



# Health Care Alert

A QUARTERLY PUBLICATION PROVIDING TIPS FOR PEOPLE WITH INTELLECTUAL AND/OR DEVELOPMENTAL DISABILITIES AND THEIR SUPPORT TEAMS WITHIN HEALTH CARE

## Risk Management Corner

### What Constitutes an Emergency?

According to Blue Cross/Blue Shield, "A medical emergency is the sudden and unexpected onset of a condition or an injury that you believe endangers ... life or could result in serious injury or disability, and requires immediate medical or surgical care. Some problems are emergencies because, if not treated promptly, they might become more serious; examples include deep cuts and broken bones. Others are emergencies because they are potentially life threatening, such as heart attacks, strokes, poisonings, gunshot wounds, or sudden inability to breathe. There are many other acute conditions that we may determine are medical emergencies – what they all have in common is the need for quick action."

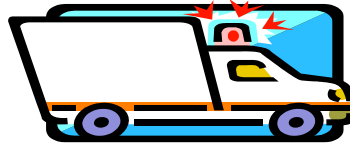
<http://www.fepblue.org/benefits/benefits07/benftsbpsection5d-07.html#2>

### What if someone you are caring for becomes ill or injured?

- Is it an emergency requiring a call to 911?
- Should you call the primary care physician's (PCP) office?
- If the event occurs after regular office hours, should you call the PCP's answering service or can it wait until the office reopens?

Unfortunately, since every circumstance is different, it is not always easy to determine how to respond to a particular situation. Here are some general guidelines that may help you in the decision making process:

- Create clear guidelines on what constitutes an emergency (such as the examples listed in this article), and what the response should be in the case of an emergency. These guidelines are best identified by the agency nurse or PCP.



## Emergency

wait until the PCP's office is open to call. Some examples may include:

- A minor cut
- Low grade fever
- Earache
- A cold
- A bruise

There are some instances when illness or injury may occur and while it may not be considered a 911 level emergency, the PCP should be notified quickly. The PCP should be called for things such as:

- Medication overdose, or administration of an incorrect medication
- An animal or human bite
- A high fever
- A minor burn or sunburn

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When there is an illness, injury, or suspected injury, it is best practice to notify someone. **Don't waste time trying to "Figure out what is wrong with the person."** In an emergency situation, this may lead to severe negative consequences. Collect the information you need to pass on, and make your call immediately! Depending on the level of urgency, this may be designated agency personnel (For example: the nurse, on call person, etc.), the PCP, or 911. If it is determined that something is not a 911 emergency, but should not wait until the PCP's office is open, make sure that you know what the PCP's policy is on returning calls.

Here's an example of how circumstances can change how someone responds to an injury:

**Scenario 1:** You are providing care for Michael. He breaks a glass and cuts his hand on a piece of the glass. You wash his hand thoroughly and apply antibiotic ointment. The bleeding stops immediately.

**Scenario 2:** You are providing care for Michael. He breaks a glass and cuts his hand on a piece of the glass. You wash his hand thoroughly and the bleeding continues. You apply pressure, but after several minutes his hand is still heavily bleeding.

One of the above scenarios would generally be considered an emergency, while the other would not. You were correct if you identified Scenario 2 as the one needing emergency medical attention.

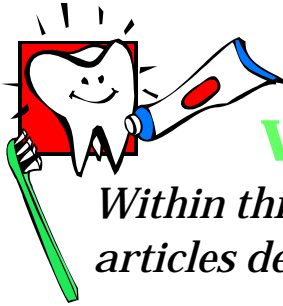
In some cases, an illness or injury may require no physician intervention, or it may be safe to



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*The information presented to you is to increase your awareness of health conditions. It is not intended to replace medical advice. Please seek the advice of a physician for any health related concerns.*

## "Community Connections"



### Dental Updates! Dental Updates!

### WE HAVE NEWS....YOU HAVE CHOICES.....

*Within this section of Community Connections are some articles detailing Dental Clinics and their services in this area.*

## Special Touch Dentistry

Special Touch Dentistry is a full service practice designed to provide dental care for patients 12 years old and older. It is located within [Doc Bresler's Cavity Busters](#) office in Northeast Philadelphia. This practice will help fill a critical need in SE Region Pennsylvania by treating special needs patients according to a care continuum, basing the type of care on what is best for the patient.

Special Touch uses a state-of-the-art facility to deliver care in a dental chair or surgicenter, providing behavior management, analgesia, IV sedation or general anesthesia based on patient need. This practice is unique in that:

Each patient is provided a **dental home** so that they receive regular, not just episodic care, from staff with whom they develop a relationship

Care determination is made prior to any care rendered in accordance with a care continuum coordinated with the caregiver that fits the best type of care for the patient

Patient and caregiver education is provided to ensure compliance and success with home care methods

Special Touch recognizes that one of the most critical aspects of dental care is patient care. This practice uses a triage methodology to determine the best clinical protocol for achieving the best relationship with each patient. The protocol has 5 categories in which patients may be identified:

