

The Villages Health®

SPRING EDITION

Insider Agent News

Spring is here!

In this edition of The Villages Health Agent Newsletter, you will read about:

- COVID-19 Booster Shots
- Behavioral Health Services
- Patient Support Center
- New Doctors at The Villages Health



Booster Shots for COVID-19

4th booster now available

The 4th Booster is now available to our patients or anyone that received their initial vaccines from The Villages Health. Per CDC guidelines, the 4th Booster should be given at least 3 months after the last vaccine.

Click below for more info on Covid-19 Vaccinations:

VACCINE INFO



Behavioral Health at TVH

Tandem and Collaborative Care

Offers Whole Person Support

The Villages Health is proud to provide its primary care patients access to tandem and collaborative care resources that deliver the physical, behavioral, emotional, and social services required to nurture the body, mind, and spirit to achieve overall wellness.

For some, the transition from work to retirement or challenges in

relationships between family members can trigger issues, such as anxiety, depression, sleep disorders, and other concerns. Thankfully, The Villages Health's coordinated approach to treating the whole person provides encouragement, education, and an individualized care plan specific to our patients' physical and mental health goals.

Getting Started. If a patient's primary care team feels they could benefit from our Tandem and Collaborative Care Program, they will refer them to our Behavioral Health Department for consideration. If they qualify, their assigned care manager will reach out to help you begin the enrollment process.

A Personalized Plan. A patient's primary care physician, care manager, and behavioral health consultant will work with them to develop a care plan and review their progress weekly. The contact frequency with the patient's care manager will be scheduled based on their individual plan. The patient's care team may recommend changes to their plan if their goals need to be reassessed. Once the patient meets their target goals, they will graduate from the program.

Patient Health. The patient is a very important part of this team. We make it easy for patients to take an active role in their ongoing care. Their care manager stays in regular contact to keep them on course and motivated as they learn to manager their whole health.

Want to learn more?

Call us today to learn more at 844-TVH-WELL (844-884-9355) or visit us online by clicking the button below:

BEHAVIORAL HEALTH



Renaming of Call Center Showcases Outstanding Service and Hospitality *To Improve Patient Care*

At The Villages Health, we are always looking for ways to improve the care and services we offer our valued patients, and the communities we serve. The spirit, innovation, and commitment to excellence can be seen across our care centers in various departments every day and the **Patient Support Center** is no exception.

Our newly named Patient Support Center, previously known as the TVH Call Center, is equipped to manage a variety of calls to support patient needs. Patient support operators are on-hand to ensure patients are set on a positive path when it comes to their individual health care journey. The team manages a large variety of tasks ranging from communicating essential information to patients from their care team to relaying patient questions and needs to TVH providers and their care team.

“Our mission is to keep people healthy and heal them quickly,” commented LaDonna Collinsworth, Director of Shared Services. “To accomplish this, it is critical that we provide a positive patient experience through service and hospitality. Our operators are highly trained and knowledgeable to provide fast and accurate attention to the needs of our patients.”

The Patient Support Center team is available 7 a.m. to 5 p.m., Monday through Friday.

To name just a few of the services provided through the center:

- Scheduling, re-scheduling and cancellations
- Communicating with the clinical team on the patient's behalf
- Submitting requests for medication refills or medication clarification
- Providing directions and guidance to care centers
- Submitting requests for referrals
- Offering guidance on testing and vaccine scheduling
- Assisting with the patient portal
- And so much more

Tell your clients to call us first when it comes to their health care needs. We are here to help.

(844) TVH-WELL (844-884-9355).

CALL US FIRST

NET PROMOTER SCORE
CONSISTENTLY IN THE

90's

*World*CLASS

Net Promoter Score

Consistently in the 90's

What's a "Net Promoter Score"?

NPS is a gold standard customer experience metric using a range of -100 to 100+ with anything over 80 considered "world class". Our passion for patient satisfaction has earned The Villages Health a world-class Net Promoter Score (NPS) consistently in the 90's.

Want to learn more?

Click to the button below:

TVH NET PROMOTER SCORE

Welcome
to
The Villages Health

Please Welcome Our Newest Physicians!



Jeff Snyder, MD
Santa Barbara



Kelly DeBoer, MD
Brownwood



Fredrick Niegos, MD
Endocrinology



Sara Ishaq, MD
Creekside



Kenechi Anuligo, MD
Lake Deaton



Kathie Greene, MD
Lake Deaton

Click the button below to view our list of our newest doctors:

WELCOMING NEW PATIENTS



1020 Lake Sumter Landing
The Villages, FL 32162

©2018 Holding Company of The Villages, Inc., All Rights Reserved
[Unsubscribe](#)