellness journey.

Available Services



Patient Advocacy

The patient advocates are the first line of contact when reaching out to ConnectCare3. They also assist our clinical team with conducting research.



Nurse Navigation

The nurse navigators are available to work with patients who have received a medical diagnosis that requires a specialist. Our nurses can provide education on a diagnosis and treatments, physician options, and can help patients prepare for physician appointments.



Chronic Disease Management

The Chronic Disease Management team consists of registered nurses, certified health coaches, and a registered dietitian. Our team will work with patients to implement and sustain the essential dietary and lifestyle changes needed to control a chronic condition.



Nutrition Education

Our registered dietitian will help patients to understand the connection between diet and health by completing a thorough nutritional assessment and providing healthy meal plans and alternatives.



Tobacco Cessation

Work one-on-one with our Tobacco Cessation coaches to achieve and maintain a tobacco-free life.

How to Enroll

Contact us at 877-223-2350 or info@connectcare3.com to enroll in our services today.



connnectcare3.com

It can be used interchangeably with the ConnectCare3 brochure.

ConnectCare3 Brochure

Back Spread of Brochure



It can be used interchangeably with the ConnectCare3 general flyer.

ConnectCare3 Brochure

Inside Spread of Brochure

WHO WE ARE

We are a team of Patient Advocates, Registered Nurses, Health Coaches, and a Registered Dietitian.

Our Services Are:

Personalized

are our services.



Voluntary We respect your privacy. Contact us when you require our services.

Health is not one-size-fits-all, and neither



Employer-Sponsored Benefit You and your dependents covered on your health insurance plan can utilize our service at no cost to you.



Confidential At no point do we share information on who is using the service and why they are using it to employers.



Independent We are not affiliated with any hospital system or insurance-carrier. The options we provide you are based solely on your needs.

Our services are available to all those covered on your health plan, including dependents.

SERVICES AVAILABLE

Our services are available to you at many points in your health and wellness journey.

Patient Advocacy

Dur patient advocates are your first line of contact when reaching out to ConnectCare3. Although our patient advocates are not nurses, they have extensive training and education in guiding callers to the most appropriate service at ConnectCare3.

Nurse Navigation

Our nurse navigators are able to research your diagnosis and:

- Explain your diagnosis
- Aid you in preparing for physician
- appointments
- Provide you treatment and physician options

To work with a nurse navigator, you need a medical diagnosis that requires a specialist.

Chronic Disease Management

This program provides a team approach to managing chronic disease and understanding the essential lifestyle changes needed to manage the condition.

Our program is available to people who have been diagnosed with at least one of the following conditions:

- Prediabetes
- Diabetes
- High Blood Pressure
- High Cholesterol
- Obesity

Nutrition Education

Our registered dietitian works independently with individuals. When working with our registered dietitian, you will receive

- A nutrition assessment
 Education on the connection between food and health
- A customizable meal plan based on your needs, dietary restrictions, and lifestyle

Tobacco Cessation

Our tobacco cessation program is designed to assist you in achieving and maintaining a tobacco-free life. Tobacco Cessation coaches will provide you with:

- A Quit kit.
- Personalized quitplan
- Regular coaching communication
 Education on various forms of Nicotine
- **Replacement Therapy**
- Cessation exercises and accountability from your certified health coach

Enrolling in the Service

Reach out to our team to enroll in any of our services

Visit representation for more information on the ConnectCare3 benefit.

It can be used interchangeably with the ConnectCare3 general flyer.

Chronic Disease Management Overview

Chronic Disease Management

A ConnectCare3 Service

The ConnectCare3 Chronic Disease Management Program is a multidisciplinary team consisting of registered nurses, certified health coaches, and a registered dietitian. The Chronic Disease Management team will work in collaboration with every patient who enrolls in the program.

Our team approach to managing chronic conditions provides our patients with access to resources and clinical expertise. With this structure, our patients will have the tools needed to achieve a successful outcome.



Registered Nurses

The registered nurse will work with patients to assess their understanding of their diagnosis and current self-management practices, help to enhance communication with their current team of physicians, or provide options for specialists if needed. The registered nurse will also help to keep you on track with important follow-up tests and screenings that are key for monitoring chronic conditions.



Certified Health Coaches

The certified health coach will work with patients to provide education and support about important lifestyle modifications that are essential for controlling chronic conditions. These modifications include exercise, sleep, stress management, and even tobacco cessation.



Registered Dietitian

The registered dietitian will complete a thorough nutritional assessment for each patient and utilize an evidence-based approach to help manage chronic conditions through nutrition. The registered dietitian will also provide education to patients about the connection between nutrition and health.

Eligibility for Chronic Disease Management

At this time, the Chronic Disease Management Program is available to people who have been diagnosed with one of the following conditions:

- Prediabetes
- Diabetes
- Obesity
- High Blood Pressure



- High Cholesterol

877-223-2350 info@connectcare3.com

Tobacco Cessation



Tobacco Cessation

What is Tobacco Cessation?

Tobacco cessation is a program designed to assist you to achieve and maintain a tobacco-free life.

Through ConnectCare3, a certified health coach trained in tobacco cessation will work with you to achieve your tobacco goals. You and your coach will work one-on-one to create a personalized quit plan.

