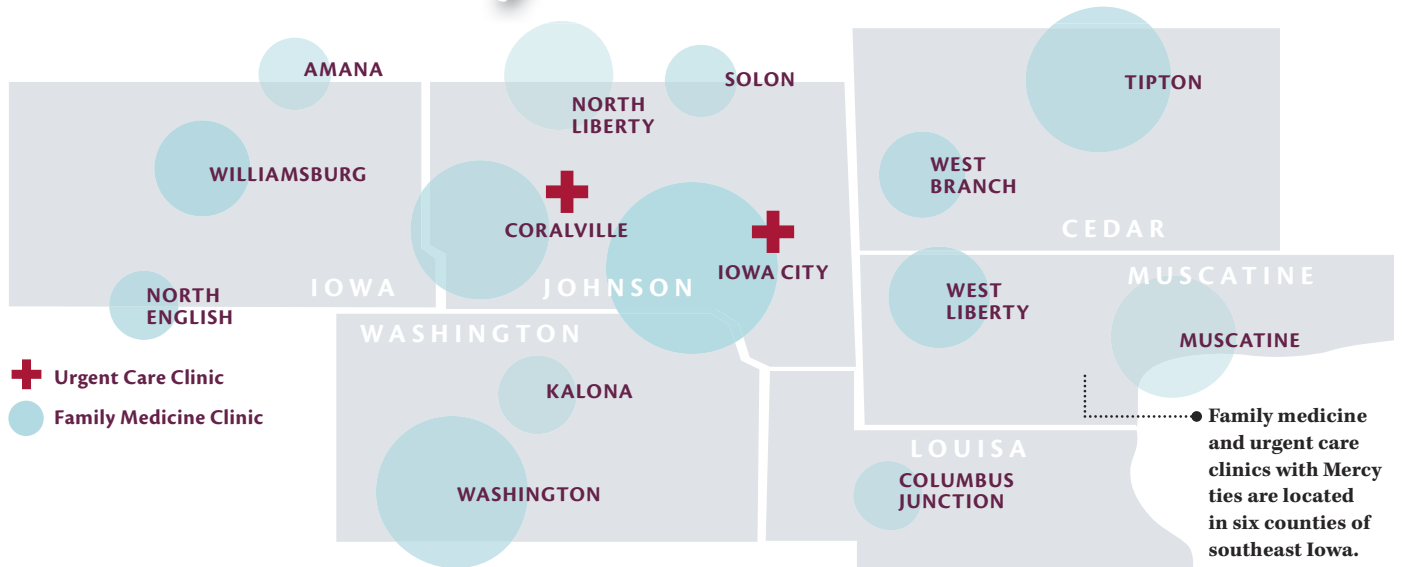


Healthy Directions



Primary care: It's all about you

Primary care physicians important in all stages of life

HAYLEY BLYTHE knows the importance of regular visits to her doctor.

Diagnosed at age 2 with type 1 diabetes—also known as juvenile diabetes—the 20-year-old has stayed on top of her chronic condition with the help of Mercy Family Medicine of Williamsburg (formerly Mercy Services Williamsburg).

“I always know she’s going to be there to be a reliable resource for me,” Hayley says of the relationship with her family doctor, Charlotte Koenig, MD. “She knows my history, and she knows what works for me.”

Hayley visits Dr. Koenig during breaks from her studies at Northwestern University in Chicago,

where she will soon begin her junior year after a summer internship in South Africa.

Hayley encourages people of all ages to create their own relationship with a primary care physician in order to manage their conditions and practice a healthy lifestyle.

“It’s been really easy to stay healthy,” she says.

Not sure what ‘primary care’ means?

Here is an easy way to think about it: Primary care is your first point of contact with health care. For many people it’s a family medicine physician or a

midlevel provider such as a nurse practitioner or a physician assistant. For adults it may be an internal medicine physician, and for children it may be a pediatrician. Primary care might also refer to the urgent care clinic you use for a minor injury or the emergency room when something serious strikes.