Type 1— may be mainstreamed to a traditional dental office setting

Type 2— in need of behavior management

Type 3— in need of nitrous oxide

Type 4— in need of IV sedation

Type 5— in need of general anesthesia

The Special Touch patient care methodology starts with **respect** given to each patient, based on an understanding that teens, adults and caregivers already know what dental setting would best serve the patient. The first visit for care includes an assessment to determine the best type and place of setting for dental care. This assessment is a collaborative effort between the dentist, the patient and caregiver. It is not a stagnant determination either. If a patient's or caregiver's preference changes, so too will the type of care. Based on patient condition and probability of patient comfort level, Special Touch will schedule the care to achieve the highest patient care, comfort and safety level. Regardless of the place of care, each patient will receive a

comprehensive examination and development of a treatment plan of care. That treatment plan will document the type and extent of dental care that will need to be provided to restore the patient to manageable oral health.

The practice maintains clinical quality guidelines to ensure that each dental staff member is trained to deliver the highest level of quality care in the following areas:

- Behavior Modification/Special Communications Techniques
- Restraints/Protective Devices
- Sedation
  - Inhalation analgesia
  - Oral sedation
  - Intramuscular medication
  - Intravenous medication
- General Anesthesia

General anesthesia will be administered and managed by an anesthesiologist and certified registered nurse anesthetist. These professional practitioners will guide the patient through instruction, administration and recovery of all types of anesthesia and sedation.

Scheduled to see its first patients on November 1<sup>st</sup>, it already has agreements with Access, Access Plus and Keystone Mercy Health Plan. The practice intends to accept a variety of insurance coverages, so that they can service as many special needs patients as possible.



Doc Bresler's Cavity Busters at  
240 Geiger Road, Philadelphia, PA 19115  
Call for an appointment at 215-508-4200  
For further information, contact  
David Williams, Ph.D. at 610-619-0061

## IMPORTANT!!!

## HOORAY!

### Insurance Update regarding Dental Care Coverage:

Please note that as of January 1, 2008, Keystone 65 Complete (Medicare Advantage Plan) will reinstate dental coverage. Coverage amount will increase to \$1500.00 per year. United Concordia will be the new dental contractor.

Contact Jeri Livingston, the Keystone 65 Complete Special Needs Unit Coordinator at:

(215) 241-4634 for more information.

## Elwyn Dental Clinics: Ready to Serve you!

Elwyn operates dental clinics for people with special needs in Media, Delaware County and in Philadelphia. These are full-service general dentistry clinics that specialize in serving individuals with physical and developmental disabilities as well as those with mental illness. Clinic dentists and staff provide the extra time and care that is needed to acclimate these patients to the dental office environment and to perform procedures that routinely take double or triple the amount of time for a non-disabled patient. The clinics each have three operatories with up-to-date equipment and are open five days per week.

Clinic services include cleanings, x-rays and panographs, periodontal therapy (quadrant scaling and root planning), restorative fillings, endodontic treatment (root canal), crowns, den-

tures and partials, extractions (only when necessary), and behavior management. The Media clinic offers IV conscious sedation as well. It is anticipated that this service will begin in the Philadelphia office in the spring of 2008. Each clinic is wheelchair accessible and serves individuals with disabilities from provider organizations as well as individuals from the community.

A wide range of insurances are accepted including Medical Assistance, Medical Assistance HMO Plans (Keystone Mercy Health Plan and Ameri-Choice), KIDSChoice, Aetna Dental, Cigna Dental, Delta Dental, Guardian, MetLife, United Concordia, and Concordia Advantage, Plus, Access and Preferred. The clinics continue to enroll in additional insurance networks so that all patients who present for treatment can be served.

Please contact Elwyn with any questions regarding insurance.



Both clinics are accepting new patients!

**Media Clinic**  
111 Elwyn Road  
Elwyn, PA 19063  
610-891-2320

**Philadelphia Clinic**  
4040 Market Street  
Philadelphia, PA 19104  
215-895-5649

## Special Smiles, Ltd

### *Comprehensive Dental Care for Persons with Special Needs*

Special Smiles, Ltd. Is a state-of-the-art outpatient dental facility specializing in the treatment of patients with intellectual and physical disabilities.

Located at the Episcopal Hospital division of Temple University Health System, the facility is convenient to Interstate 95 and downtown Philadelphia, and offers secure on-campus parking for only \$2.00 per day.

(reference previous Health Care Alerts for more information)



100 E. Lehigh Avenue, Centennial Two  
Philadelphia, PA 19125  
215-707-0575  
SpecialsmilesLtd@msn.com

Their mission is to:

- Provide high-quality general dental treatment and to preserve and maintain oral health
- Educate parents and caretakers to improve daily oral hygiene
- Increase public awareness on the importance of good oral health and its relationship to overall health and quality of life

Special Smiles, Ltd. employs a professional team of General Dentists, Anesthesiologists, Recovery Room Nurses, Dental Assistants and auxiliary staff to ensure that the patients receive the highest quality dental care in a safe and comfortable treatment setting.