What to Expect

When you enroll in the tobacco cessation program, you will partner with a certified health coach to achieve your goals of being tobacco free by receiving:

- A quit kit
- Personalized quit plan
- Regular coaching communication
- Nicotine replacement therapy education
- Cessation exercises and accountability from your coach

How to Enroll

ConnectCare3 is a confidential, employersponsored benefit. You can enroll in tobacco cessation by calling 877-223-2350 or by emailing us at info@connectcare3.com.



ConnectCare3 Testimonials

ConnectCare3 Testimonial



"CC3 took away some of my fears as an advocate and caregiver."

- Ed's Wife

Retirement. One word, a milestone that awards one who has worked hard and sacrificed so much to do the things they love most — no schedules, kick back and relax, and perhaps discover new adventures never before imagined. It was official for my husband, Ed, on December 10, 2018.

This dream was shattered when Ed learned in January 2019 that the test showed he had throat cancer, and the vision he had of retirement turned to shock and disbelief. Ed was now faced with doctor appointments and tests to get through this diagnosis. I was faced with being an advocate for him and a caregiver. We were both scared.

ConnectCare3 (CC3) was just another benefit available to Susquehanna University employees, and one I never took advantage of until Ed learned he had cancer. CC3 took away some of my fears as an advocate and caregiver.

My first contact with a CC3 Patient Advocate was met with compassion, understanding, and relief. I was informed there would be a Nurse Navigator assigned to us who would help answer any questions we had about Ed's diagnosis and the devastating journey he faced.

The CC3 Nurse Navigator emailed us immediately to get information regarding our initial consultation with Ed's oncology team. A day later, she emailed me a list of questions for each doctor who would be involved in Ed's treatment.

The CC3 Nurse Navigator not only sent us questions to ask the oncology team, but made the trip to be with us at the consultation. She empowered me with the right questions to ask, but it was soon apparent that I needed her to take over once the consultation began, as Ed and I were both overwhelmed. Our CC3 Nurse Navigator picked up on that and immediately took over asking the questions and writing notes. A day or so later, after the consultation, she sent us a detailed summary of our consultation. This summary was so helpful when family and friends asked Ed and I questions. I would never have been able to compile a report of that kind on my own.

Ed went through aggressive radiation and chemo treatments that began in February. In July, he was declared cancer-free! Our CC3 Nurse Navigator continued to check in with us to see how Ed was doing and to offer her help wherever needed.

Ed and I will be forever grateful to Susquehanna University for offering their employees such a vital service like ConnectCare3, and to ConnectCare3 for providing us with such a wonderful and caring nurse navigator. Thank you!



For assistance with your health and wellness journey, contact ConnectCare3 by calling 877-223-2350 or by emailing us at info@connectcare3.com

For more recent testimonials reach out to <u>connect@connectcare3.com</u>.

ConnectCare3 | Material Catalog

Customizable Resources

Partner with ConnectCare3 to create targeted education for employees

ER versus Urgent Care Flyer

Front of Flyer



TELEMEDICINE, URGENT CARE, OR ER WHICH ONE SHOULD I USE?

Choosing the right facility for care can save you money and expedite your care.

slow the treatment of true emergencies.

Options:

a Telemedicine

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Urgent Care Centers

As argent concentry is a walk in facility that provides innew data can for non-life threatening Barcses and injuries. Urgent care onterstypically have ontended hours.

An emergency soler is a histofal department that pervides immediate availability for the soler impacts and timesas in addition to other conditions. Emergency robust an open 34/7 addites totality provide very competientive diagnetics and treatment.

Entwagency Room

Many patients with easily treatable conditions

visits often increase bealthcare costs and can

utilize the emergency room unnecessarily. These

Back of Flyer

Importance of a Primary Care Physician A primary case provide, or ROT server, a vital rule in your owned health and owners. LPCF is a colorary link to your healthcare insources. They can help receivable your care by warring collectoratively with specialistic. APCF can also help you or the segregative presentative commisses at the right tesm to help detect arows items surgion. **Jelemackie** - Colds, Ru, Secondards, News - Energiade teves min hors. Minor alwept warflows and alwept values Bye infections and longer bodies. Statistics. · Pract Inter, press by taken - Univery tract infections & yearst SHOK OF infurtions. Litgent Care - Butni - first and record degree Nexternals foregoinaly iminit' Taraches and owner / makile.nat min lines Severe surdourns, heathfaction, cla -telephotein · Marsets such as exercitives. diarture, indigensive Mark minute, deug or sizzed terting. Miki ditzinina or onitipo 7 Berless or ha hand borres · Myor backather Most suits semper, and purchase weared? Entergency Department - Motor solvicie acculants Sadden has of vision or the bie MELON Large prevention on the a Sections - Barne over a large zero of the body, and any left degree turns · Abdominal part - largetations · Cynonogealenautters · hereitatispaye byahis - Children under the age of 2 - Chear pairs, COPE, setting, and - Psychaers or emotional dorment of booth Charged and internal - Tanting

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Local Urgent Care

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When requested, we will need a maximum of three zip codes, your insurance carrier, and copays for Telemedicine, Urgent Care, & Emergency Room.

If you wish to order, we will need 10 business days notice before a proof will be sent for your approval.

Prediabetes Risk Assessment Test

Front of Flyer

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55	150-179	100-239	240+
56	155-185	180-248	243 +
87'	319-190	391-254	255+
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59	309-242	205-269	270+
5.10*	174-268	209-277	270-
241	179-214	215-205	2864
17	104-229	221-293	294+
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ConnectCare3

This piece is customizable to include primary care practices in your area that are in-network. We will need your insurance carrier and a maximum of three zip codes to research primary care providers.