This issue of *Healthy Directions* focuses on primary care in several forms and the strong network of primary care that Mercy Iowa City provides. Read on for some personal stories and see many ways you can connect with Mercy primary care. For a complete list of primary care providers affiliated with Mercy Iowa City, visit www.mercyiowacity.org/primary-care.

Need a physician? Call Mercy On Call at 319-358-2767 or toll-free at 800-358-2767 seven days a week.

Connect online with your family doctor and staff

One definition of the word *portal* is “a door or entrance.”

That’s a great way to describe the patient portals provided by Mercy family medicine clinics. The clinics’ online portals give their patients an easy, convenient—and secure—way to communicate with their health care providers and office staff. Through these portals patients can:

- ✓ Request prescription refills
- ✓ Schedule appointments
- ✓ Ask for medical advice or follow-up (nonurgent)
- ✓ Ask questions related to billing/general questions
- ✓ Request a referral
- ✓ Update personal information

Questions? Talk to the staff at your Mercy family medicine clinic or call Mercy On Call at **319-358-2767** or toll-free **800-358-2767**.

You may have noticed some new names among Mercy’s family medicine clinics. That’s because the clinics affiliated with Mercy Services Iowa City Inc. have undergone a name change for greater consistency. For instance, the Iowa City Family Practice Clinic is now Mercy Family Medicine of Iowa City, and Mercy Services Tipton is now Mercy Family Medicine of Tipton.

Family medicine locations

AMANA

Amana Family Practice Clinic, PC
505 39th St.
319-622-3231

Health care providers:

- ✓ Ron Dose, MD ✓ Christopher E. Dunn, MD ✓ Timothy D. Momany, MD ✓ Sara Schneiders, PA

COLUMBUS JUNCTION

Mercy Family Medicine of Columbus Junction*

109 E. Walnut St.
319-728-2429

Health care provider:

- ✓ Brian D. Masonholder, DO

CORALVILLE

Mercy Family Medicine of Coralville*

2055 Oakdale Road
319-248-0037

Health care providers:

- ✓ Hilary H. Barr, MD ✓ Padmalatha Collappakkam, MD ✓ Jamie A. Greiner, MD

IOWA CITY

Mercy Family Medicine of Iowa City*

269 N. First Ave.
319-351-6852

Health care providers:

- ✓ Anne Boileau, DO ✓ Melanie Cleveland, MD ✓ Brad Heithoff, MD ✓ Elizabeth A. Hickman, MD ✓ Rosanna Kao, MD ✓ Elizabeth M. Loeb, MD ✓ Thomas A. Novak, MD ✓ Todd A. Pentico, MD ✓ Minyon Rittgers-Easton, MD ✓ Sarah Thomas, MD ✓ GERALYN ZUERCHER, MD ✓ Dacia N. Johnson, ARNP

Mercy Family Medicine of West Iowa City* (Newly opened in August 2013)

1067 Ryan Court
319-688-7999

Health care providers:

- ✓ James Schlichtmann, MD
- ✓ Mei Shi, MD

KALONA

Mercy Family Medicine of Kalona*

503 Third St.

319-656-3151

Health care providers:

- ✓ Sonia Acharya-Gupta, MD
- ✓ Mary Laughlin, MD ✓ Susan Mason, DO

MUSCATINE

Mercy Family Medicine of Muscatine*

2104 Cedarwood, Suite 102
563-263-0515

Health care provider:

- ✓ Annette Y. Hill, DO

NORTH ENGLISH

Mercy Family Medicine of North English*

402 S. Walnut St.

319-664-3211

Health care provider:

- ✓ Barbara K. Coffman, ARNP

NORTH LIBERTY

North Liberty Family Health Centre, PC

585 W. Cherry St.
319-626-6006

Health care providers:

- ✓ Katherine C. Arcenas, MD
- ✓ Tally Hempy, MD ✓ Cheryl Johnson, MD ✓ Lisa Johnson, MD ✓ Jami Maxson, MD

OLON

Mercy Family Medicine of Solon*

510 W. Main St.

319-624-2991

Health care providers:

- ✓ Elizabeth Mangrich Hickman, MD ✓ Todd A. Pentico, MD

TIPTON

Mercy Family Medicine of Tipton*

56 Cedar St.

563-886-2195

Health care providers:

- ✓ Charles W. Carroll, MD
- ✓ Keri Mounce, MD
- ✓ Tonja L. Winekauf, ARNP

WASHINGTON

Mercy Family Medicine of Washington*

1230 S. Iowa Ave.

319-653-7291

Health care providers:

- ✓ Ryan Flannery, MD ✓ Debbie Gibbs, MD ✓ Trevor Martin, DO ✓ G. David Nacos, MD
- ✓ Matthew Prihoda, MD
- ✓ Amanda Kleese, ARNP, C-PNP

WEST BRANCH

Mercy Family Medicine of West Branch*

206 Cookson Drive

319-643-2516

Health care providers:

- ✓ Brad E. Heithoff, MD
- ✓ Thomas A. Novak, MD ✓ Ellen R. Collins, PA-C

WEST LIBERTY

Mercy Family Medicine of West Liberty*

1401 Crees St.

319-627-2131

Health care providers:

- ✓ Lauren E. Hanna, MD
- ✓ Lisa Lavadie-Gomez, MD
- ✓ Christopher C. Schuster, MD
- ✓ Dianna L. Sprague, PA-C

WILLIAMSBURG

Mercy Family Medicine of Williamsburg*

819 S. Highland

319-668-2722

Health care providers:

- ✓ Charlotte Koenig, MD ✓ Leck Read, MD ✓ Lisa M. Schwiebert, MD ✓ Theresa Ludeking, PA-C

**Affiliated with Mercy Services Iowa City Inc.*



Wide scope appeals to this family doctor

Interest in all areas of her medical training prompted Charlotte Koenig,



• **Charlotte Koenig, MD,** Mercy Family Medicine of Williamsburg

MD, to become a family physician.

“I like the scope of it,” says Dr. Koenig. “I like being able to see babies and 100-year-olds—the different generations. That continuity of care is really nice.”

Dr. Koenig’s education and practice

have taken her from Colorado and New Mexico to Illinois and elsewhere in Iowa, but she is happy to be in Williamsburg, where she has spent the past five years. “People are just nice here,” she says.

In her free time, she enjoys reading, traveling and spending time with her daughter, who is getting her master’s degree in Chicago. And while she doesn’t want to create any waves over it, she admits with a laugh that she’s “a diehard Cardinals fan.”

New doctor ready to practice in his home state

Christopher Schuster, MD, is not only starting a new position this summer,



• **Christopher Schuster, MD,** Mercy Family Medicine of West Liberty

he is also tackling a new language.

Dr. Schuster, who finished his residency in June as one of two chief residents at University of Iowa Hospitals and Clinics, is learning Spanish to better communicate with many of his new patients in West Liberty.

“I was excited about it,” he says of the added skill, noting that he took a medical Spanish language course before traveling for a one-month post in

Guatemala several years ago. “I lost it, and I’m trying to bring it back.”

Dr. Schuster, a native of Decorah and a graduate of the University of Notre Dame, is also back in his home state. “I like the people who live in small towns,” he says, adding that he chose family medicine for its variety. “For me, it was coming back to my roots.”

He and his partner have a pet Weimaraner named Buddy, and Dr. Schuster enjoys yard work, traveling and visiting family in his free time.

Family enjoying Iowa City area

Finding a happy medium between his residency and fellowship at



• **Michael Gomendoza, MD,** Mercy Internal Medicine, Coralville

Brooklyn’s Coney Island Hospital and his first post in small-town Illinois, Michael Gomendoza, MD, has settled comfortably in his practice in Coralville.