## Remember your HCCO is here to help!!!

*Need help with insurance issues?      Need training?*

*Need help with medical record keeping?      Need community resources?*

*You've got questions!      We've got answers!*

PCHC strives to provide the most up-to-date information regarding changes in the health care system. If you are confused or need technical assistance, please don't hesitate to contact the assigned Health Care Community Outreach (HCCO) Specialist for your area.

215-546-0300:

Delaware/Chester Counties		
Nicole Day	nday@pmhcc.org	ext. 3211
Philadelphia		
Julio Nieves	jnieves@pmhcc.org	ext. 3387
Bucks/Montgomery Counties		
Sarah Mirel	smirel@pmhcc.org	ext. 3230

## *A Big Thank You!*

To all who participated and attended the SE Region 2nd Annual **PCHC Stay Healthy Fair** that was held at the Radisson Philadelphia, NE on September 21, 2007.

PCHC remains dedicated to improving health and promoting healthy lifestyles for people with Intellectual and Developmental Disabilities.

On behalf of the Health Fair Planning Committee, and the staff at PCHC, We thank you for all that you did to make the day a success!

## What Constitutes an Emergency? continued from cover

The following are some examples of things that would usually be considered "Emergencies":

- Loss of consciousness
- Severe bleeding
- Bloody vomiting or diarrhea
- Difficulty breathing
- Severe burns
- Chest pain
- Severe pain in any other part of the body
- Swelling of face, tongue or eyes
- Head, back, or neck injury
- Poisoning
- Sudden paralysis (Partial or complete)
- Sudden onset of slurred speech or loss of ability to speak
- Sudden change in vision or loss of vision
- Electrical injury
- Broken bones
- A sudden unexplained change in the ability to walk or function in other ways
- Seizure(s):

That lasts more than five minutes  
In a person who has never had a seizure  
In a person who has diabetes  
In a person who is pregnant  
That occur repeatedly without the person regaining consciousness

If you've decided that the illness or injury is serious enough that you need to call 911, try to remain calm and be prepared to answer questions such as the following:

- Where you are (your address)
- Who you are calling for (name of person, any identifying info, etc.)
- What is the illness or injury (describe in detail)

You may be asked to remain on the line until emergency services reaches you. Once help has arrived: explain the circumstances, give them the emergency book, and then make other notifications per agency policy.

If the individual you are caring for is taken to the emergency room, best practice guidelines include:

- Never leave the individual alone
- Observe the individual for any changes (report any changes immediately)
- Communicate with hospital and agency staff.

### **REMEMBER!!!**

**The lists included in this article do not cover all medical conditions.**

**Always refer to agency policy regarding protocol for handling emergencies.**

Philadelphia Coordinated Healthcare (PCHC) has an educational program called *Symptom Management Guidelines* which will be available on the website by the end of 2007. It is also offered as an on-site training. For more information or to schedule this training, please contact PCHC's Education Department at (215) 546 – 0300 (ext. 3685)

## Health Risk Profile (HRP) UPDATE!!! (Sample Year 2007-2008)

The Health Risk Profile (HRP) is an instrument developed by the Office of Developmental Programs (ODP), Pennsylvania Department of Public Welfare. It is intended to provide information about the current state of health of individuals diagnosed with intellectual/developmental disabilities (IDD) who reside in Pennsylvania. The goal is to identify systemic health patterns and trends and steer resources to these identified areas of need across the state.

The HRP is not a comprehensive diagnostic instrument for individual health problems. It may identify areas of risk requiring further evaluation by the individual's primary care provider (PCP).

Each July 1<sup>st</sup> a random sample is generated through HCSIS and forwarded to each county for verification. Notification letters are sent from the county to the provider agencies that support individuals who have been chosen as part of the sample. **The HRP is only completed for individuals in licensed settings.** The Philadelphia Coordinated Health Care (PCHC) nurse will schedule an appointment with the provider agency to complete the HRP and conduct a dys-

phagia screening as part of the HRP instrument. If a health concern requires attention, a recommendation is made.



Recently, changes have been made to the HRP instrument (Provider Sections I and II). Information that was duplicated elsewhere in HCSIS (for example, through the Individual Support Plan, ISP) has been removed from the HRP as well as some other changes. The revised sections are

scheduled to be available in HCSIS as of October 4, 2007. New instructions for completing Provider Sections I and II are available upon request.

As soon as Provider Sections I and II are operational in HCSIS, Philadelphia Coordinated Health Care (PCHC) will contact the HRP point person at each agency to schedule the HRP. Once a date has been established, the provider agency should complete Sections I and II and finalize the HRP document at least two weeks prior to the scheduled HRP date. A copy of the Medical History Summary and List of Current Medications should be forwarded to the PCHC nurse two weeks prior to the scheduled HRP. This gives the PCHC nurse an opportunity to review health information and prepare for the review.

If the HRP process is new to your agency or if you would like some support, PCHC is available to provide technical assistance. We ask that you contact our Education Department at (215) 546-0300, ext. 3367 or complete a Training Request Form.



### Philadelphia Coordinated Health Care

123 S. Broad Street ♦ Philadelphia, PA 19109 ♦ 215-546-0300 ♦ fax 215-790-4976

*PCHC is a core program of PMHCC, Inc.*