If you wish to order, we will need 10 business days notice before a proof will be sent for your approval.

ConnectCare3 Postcard

Front Option 1



Front Option 2



ConnectCare3 Postcard

Front Option 3



Back of Postcard



Mental Health Awareness Postcard

Front Option 1



Front Option 2



Mental Health Awareness Postcard

Front Option 3



Back of Postcard



Identifying your feelings and recognizing potential signs of mental distress is the first step. From there, taking action and seeking help is essential. See the resources below for more information.

NAMI Heipline T-800-950-6284 Criss-Text Une-Text "HOME" to 241741

Teens Assisting Toens Text"ANSWER" to 839863 National Saicide Prevention Lifeline 1-809-273-8255 To find a treatment center, go to: https://findtreatment.samhsa.gov Helpful Websiteshttps://psychologytoday.com https://www.nam.org

ConnectCare3 | Material Catalog

General Wellness Resources

Materials to improve employee health literacy

Portion Control



Reading a Nutrition Label

Reading a Nutrition Label

Following these guidelines will make it easier for you to understand what your packaged foods contain. An important thing to remember is that most nutrition labels are based on a 2,000 calorie diet.

Serving Size for the Packaged Food

The amount of food suggested to be consumed at one time. The remaining nutritional information on the label is based on this serving size.

Percent Daily Value (%DV)

Shows if serving is high or low in a nutrient.

%DV < 5% (low in nutrients) %DV > 20% (high in nutrients)

Nutrients to Eat in Moderation

Total Fat: Combined total of Saturated, Trans, and Unsaturated Fats. Total Fat Recommendation: 20-35% of total calories from fat Saturated Fat Recommendation: No more than 10% of total calories

Sodium: 140mg or less per serving is considered low sodium. It is recommended to consume less than 2300mg of sodium a day.

Sugars: The amount of total sugars that are in the food.

Total Carb.: Total number of all types of carbs in the food; sugar, complex carbs, and fiber. This is the number to focus on if counting carbs.

Other Nutrient Goals

Dietary Fiber: Recommended to have 25-30g per day Protein: Recommended to have 0.36g a day per 1 pound of bodyweight Vitamins: Look for foods that are rich in vitamins & minerals

ConnectCare3^{*} For assistance with your health and wellness journey, contact ConnectCare3 at 877-223-2350 or info@connectcare3.com

Nutrition Facts

Serving Size 1 cup (227g) Servings Per Package 4

Amount/Serving				
Calories 120 Fat	Cal. 0			
	% DV *			
Total Fat Og	0%			
Sat. Fat Og	0%			
Trans Fat Og				
Cholest. 10mg	3%			
Potassium 320mg	10%			
Sodium 85mg	4%			
Total Carb. 9g	3%			
Dietary Fiber Og	0%			
Sugars 6g				
Protein 22g	44%			
	0.004			
Vitamin A 0% Vitamin	<u>C 0%</u>			
Calcium 25% Iron 0%				
*Percent Daily Value (DV) are based on a 2,000 calorie diet.				

Anti-Inflammatory Supplements

ANTI-INFLAMMATORY NUTRITION

Certain eating habits may reduce inflammation, decrease pain and improve other symptoms of disease. Below are some key items to include in your diet to help keep inflammation at a healthy level.

VITAMIN C

Fruits and vegetables are the best sources of vitamin C. Citrus fruits, tomatoes, potatoes, red and green peppers, broccoli, cantaloupe, spinach, and strawbernes are all examples of good sources of this nutrient. Vitamin C is also added to some fortified breakfast cereals. Aim for five servings of fruits and vegetables per day to provide an adequate amount of vitamin C.

VITAMIN E

Another vitamin that can help improve inflammation is vitamin E. It is found naturally in foods such as vegetable oils, peanuts, almonds, hazelnuts, sunflower seeds, spinach and broccoii. It is also added to some fortified breakfast cereals, fruit juices, and spreads.

PROBIOTICS

Food and supplements that contain probiotics assist the good bacteria that are in your gut and can help to keep you healthy by decreasing the number of bad gut bacteria that can cause inflammation or infection. Probiotics are found naturally in foods like miso, tempeh, kefir, kimchi, sauerkraut, yogurt, some soft cheeses, and pickles. Probiotic supplements are also available, check with your physician before using supplements.

OMEGA-3 FATTY ACIDS

Some of the best sources of omega-3 fatty acids are fish such as salmon, sardines, tuna, and lake trout. An ideal intake goal is about 2-3 servings of these fatty fish per week. Omega-3 fatty acids are also found in other foods such as ground flaxseed, edamame, and walnuts. If you feel that you aren't able to get enough Omega-3's in your diet from food, ask your physician if a fish oil supplement is right for you!



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Anti-Inflammatory Nutrition



Managing Sodium Intake



MANAGING SODIUM INTAKE

How to limit sodium... read your food labels!

Your body needs some sodium, but too much of it may cause health problems such as high blood pressure (hypertension).

High blood pressure can increase your risk of heart attack or stroke. The 2015-2020 Dietary Guidelines for Americans recommend that adults should not consume more than 2300 mg of sodium per day. If you have high blood pressure and have been told to follow a low sodium diet by your doctor, you should limit sodium intake to 1500-2000mg per day. When looking at the sodium content on a nutrition label, foods with less than 5% Daily Value of sodium are considered low sodium, while those with greater than 20% Daily Value of sodium are considered high.