“New York is a big place, but Coralville is a bigger city than where we were

in Illinois,” Dr. Gomendoza says of Olney, Ill., with a population under 10,000.

His specialty in internal medicine and subspecialty in pulmonary disease provide Dr. Gomendoza with a special understanding of his patients with conditions such as chronic obstructive pulmonary disease (COPD). One plus for Iowans, he notes, is the support offered through Quitline Iowa, which helps smokers to quit.

Outside of work, Dr. Gomendoza enjoys spending time with his family, which includes his wife, Carol Tan, MD. His oldest daughter’s education at the University of Iowa brought the family to the Iowa City area. “It’s a family thing for us,” he says.

Internist faces challenges alongside her patients

Family and patients are the center of importance to Carol Tan, MD, who



• **Carol Tan, MD,** Mercy Internal Medicine, Coralville

in May 2013 completed one year at the new Mercy Internal Medicine clinic in Coralville with her husband, Dr. Michael Gomendoza.

“We found Iowa and this works well for all of us,” says Dr. Tan, pointing to her

daughter’s studies at the University of Iowa, one son at West High School and the other entering his first year at North Central Junior High.

Dr. Tan, whose practice focuses on internal medicine for adults, enjoys helping patients face their challenges, including abdominal pain, hypertension, depression and diabetes.

Dr. Tan received her medical education from Far East Hospital in the Philippines, where the family returns every two years or so to visit relatives.

Her hobbies are simple, she says, noting that she enjoys movies, walks and listening to music. Her patient focus doesn’t stop on weekends, though. Dr. Tan spends time updating charts and says she is open to taking calls from patients who have questions about their health.

Do you have a doctor on your side? If not, call Mercy On Call at 319-358-2767 or toll free at 800-358-2767. You can also get more information about Mercy doctors online at www.FindAMercyDoctor.com.

Hospitalists: Your in-hospital specialists

WHEN YOU WERE YOUNG, your mother told you not to talk to strangers. That's often good advice. But if you find yourself spending time in a hospital, you may end up talking to a type of doctor you're not familiar with, and that's OK. Because that doctor is a hospitalist—someone who specializes in

the comprehensive medical care of hospitalized patients.

These physicians are fast becoming more common in hospitals across the country. In fact, there are now more than 34,000 hospitalists practicing in more than 3,300 hospitals, according to the Society of Hospital Medicine.



“Hospitalists work very closely with primary care providers, and they are an important part of Mercy’s continuum of care.” —Martin Izakovic, MD, PhD

Instead of specializing in caring for a specific disease like an oncologist or cardiologist does, a hospitalist is trained to take care of you during your entire hospital stay—from when you're admitted to the time you're discharged.

A hospitalist works closely with your primary care doctor, surgeon or other specialists to ensure that your medical needs are met. Unlike other doctors, a hospitalist is available at the hospital all the time. If you don't have a primary care doctor, a hospitalist can fill that role while you are in the hospital and can help you find a primary care doctor after your stay.

Hospitalists also work closely with other key people in the hospital, such as nurses, pharmacists, discharge planners and chaplains.

Learn more about Mercy's Hospitalist Program online at www.mercyiowacity.org/hospitalist-program.



● **Martin Izakovic, MD, PhD, Medical Director, Hospitalist Program**



● **Lori Beireis, DO, Assistant Director, Hospitalist Program**

Always close by

One of the strengths of Mercy's Hospitalist Program is frequent communication—between the hospitalist, family and patient and also between the hospitalist and the patient's primary care provider.

What's more, hospitalists are never more than a few minutes away from the patient's bedside, and that is especially helpful in complex cases and emergencies.

Mercy's Hospitalist Program is well-established. It celebrates its seventh anniversary in September 2013 and has made many contributions to Mercy's high quality patient care. The program includes almost a dozen physicians and care providers, a pharmacist, and a discharge planner.

