

The Villages Health®

Patient News

Spring 2022

Spring is here!

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

- Our Kudos for Caregivers Program
- COVID-19 Booster Shots
- Behavioral Health Services
- Patient Support Center
- New Doctors at The Villages Health
- Patient Portal



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:

VACCINATION INFO



Kudos for Care Givers Program

*Offers Patients an Opportunity to Recognize
Deserving TVH Team Members*

At The Villages Health, meaningful recognition of our team members is an important part of our culture. We are proud to introduce **Kudos for Caregivers** to celebrate and honor the exceptional skills and compassion given by our hardworking TVH team members to our valued patients.

From delivering high-quality patient care to positively impacting the lives of others through “caught you caring” moments, to recognition of going above and beyond, and more, Kudos for Caregivers will allow you to celebrate and honor our team members’ commitment towards TVH’s mission to help keep you healthy and heal you quickly. Each month, nominees will be entered into a drawing for some great prizes and will be honored during special events, on social media posts, and in our Team Member Newsletter.

Nomination receptacles will be placed at all care centers with nomination cards you can fill out right on the spot. You may also nominate individuals or care teams online at www.TheVillagesHealth.com/Kudos at any time. We encourage you to please take a moment to participate by nominating a clinical or non-clinical staff member (or care team) who delivered extraordinary, skillful, compassionate care to you during your visit to our care centers, an interaction with a team member via a phone conversation, a portal message, or at a location outside of a care center.

Your efforts to nominate a deserving team member or care team is another way we can say “thank you” to those who have dedicated themselves to improving the lives of others.

KUDOS FOR CAREGIVERS



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 your physical and mental health goals.

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

Your Personalized Plan. Your primary care physician, care manager, and behavioral health consultant will work with you to develop your care plan and review your progress weekly. The contact frequency with your care manager will be scheduled based on your individual plan. Your care team may recommend changes to your plan if your goals need to be reassessed. Once you meet your target goals, you will graduate from the program.

Your Health. You are a very important part of this team. It's easy to take an active role in your ongoing care. Your care manager stays in regular contact to keep you on course and motivated as you learn to manage your 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:



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 you, 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 your needs. Patient support operators are on-hand to ensure that you are set on a positive path when it comes to your individual health care journey. The team manages a large variety of tasks ranging from communicating essential information to you from your care team to relaying your questions and needs to your TVH providers and 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 your 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

Remember to call us first when it comes to your health care needs. We are here to help. Just dial (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



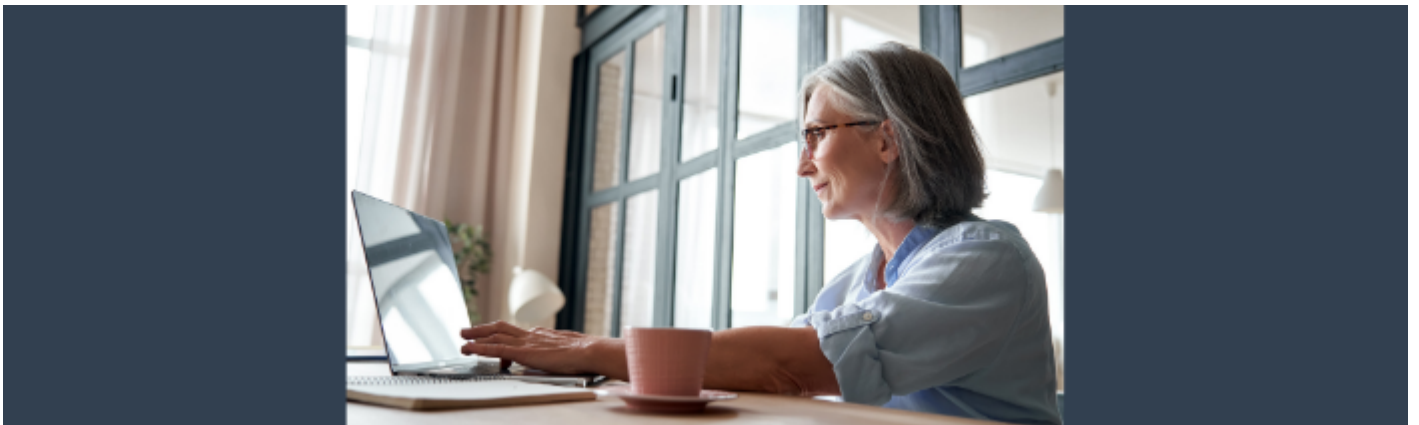
Kenechi Anuligo, MD
Lake Deaton



Kathie Greene, MD
Lake Deaton

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

WELCOMING NEW PATIENTS



Your Patient Portal

Don't Miss Out!

Are you using your patient portal?

The Villages Health makes it easy to:

- View upcoming appointments
- Check lab results
- Retrieve past appointment information
- Refill prescriptions
- Send messages to your care team

All this and more can be accessed without ever picking up a phone or walking in to a care center.

Hesitant to use the portal? Think it might be too complicated?

Ray, one of our long-time patients, called using the portal, "simple as can be" going on to explain that you avoid long lines at the pharmacy and you can view all of your health information whenever you need it.

You have 24/7 access to your portal features!

Get started today by clicking the button below:

PORTAL TUTORIAL



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