Check for Nutrient Claims

Nutrient claims on food and beverage packages can help you easily identify foods that may contain less sodium. Here are a few examples:

Salt/Sodium Free: Less than 5mg sodium per serving Very Low Sodium: 35mg or less of sodium per serving Low Sodium: 140mg of sodium or less per serving Reduced Sodium: At least 25% less sodium than the regular product

Light in Sodium or Lightly Salted: At least 50% less sodium than the regular product No Salt Added or Unsalted: No salt added during

processing, but these products may still contain sodium.

Basics of Healthy Eating



THE BASICS OF HEALTHY EATING

What's healthy for you may not work for someone else. Healthy eating means something different to each of us. A pre-existing medical condition, your personal belief system, and your lifestyle could influence your definition of healthy eating.

Let's examine the basic building blocks of a healthy diet so you can create a plan that works best for your physical condition and lifestyle.

What is a calorie?

A calorie is a unit of energy.

The number of calories in a food describes how much energy your body can get from eating or drinking that item. Getting enough calories each day is very important to fuel our bodies and to help them function at their best, but eating too many calories can lead to weight gain. Your body needs calories for energy and everyone requires a different amount of calories per day based on:

- Age
- Weight
- Height
- Gender
- Activity Level

For assistance with your health and wellness journey, contact Convertininit at 877-223-2358 or Integranewitzmeitzen

For more information about dietary choices, visit choosensy pints gov

Essentials for Stocking a Healthy Kitchen



Keeping your pantry, refrigerator, and freezer well stocked is key to managing a healthy diet. When you have the basics on hand, you're always ready to put together a well-balanced meal or snack, even when life gets busy! A well-stocked kitchen that is full of various, accessible, and ready-to-eat foods is an excellent way to start making healthier choices.

Visit Choose My Plate, American Heart Association, and Eat Right for more nutrition information and recipe ideas!

Pantry Essentials

Low-sodium canned goods

- Black beans
- Chickpeas
- Tomatoes/tomato sauce
- Low-sodium broth
 - Chicken
- Vegetable
- Olive oil & vinegar
- Nut butter

Unsalted nuts & seeds

- Whole grains
 - Brown rice
 - Ouinoa
 - Oats

 Whole wheat pasta Whole-wheat bread Whole-wheat crackers Dried herbs & spices Sweet potatoes Low-sodium canned tuna

Refrigerator Essentials

Fresh fruits & vegetables

- Apples
- Clementines
- Berries
- Cucumbers
- Tomatoes
- Onions
- Bell peppers
- Carrots
- Green beans

Eggs

Lean proteins

- Chicken breasts
- Ground Turkey
- Fish

Reduced-fat dairy products

- Milk
- Cheese
- Yogurt
- Fresh garlic

Hummus or guacamole packets

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877-223-2350 info@connectcare3.com

Freezer Essentials Frozen fruit & vegetables

- Broccoli
- Green beans
- Zucchini noodles
- Riced cauliflower
- Spinach
- Corn
- Berries
- Peaches
- Mangoes

Avoid added sauces and ingredients. Look for just the fruit or vegetable name on the ingredients list!

Meat, poultry & fish

- · Lean ground beef or turkey
- Chicken breasts
- Salmon burgers

Homemade soups, sauces, etc. Whole-wheat bread products

Promoting a Healthy Sleep Pattern



Guided Imagery



Understanding Prescription Labels

UNDERSTANDING PRESCRIPTION LABELS

Understanding all of the information included on your pill bottle is an important step in managing your health. If you are having difficulty with your pill bottles, speak with your pharmacist about other special accommodations that can be made such as easy-open lids, single-dose packaging, and font enlargement on labels. If you take multiple medications each day, purchase a multi-day pill box so you know you have taken each of your medications as prescribed and to help you keep tabs on your medication inventory.



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Stress Management

Healthy levels of stress are beneficial to your health and help you grow. However, when stress exceeds these healthy levels it can have negative effects on your health. It is best to interrupt stress before it impacts your health.

Stress Management

RELAX

MINDFULNESS

Close your eyes. Take a moment to engage your senses. Being mindful can help us move through challenges. Don't be too hard on yourself, it is okay to experience challenges. It is how you work through them that counts.

BREATHE

VISUALIZE

Picture yourself achieving your goal. How do you feel? What's changed? How has your life improved? Breathe deeply and slowly through your nose. Feel the air fill your lungs when you breathe in and leave your lungs when you breathe out.

MOVE

Take a walk to change the scenery and experience feel-good hormones. Both your body and mind will benefit from a break.



For assistance on your health and wellness journey, contact ConnectCare3 at 877-223-2350 or info@connectcare3.com

Know Your Numbers



Health Screening Follow-Up Action Plan



HEALTH SCREENING FOLLOW-UP ACTION PLAN

Health screenings are a great way to evaluate one's health.

Abnormal or Elevated Results

Screening tests have what is considered a normal range. Your values may fall outside that range for many reasons. Reasons can be harmless, like the interference of a prescribed drug, or can possibly indicate an undiagnosed medical condition.