Mercy Lifeline offers new options

Mercy Lifeline is a personal emergency response system that offers simple, fast access to help 24 hours a day. Mercy Lifeline allows users to continue living in the comfort of their own home, while providing reassurance to family and friends.

Now Mercy Lifeline provides innovative new options that can make the system more valuable than ever:

→ AutoAlert is an added layer of protection. The Lifeline pendant with AutoAlert automatically places a call for help if it detects that the subscriber has fallen. If the Lifeline user is disoriented, immobilized or unconscious because of the fall, this feature is invaluable.

→ The HomeSafe Wireless system offers Lifeline protection when the subscriber's home does not have a landline telephone. This feature will be available beginning in September 2013.

For more information about Mercy Lifeline, contact Lifeline Coordinator Pam Mills at **319-339-3649** or pam.mills@mercyic.org.

Mercy Lifeline with AutoAlert

Welcome to the Mercy medical staff

To find the Mercy doctor who suits your needs, call Mercy On Call at **319-358-2767** or toll free **800-358-2767** or visit www.FindAMercyDoctor.com.

Kahlil J. Andrews, MD,
Iowa City Plastic Surgery, LLC

Katherine C. Arcenas, MD,
North Liberty Family Health Centre

Shivendra Bahadur, MD,
Mercy Urgent Care East

Charles H. Barnes, MD,
Wolfe Eye Clinic

Steven A. Cahalan, MD,
Mercy Specialty Clinics,
General Surgery

David B. Robinson, MD,
Mercy Specialty Clinics, Neurology

Happy birthday to us!

Three Sisters of Mercy opened the doors of Iowa City's Mercy Hospital on Sept. 27, 1873, in a refurbished building that had once been abandoned. Their first patient was a Mr. Harris, who had tuberculosis.



Old Mechanics Academy, where Mercy Hospital first opened in 1873

September 2013 marks the 140th anniversary of that humble beginning.

"Mercy has thrived for decades thanks to talented, dedicated physicians, employees and volunteers," says Ronald R. Reed, Mercy President and CEO. "And in addition, we have had the support of a wonderful and caring community. We are grateful for this longtime support and we look forward to a bright future."

Mercy goes mobile

Smartphone users can now connect with Mercy Iowa City at m.mercyiowacity.org.

From this site on your smartphone you can search for a new doctor, find patient and visitor information, get directions and more.



TAKE CONTROL OF YOUR HEALTH

FOR THE COMMUNITY

For more information or registration, call Mercy On Call at 319-358-2767 or toll-free at 800-358-2767. You can also register and pay for Mercy classes online at www.mercyiowacity.org.

WOMEN'S ESTATE PLANNING SEMINAR

Friday, Oct. 4, 9:30 a.m. to 12:30 p.m.

This seminar, presented by four area professional women, will explore estate, financial and end-of-life issues. Refreshments, lunch and materials included. Reservations are required for this interactive program. For more information or to receive an invitation, call Mercy Hospital Foundation at 319-339-3657.

PRE-DIABETES CLASS

✓ **Thursday, Oct. 3, from 5:45 to 8 p.m. (new time)**

✓ **Thursday, Nov. 14, from 1 to 3 p.m.**

For people with fasting blood sugars between 100 and 125, glucose intolerance, or impaired fasting glucose. The goal is to help reverse habits that may be leading toward type 2 diabetes and its many complications. Topics include metabolic syndrome, exercise, diet and diabetes prevention. Taught by a nurse educator and a dietitian.

Answers over the phone

Whatever your health care need, Mercy On Call can help.

The experienced registered nurses of Mercy On Call have information about a wide array of community resources.

**Just call 319-358-2767
or toll-free
800-358-2767.**



YOUR GROWING FAMILY

BABIES DON'T COME WITH INSTRUCTION MANUALS.

