

CHRONICLES

The story of your good health throughout the year

NEW YEAR, NEW YOU



Now is the perfect time to focus on yourself so you can feel happy and healthy all throughout the year. Your CareMore Health Care Team is ready and available to help you get there.

Start by scheduling a Healthy Start™ appointment with one of our many primary care providers at your local Care Center. Our providers specialize in whole-person care and will take the time to really get to know you. They'll go beyond asking you about your basic health history and will dig deep to understand how you're feeling and what might be getting in the way of you reaching your health goals.

Next, **complete a virtual medication review with a CareMore pharmacist.** They'll ensure you are taking only the medications you need and at the right dosages. They can also help you find ways to lower your prescription costs.

Finally, **focus on your fitness.** CareMore now offers fun, interactive 30-minute CareMove exercise classes that are free and designed for people of all abilities. Classes are available in-person or online. Check out upcoming classes at [CareMore.com/CareMove](https://www.caremore.com/CareMove). If you can't make it to one of the CareMove sessions, CareMore also partners with Nifty After Fifty®, which offers wellness coaching, online and in-person exercise classes in select markets. Visit [CareMore.com/What-We-Do/CareMore-Care-Centers](https://www.caremore.com/What-We-Do/CareMore-Care-Centers) to learn more.

To schedule your
Healthy Start exam, call
888-291-1387 or visit
[CareMore.com/HealthyStart](https://www.caremore.com/HealthyStart).

For medication reviews, call
888-377-7934.

FLU/COVID-19 UPDATE

Winter is here and with it came an increase in flu cases nationwide. While people with the flu can recover with plenty of rest, we are seeing rates of hospitalizations this flu season higher than the last decade.

The flu can be very serious for older adults and people with compromised immune systems. The Centers for Disease Control and Prevention (CDC) shares warning signs of flu complications to watch for including:

- Shortness of breath
- Pressure in your chest or abdomen
- Dizziness or confusion
- Difficulty waking up
- Not urinating
- Severe muscle pain or weakness
- Fever or cough that improve but then return or worsen

If you have symptoms that are concerning, call CareMore Anytime at 1-800-589-3148* any day, any time.



Flu season continues until May, so it is not too late to get your flu shot. Free flu shots are available at your local CareMore Care Center, pharmacy or doctor's office. For more information visit: [CareMore.com/current-patients/flu.aspx](https://www.caremore.com/current-patients/flu.aspx) or call 1-888-605-1030 to schedule. (Call 901-946-1375 if you're in Memphis, TN.)

When scheduling, consider getting your updated COVID-19 booster that protects against both the original virus and the newer Omicron variants. COVID-19 cases are on the rise, so it is important to stay up-to-date with your booster.

FIND YOUR FEET: FALL PREVENTION TIPS

According to the Centers for Disease Control and Prevention, roughly three million older adults go to the emergency department for fall-related injuries each year. One out of five falls cause serious injury like head trauma and broken bones.

Falls can be caused by several risk factors including:

- Vision problems
- Medications that can impact balance
- Lower body weakness
- Difficulties with walking and balance, as well as foot pain or bad footwear
- Home hazards

The good news is that falls can often be prevented by following some simple steps:

1. Talk with your Care Team and ask them to evaluate your risk factors, including your prescriptions and their side effects. Based on those risks, they can make individualized suggestions on things you can do and change to keep yourself from falling.

2. Make your home safer. Remove trip hazards and clutter, add grab bars and nonslip mats to your bathroom, put heavily used items in easy-to-reach areas, and increase the lighting in your home so you can see well.

3. Get your eyes checked at least once a year. Keep your prescription up to date and wear glasses if needed.

4. Join an exercise program like CareMove or Nifty After Fifty® or do simple balance and strength activities at home. One effective exercise for leg strength and balance is standing up from a sturdy chair, sitting back down, and repeating. Make sure a sturdy support surface, like a table or countertop, is in front of you in case you need some extra support when standing.

5. Wear shoes with nonskid soles that fit well and are comfortable. Some CareMore Care Centers provide podiatry services. Contact your Care Team to locate a podiatrist near you for shoe and fitting suggestions.



POSITIVE PATIENT SATISFACTION SCORES

Thank you! CareMore Health received the results of a patient experience survey. This survey asked about our patients' satisfaction with Care Center services in 2022 and determined our Net Promoter Score (NPS), which is used to measure the likelihood of someone recommending CareMore Health to friends and family. We are pleased that **91% of patients** in our CareMore Care Centers would recommend our best-in-class service to others.

Hats off to all of your doctors, nurses and clinical staff who are the reason for these outstanding results. Their commitment as your Care Team shines through the glowing remarks and high praise from your survey comments. We remain dedicated to you and your healthcare needs.



In good health,
Cathy Campbell
President & CEO, CareMore Health



CareMore Anytime | 1-800-589-3148* | Get answers to your health questions.
*Available in CA, AZ, NV and VA. For other areas, call the Nurse Line number listed on your member ID card.



12900 Park Plaza Drive, #150
Cerritos, CA 90703



CHRONICLES

The story of your good health throughout the year



Get Chronicles Digitally

Ditch the paper and help our environment by signing up to receive your monthly copy of Chronicles by email.

To sign up and remove yourself from the mailing list, follow these steps:

Scan the QR code with your mobile phone camera or visit lp.caremore.com/Chronicles.html. Complete the form, then click submit.