It is important to have a professional help you interpret what the results mean to your specific state of health. Screening tests are meant to give you a snapshot of your health. They provide a great starting point for a conversation between you and your primary care provider to discuss your overall health and any potential action plans for improving your health. Some factors that can contribute to abnormal or elevated results can be changed while others cannot.

Uncontrollable Factors: Controllable Factors:

- Family history
- Age
- Gender
- Lifestyle ChoicesPhysical Activities
- Diet

Both controllable and uncontrollable factors can impact your cholesterol, glucose and blood pressure. By being aware of how your uncontrollable factors affect your numbers, you can work on changing your controllable factors to have a positive impact on your cholesterol, glucose, and blood pressure.

Dangers of Energy Drinks



THE DANGERS OF ENERGY DRINKS

It is important to recognize the danger of energy drinks.

According to the Drug Abuse Warning Network (DAWN), the number of emergency department visits involving energy drinks among patients 12 years of age or older doubled between 2007 and 2011 (from 10,068 to 20,783).

About one in ten energy drink-related emergency department visits among patients 12 years of age or older (11 percent) resulted in hospitalization.

What Are Energy Drinks?

Energy drinks are beverages that claim to improve energy, help with weight loss, increase endurance, and improve concentration. The main ingredient in energy drinks is caffeine. They also may contain other extracts and vitamins, as well as carbohydrates such as sugar.

Negative Effects of Engery Drinks

Energy drinks contain caffeine and other stimulants, as well as an unhealthy amount of sugar. The combination of these ingredients provides a burst of energy, but can also result in both short and long term negative effects including:

- High blood pressure
- Irregular or increased heart rate
- Headaches and migraines
- Jitters and increased anxiety
- InsomniaTooth decay

Caffeines Effect on Your Body

Symptoms of too much caffeine include:

- Irritability
- Increased Thirst
- DizzinessHeadacheDiarrhea

ConnectCare3 | Material Catalog

Physician Visit Resources

Becoming your advocate at physician appointments

Importance of a Primary Care Provider



IMPORTANCE OF A PRIMARY CARE PROVIDER

A primary care provider, or PCP, serves a vital role in your overall health and wellness, acting as the leader of your care and providing you a medical home.

Personalized Care

A primary care provider (PCP) serves as the primary link to your healthcare resources. Working with a dedicated PCP enables you to establish a relationship with one provider so he/she can become familiar with you, your past medical history and your current health issues. In addition to managing physical health concerns, your PCP can diagnose and treat both mental health and behavioral health issues as well. The personal relationship you build with your PCP is an investment in your well-being and provides greater access to individualized care.

Coordinated Care

A PCP also manages your overall health by working collaboratively with specialists. Your PCP acts as your healthcare quarterback, reviewing all components of your health and ensuring that all recommendations work together to give you the best outcomes possible.

Preventive Care

Regular visits to your PCP, coupled with their knowledge of your past medical history, can help you get the appropriate preventive screenings on schedule. Staying up-to-date with the recommended screenings increases the likelihood of detecting a serious illness early, which ultimately gives you the best chance for a positive outcome.

For assistance with your health and wellness journey, contact ConnectCare3 at 877-223-2350 or info@connectcare3.com.
Making the Most of Your Physician Appointments



MAKING THE MOST OF YOUR PHYSICIAN APPOINTMENTS

Being involved means being prepared.

Taking the time to prepare for your appointments can help reduce anxiety, lower health costs, and help achieve better health outcomes.

Before Your Appointment

- Verify the provider accepts your insurance
- Make a list of symptoms you are experiencing
- Make a list of medications, vitamins, and supplements you are taking
- Create a timeline of your health history
- Ask someone to attend the appointment with you
- Gather and bring necessary medical records, including CDs of imaging studies
- Prepare a list of questions to ask the doctor

During the Appointment

- Answer questions about your health honestly
- Ask questions in order of importance
- If you don't understand something, ask the doctor
- for clarification
- Take notes or bring someone to take notes for you
- Ask the physician to summarize their recommendations
- Clarify next steps for follow-up
- Ask for copies of test results

After the Appointment

- Follow the treatment plan that was agreed upon by you and the doctor
- Seek a second opinion if appropriate
- Make follow-up appointments and attend them
- Call the office with any questions or concerns

Being an active member in your healthcare can help ensure you receive the best possible care.

Getting a Second Opinion



GETTING A SECOND OPINION

As a patient, you have a right to get a second opinion at any time. A second opinion is when another physician, usually a specialist, other than your regular physician, examines you and offers their opinion on your diagnosis.

Why Get a Second Opinion?

While physicians are trained similarly, each one develops their own style and expertise based on their experiences and interests.

Getting a second opinion offers a fresh perspective from a physician who may be able to offer you more or different information on your diagnosis and treatment options. This information can help you make a more informed decision about your health care. Studies have shown that 30% of patients who sought second opinions for elective surgery and 18% of those who were required to obtain a second opinion by their insurance company found that they recieved two different opinions.

If the two opinions are different, you may want to talk to your first doctor, or seek a third opinion. In the end, you will be a more informed patient and feel more confident in your care.

Preventive Health Schedule

PREVENTIVE HEALTH SCHEDULE



Prostate Cancer Screening

Age 50: For men of average risk, expected to live more than 10 years.

Ages 45: Men of high risk; African American, men who have

a parent, brother, or child who was diagnosed with prostate cancer before age 65.

