

The Survey Says...You Make a Difference

As an Access patient, chances are you have been asked to take a survey after an appointment at one of our clinics. If you have done so, thank you!

Over the past year, almost 10,000 surveys were taken. We have been able to make many positive changes because of this, including...

- Offering more diverse reading materials in our reception areas.
- Planning updates to the children's areas at our clinics to make them more child-friendly.
- Offering bottled water when you check in.
- Making sure there are enough parking spots available at all clinics – including clearly marking patient parking areas in the parking lots.

We hope you will continue to fill out a survey after each visit. If you haven't had a chance to take it, please give it a try. The surveys are short and can be completed in less than two minutes.

Your ideas help us improve care for all patients.

Thank you!

Welcome to the first issue of "Inside Access" our exciting new patient publication



Inside you'll find information that can help you live healthier. Learn more about nutrition, exercise and other ways to improve your health and well-being. You'll also find

out more about our services, our programs and our providers.

We are thankful that you have chosen Access as your health care partner. I hope this newsletter will help you and your family live healthier lives.

– Ken Loving, MD,
Chief Executive Officer

A picture of our community



Our William T. Evjue Clinic serves a diverse group of patients from Madison's east and north sides. Located nearby is Hawthorne Elementary School. The school serves children in grades K-5.

Access partnered with Hawthorne Elementary School, its students, art teacher Julie Olsen and local quilter Nancy Daly to create a "Storyscape Quilt" for the clinic's waiting room.

All of Hawthorne's 383 students helped to create the quilt. The quilt shows images of the clinic and the people and buildings that make up the neighborhood.

The project was funded by the Capital Times Kids Fund and UW Credit Union. Work on the quilt began in March of 2017 and was completed in late May. It will be hung at the William T. Evjue Clinic after its renovation.

Making an Impact – the Access Patient Advisory Council

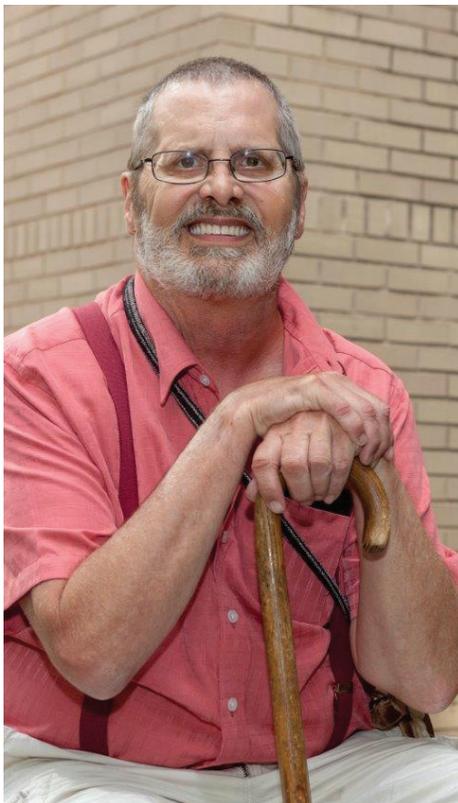
At Access, we want you to help us improve our care. That's why we started a Patient Advisory Council.

The Access Patient Advisory Council features a diverse group of Access patients. Patients are free to give their opinions on ways Access can improve.

"Hearing from our patients helps us grow and become better. We do a lot of good work, but we know there is still room for improvement," said Access CEO Ken Loving, MD.

And that is really the greatest benefit of the Patient Advisory Council. We are able to improve our programs and services by hearing from our patients.

If you are interested in joining the Access Patient Advisory Council, please contact Paul Harrison at (608) 443-5544, or email: Paul.Harrison@accesshealthwi.org.



Patient Profile: John Terry

It's been a long road to sobriety for John Terry. He's fought an uphill battle with alcoholism and depression since he was 18. It's a disease that has cost him too much throughout his life. He knew he had a problem but he was never able to get control of it until moving to Madison and finding out about Access.

He credits the care and support that he gets at Access through his provider, Dr. Nancy Pandhi, in starting his road to recovery and a new life.

"With my mental health issues, I was not living in a place good for my sobriety. I knew I had to get sober but I didn't know how," said John. "My sobriety started with Access and with Dr. Pandhi. She realized that I

needed some help and started me on the road to recovery, including helping me find better housing."

After receiving support from Access, John has worked hard to turn his struggle into a positive. After being homeless for two years, he's found a place he can call home in downtown Madison. He volunteers to help others who struggle with similar issues. He even ran for City Alderman in 2016 to help raise awareness to homelessness in Madison.

He may have lost his election, but he won something more important – self-worth.

"With the help I've receive at Access, it has helped me realize how much confidence I have in myself," said John. "In January I will be four years sober. And, let me tell you, sobriety is good, and life is good."

Need Assistance? Patient Resources Can Help.

We are here to help you in any way possible. That is why we offer you a Patient Resources team. This team can help with housing referrals and food assistance, employment guidance and affordable health care counseling.



We also have trained experts to answer questions and help you find the best coverage under the Healthcare Marketplace or Medicaid.

We also offer interpreters for our patients who need them. We can provide interpretation for more than 30 languages, as well as assist patients who are deaf or hard of hearing.

If you would like Patient Resource assistance, simply ask the front desk when you visit your clinic. You can also call them directly at (608) 443-5480 at any time during clinic hours.

Can the Sliding Fee Discount Help You?



Have you heard of our Sliding Fee Discount Program? You can receive discounts for the services you get at Access because of it.

The Sliding Fee Discount is eligible to

all Access patients. The level of discount that a person or family is eligible for is based on the combined household income and family size.

If you think the Sliding Fee Discount can help you, you can apply for the Sliding Fee Discount as part of your appointment. Ask to speak to a Community Resource Specialist, who will help you apply and find out your discount level.

To learn more, call our Community Resource Specialists at (608) 443-5480 at any time during clinic hours.

7 Easy Ways to Eat More Fruit & Veggies

We all know that eating more vegetables and fruit can help improve our health and well-being. But, making sure we do that can sometimes be hard.

Below are 7 easy ideas to help boost your fruit and vegetable intake.

- 1 Add veggies to your eggs/omelets, spaghetti sauce, pasta, soups, stews, smoothie and salads. Mix chopped vegetables in your ground meat and meat dishes.
- 2 Bring a quart size baggy to work with chopped veggies such as broccoli, cauliflower, celery, carrots, peppers, cherry tomatoes and sugar snap peas to snack on.
- 3 Use one hour a week to prep your vegetables so that you can eat them throughout the week.
- 4 Add fruits to oatmeal, cold cereal, cottage cheese and yogurt.
- 5 Let your child pick out a new fruit or vegetable next time you go grocery shopping. Getting them involved in the process makes it more likely that they'll be open to trying new foods.
- 6 Use Romaine lettuce as a wrap for your sandwich in place of bread.
- 7 Experiment with roasting your vegetables. Once you try roasted vegetables you may never prepare vegetables any other way.