Age 40: Men at even higher risk due to having more than one first-degree relative who was diagnosed with prostate cancer before age 65.



Pelvic & Breast Exam

Once a year starting with annual visits.

Mammogram

Age 40⁺: once a year.

Bone Density Screening

Once at **age 65**, unless instructed by your physician.

Pap Smear

Ages 21 to 65: Every 3 years, unless instructed otherwise by your physician.

Ages 30 to 65: Every 5 years if combined Pap and HPV are negative.

Age 65⁺: As instructed by your physician

**This schedule is made for people with no risk factors. Your schedule may change based on risk factors and family history. Have a discussion with your physician to learn what your exact preventive schedule should look like. Visit the <u>CDC</u> for more preventive information.





Flu Shot Once a year

Shingles

Zostavax: Age 60 or older, one dose **Shingrix:** Age 50 or older, two doses

Tetanus Booster Every 10 years

Pneumonia Vaccine

Age 65^{*}: one or two doses in a life time *High-risk population may require vaccine before age 65



Routine Physical

Once a year; should include blood pressure screening, weight check/BMI screening, skin cancer screening, depression screening, and drug/alcohol/tobacco use assessment.

Colonoscopy

Every **10 years** beginning at **age 45**, unless instructed otherwise by your physician.

Cholesterol Screening

Every **5 years** after **age 20**, unless instructed otherwise by your physician.

Lung Cancer Screening

Ages 55-80: If you have a smoking history within the past 15 years. **Once a Year** if you currently smoke.

Hepatitis C Screening

Once for adults born between 1945-1965.

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ConnectCare3 | Material Catalog

Targeted Wellness Education

Specific diagnoses and healthcare topics

Managing High Blood Pressure



MANAGING HIGH BLOOD PRESSURE

1 in 3 adults in the United States has high blood pressure.

Regular check-ups and being under the care of a primary care provider can help identify and treat high blood pressure which can reduce your risk for serious health complications.

What is High Blood Pressure?

Blood pressure is the force of blood pushing against blood vessel walls.

High blood pressure, also called hypertension, means the pressure in your arteries is higher than it should be and could cause serious health issues like a heart attack or stroke.

If Left Untreated

Due to the lack of symptoms, many people don't know they have high blood pressure.

Left untreated, high blood pressure can cause:

- Heart disease including heart attack, congestive heart failure, aortic dissection and atherosclerosis (hardening of the arteries)
- Stroke
- Kidney damage
- Vision loss
- Erectile dysfunction
- Memory loss
- Fluid in the lungs
- Angina (chest pain)

For assistance with your health and wellness journey, contact ConnectCare3 at 877-223-2350 or info@connectcare3.com For more information about managing high blood pressure, visit heart.org.

How High Blood Pressure Affects Your Body

How High Blood Pressure Affects Your Body

Hypertension, more commonly known as high blood pressure, can affect blood vessels all over your body. High blood pressure is often referred to as a "silent killer" because it does not always cause symptoms, but if it is left untreated, the outcomes can be fatal.

For more information on how hypertension affects your body, visit the <u>Mayo Clinic</u>.

High blood pressure can alter the blood flow to the brain, which can lead to stroke, dementia, and cognitive impairment. High blood pressure affects the tiny blood vessels in your eyes. This can cause blurred and distorted vision, bleeding in the eye, or loss of vision. High blood pressure makes your heart work harder to circulate blood. Damage to your heart, including coronary artery disease and heart failure, can occur if high blood pressure is left untreated. Your kidneys depend on healthy blood vessels to function properly. High blood pressure is the second leading cause of kidney failure. High blood pressure can deplete your bones of calcium, which puts you at an increased risk of developing osteoporosis. Over time, the cells that line your arteries will become damaged and fats from your diet will enter your blood stream and build along the damaged walls.

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Blood Pressure Reading Card



Prediabetes

PREDIABETES



Risk Factors

- Overweight
- Greater than 45 years old
- A parent or sibling with type 2 diabetes
- Exercise less than 3 times a week
- Are an African American, Hispanic/Latino, American Indian, Alaskan Native, Asian American or Pacific Islander

Prediabetes is reversible! Behavioral changes, such as making dietary modifications and increasing physical activity, can help get your blood sugar back into the normal range. A weight loss of 5-7% of your body weight can greatly help to lower your risk for developing type 2 diabetes.

Prediabetes can lead to these health risks:



TYPE 2 DIABETES



HEART DISEASE







KIDNEY DISEASE

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Managing Diabetes



MANAGING DIABETES

Diabetes is a chronic condition that can have serious complications if not managed well. With the support of good providers and a commitment to your health, you can manage your diabetes so that you are healthier and feel better.

Type 2 Diabetes

Type 2 Diabetes is the most common form of diabetes. In type 2 diabetes, your body does not use insulin properly. This is called insulin resistance.

At first, the pancreas makes extra insulin to make up for it. But, over time your pancreas isn't able to keep up and can't make enough insulin to keep your blood glucose levels normal.

When glucose builds up in the blood instead of going into cells, it can cause damage to your eyes, kidneys, nerves, and/or heart.

Type 2 diabetes can be treated with lifestyle changes, oral medications (pills), and insulin.

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Steps to Manage Your Diabetes

The American Diabetes Association has recommended that diabetic patients develop the following habits to best manage their diabetes on a daily basis.

- 1. Take care in choosing what you eat, when you eat, and how much you eat.
- 2. Work to achieve and maintain a healthy weight.
- 3. Make a plan to be active.
- 4. If prescribed medications, understand your prescriptions and take as directed.
- 5. Be sure to get all recommended tests including A1C, blood pressure, cholesterol, eye exams, and foot exams.

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Mental Health 101



MENTAL HEALTH 101

Mental Health Continuum Model

Mental health is best thought of as a matrix where we can move among states of mental well-being. It's vital to develop self-awareness in order to recognize the signs of progressive mental distress and to implement a change.

HEALTHY	REACTING	INJURED	ILL	
Nexada		A	A service a stable service (
Normal mood	Irritable/impatient	Anger	Angry outbursts/	
functions	Nervous	Anxiety	aggression	
Calm & takes things in	Sadness/overwhelmed	Pervasively sad/	Excessive anxiety/	
stride	 Displaced sarcasm 	hopeless	panic attacks	
Good sense of humor	 Procrastination 	 Negative attitude 	 Depressed/ suicidal 	
 Performing well 	 Forgetfulness 	 Poor performance/ 	thoughts	
 In control mentally 	 Trouble sleeping 	workaholic	 Over insubordination 	
 Normal sleeping 	 Intrusive thoughts 	 Poor concentration/ 	 Can't perform duties, 	
patterns	 Nightmares 	decisions	control behavior or	
Few sleep difficulties	Muscle tension/	Restless disturbed	concentrate	
Physically well	headaches	sleep	Can't fall asleep or stay	
Good energy level	Low energy	Recurrent images/	asleep	
Physically and socially	 Decreased activity/ 	nightmares	 Sleeping too much or 	
active	socializing	 Increased aches and 	too little	
No or limited alcohol	Regular but controlled	pains	Physical illnesses	
use/gambling	alcohol use/gambling	Increased fatigue	Constant fatigue	
use/gambing	alconor use/gambling	Avoidance	Not going out or	
		Withdrawal	5 5	
			answering the phone	
		Increased alcohol use/	Alcohol or gambling	
		gambling is hard to	addiction	
		control	 Other addiction 	

Tobacco Harm Reduction Statistics

The Benefits of Being Active

There is plenty of information demonstrating the protective effects of regular physical activity among smokers, showing improvements in life expectancy, quality of life, and a reduction in the risk of cardiovascular disease and cancer.

According to W. deRuiter et al. 2005, smokers who were active in varying degrees compared to non-active smokers demonstrated the following: Females saw a 32% decrease in the risk of coronary heart disease.



When smoking less than 15 cigarettes a day and being physically active, males saw a 46% decrease in risk of renal cell cancer* and females saw an 83% decrease.

> *Renal cell cancer is when cancer cells form in the tubules of the kidneys.



Those engaging in a high amount of activity will have a 28% (male) and 35% (female) decrease in risk for lung cancer.



The life expectancy of males increases 9.5-12.9 years, and for females, it increases 11.3-15.3 years.

Source: deRuiter, Wayne., Faulkner, Guy. (2005). Tobacco harm reduction strategies: The case for physical activity. Nicotine and Tobacco Research, 8, 2, April 2006, 157-168

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Financial Burden of Smoking

10 YEARS - \$34,318*

With these savings, you could put a down payment on a house.

1 YEAR - \$2,292

You could use this money for a vacation, a car down payment, or place in investments.

1 MONTH - \$188

This money could be used for utilities or placed in an emergency fund for future use.

1 WEEK - \$44

The money saved could be used for a gym membership or a date night at the movies.

1 DAY - \$6.28

By not getting a pack of cigarettes, you could treat yourself to a coffee.

Money Well Spent?

Have you ever sat down and done the math to see how much money your smoking habit has you BURNING through? We did the math for you. The following includes the cost of the physical buying of cigarettes and does not cover the damage to your health.

Our calculations are based on the current average price of cigarettes (\$6.28) and the assumption that the person is smoking one pack a day.







Benefits of Quitting

THE BENEFITS OF QUITTING Can you notice the progress?

Whether you quit for 20 minutes or for the rest of your life, when you choose to skip a cigarette, your body begins to readjust to a healthier state.

For more information, visit Health Consequences of Smoking: A Report of the Surgeon General

1 YEAR

Your risk of having coronary heart disease is half that of a current smoker's.

1 - 9 MONTHS Coughing and shortness of breath that you might have experienced while smoking can now be managed.

2 WEEKS - 3 MONTHS

Your risk of having a heart attack begins to decrease. In addition, your lung functions begin to improve.

12 HOURS

The carbon monoxide in your blood drops to a normal level.

20 MINUTES Heart rate and blood pressure return to a normal level.

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Want to assess your tobacco usage? Reach out to ConnectCare3 to enroll in our personalized tobacco cessation program. 877-223-2350 | info@connectcare3.com

Sleep Apnea



SLEEP APNEA

What is it?

Sleep apnea is a potentially serious sleep disorder that occurs when a person's breathing is interrupted during sleep. People with untreated sleep apnea stop breathing repeatedly during their sleep, sometimes hundreds of times, impairing their ability to reach the deep, restful phases of sleep.

The main types of sleep apnea are:

- Obstructive sleep apnea, the more common form that occurs when throat muscles relax.
- Central sleep apnea, which occurs when your brain doesn't send proper signals to the muscles that control breathing.
- Complex sleep apnea syndrome, also known as treatment-emergent central sleep apnea, which occurs when someone has both obstructive sleep apnea and central sleep apnea.

The most common symptom of sleep apnea is snoring. However, not everyone who snores has sleep apnea. Snoring is likely to be a sign of sleep apnea when paired with other symptoms.



Common Symptoms

- Snoring (when paired with other symptoms)
- Loud or frequent snoring
- Silent pauses in breathing
- Choking or gasping sounds during sleep
- Excessive daytime sleepiness or fatigue
- Difficulty staying asleep (insomnia)
- Morning headache
- Difficulty concentrating while awake
- Irritability

How is it Diagnosed?

A sleep study is used to diagnose sleep apnea. The sleep study records the number of episodes of slow or stopped breathing detected in an hour. The evaluation often involves overnight monitoring at a sleep center.

Home sleep testing may be an option. Check with your insurance company to learn if home testing is required before testing can be performed overnight at a sleep center.

For assistance on your health and wellness journey, contact ConnectCare3 at 877-223-2350 or info@connectcare3.com

STOP BANG - Sleep Apnea Risk Assessment Test

ARE YOU AT RISK FOR SLEEP APNEA?



STOP (Snore, Tired, Observed, Pressure)	YES	NO
Do you snore louder than talking or loud enough to be heard through closed doors?		
Do you often feel tired or fatigued during the daytime?		
Do you have or are you being treated for high blood pressure?		
BANG (BMI, Age, Neck, Gender)	YES	NO
BMI more than 35kg/m2? BMI Calculator		
Are you older than 50?		
Neck circumference > 16 inches (40 centimeters)?		
Are you male?		
TOTAL SCORE		

High Risk of Sleep Apnea: Yes, 5-8 Medium Risk of Sleep Apnea: Yes, 3-4 Low Risk of Sleep Apnea: Yes, 0-2

References: Sleep Education, Chest Journal, & StopBang.ca

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Chronic Obstructive Pulmonary Disease

CHRONIC OBSTRUCTIVE PULMONARY DISEASE



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Colon Cancer Screening



WHAT TO KNOW ABOUT COLON CANCER SCREENING

With the common absence of Colorectal cancer screening is symptoms, screening is very important to catch potential issues early.

often neglected out of fear or embarrassment.

Colon Cancer

Colorectal cancer is cancer that occurs in the colon or rectum. Most colorectal cancers begin as a growth on the inner lining of the colon or rectum called a polyp.

Some types of polyps can change into cancer over the course of several years, but not all polyps become cancer. The chance of changing into a cancer depends on the kind of polyp.

Colorectal polyps and colorectal cancer don't always cause symptoms, especially at first. That is why getting screened regularly for colorectal cancer is so important. If symptoms are present, they can include:

- Blood in or on your stool (bowel movement)
- Stomach pain, aches, or cramps that don't go away
- · Losing weight and you don't know why

Colon Cancer Statistics

Colorectal cancer is the third leading cause of cancerrelated deaths in the United States when men and women are considered separately, and the second leading cause of death when both sexes are combined.

One in three people are not up-to-date with their colon cancer screening.

Prostate Cancer Screening



WHAT TO KNOW ABOUT PROSTATE CANCER SCREENING

Prostate cancer is a common cancer in men that can be detected by routine screening.

What is Prostate Cancer?

Prostate cancer is the uncontrolled growth of abnormal cells within the prostate, a walnut-sized gland just below the bladder that produces some of the fluid in semen. Prostate cancer can grow very slowly or be more aggressive, depending on the type.

In the early stages, men may have no symptoms. Later, symptoms can include:

- Frequent urination, especially at night
- Difficulty starting or stopping urination
- · Weak or interrupted urinary stream
- Painful or burning sensation during urination or ejaculation

Many men avoid screenings due to embarrassment. Learning more about prostate cancer and the need for screening will hopefully help men to understand the importance and get screened.

Prostate Cancer Statistics

- 1 in 9 men will be diagnosed with prostate cancer
- 15% of those men will be diagnosed before age 50Prostate cancer is the 2nd leading cause of cancer
- deaths in American men
- African-American men are 74% more likely to be diagnosed with prostate cancer
- Family history, race, age, smoking, obesity, and lack of exercise are key risk factors

Early Detection of Melanoma



EARLY DETECTION OF MELANOMA

Regular self-screenings and check-ups with your dermatologist are essential to finding skin cancers before they become serious. Every year, more than 160,000 Americans are diagnosed with melanoma, the most serious type of skin cancer. Knowing how to spot the early signs of melanoma can help you get the treatment you need when you need it most.

Melanoma Self-Screening Guidelines

Dermatologists recommend regularly checking your skin for signs of melanoma. You should see your dermatologist if you have a mole or lesion that has one or more of the following characteristics, known as the ABCDE's:

- A Asymmetrical Shape. Melanoma lesions usually have an irregular shape that is not even or symmetrical.
- B Border. Melanoma lesions usually have irregular borders that are not clearly defined.
- C Color. The presence of more than one color or an uneven distribution of color can be a melanoma warning sign.
- D Diameter. Melanoma lesions are often the size of a pencil eraser or larger (more than 6 millimeters in diameter).
- E Evolution. Recent changes in the color or size of a mole could be a sign of melanoma.

Organ Transplant Wait List Statistics



For more information visit, organdonor.gov

Life on the Wait-List for an Organ Transplant



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