But Mercy Iowa City is here to help.
Visit www.mercyiowacity.org/health-news
and sign up for
our free *Pregnancy or
New Parent* e-newsletters.



For information about Mercy's pre- and postnatal classes, call Mercy On Call at 319-358-2767 or visit www.mercyiowacity.org.

YEAR-ROUND CLASSES INCLUDE:

- ✓ Easing Through Pregnancy
- ✓ Childbirth Preparation and Childbirth Education
- ✓ Labor and Delivery Basics
- ✓ Beginning With Baby
- ✓ New Brother/New Sister
- ✓ Car Seat Safety
- ✓ Put Safety First
- ✓ Happiest Baby on the Block
- ✓ Infant Massage
- ✓ Breastfeeding Class
- ✓ Breastfeeding and More Support Group

FINDING SUPPORT

ONGOING SUPPORT GROUPS

Call Mercy On Call for dates, locations and topics for the following:

- ✓ Cardiac Support Group
- ✓ Breath of Fresh Air, for people living with chronic lung disease
- ✓ Continuing After Breast Cancer
- ✓ Diabetes Support Group
- ✓ Hope Cancer Support Group
- ✓ Stroke Group

HONOR SOMEONE SPECIAL WITH A LOVE LIGHT

Love Lights is an annual holiday tribute to family, friends and loved ones. This year's gifts will support Mercy's mental health services and the patients it serves. The Love Lights ceremony and tree lighting will be Monday, Dec. 2 at 5:30 p.m. at Zion Lutheran Church in Iowa City.

Love Lights are \$10 each. A Love Light ornament with a Love Light is \$20. For more information or to make a donation, call Mercy Hospital Foundation at **319-339-3657**.

DO YOU NEED A SPEAKER FOR YOUR LOCAL CIVIC GROUP OR CLUB?

Mercy Iowa City provides speakers to area organizations free of charge on a variety of subjects, ranging from the personal (such as breast cancer) to the national (like health care reform).

For more information about Mercy's speakers bureau, contact Denice Connell, Director of Marketing and Community Relations, at **319-339-3676** or denice.connell@mercyic.org.

Are you on Medicare & age 65 or older?

Mercy Iowa City offers you these benefits:



- ▶ Free valet parking
- ▶ Free parking in Mercy Medical Plaza ramp
- ▶ Free coffee and 20% cafeteria discount
- ▶ 20% Mercy Guest Lodging discount
- ▶ Waived Lifeline activation fee
- ▶ Help understanding your medical bills

For more information,
call Mercy On Call at
319-358-2767.

HERE WHEN YOU NEED US

HEALTHY DIRECTIONS is published as a community service for the friends and patrons of MERCY HOSPITAL, 500 E. Market St., Iowa City, IA 52245, telephone 319-339-0300, website www.mercyiowacity.org.

Ronald R. Reed
President and Chief Executive Officer

Denice R. Connell
Director of Marketing and Community Relations

Information in HEALTHY DIRECTIONS comes from a wide range of medical experts. If you have any concerns or questions about specific content that may affect your health, please contact your health care provider.

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Mercy On Call toll-free: 800-358-2767

Main hospital number: 319-339-0300



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Visit us online at
www.mercyiowacity.org.

OUR MISSION

Mercy Iowa City heals and comforts the sick and works to improve the health of the community in the spirit of Jesus Christ and the Catholic tradition of the Sisters of Mercy.

Meeting your imaging needs



CORRIDOR RADIOLOGY, located in Coral West Health Center, is a convenient location for medical imaging needs.

Services it offers include:

- Digital mammography
- Computed tomography (CT)
- Magnetic resonance imaging (MRI)
- Bone density testing
- 3-D/4-D ultrasound
- General x-ray

To schedule an appointment online, visit www.corridorradiology.com.

Corridor Radiology is a joint venture partnership between Mercy Iowa City and Radiologic Medical Services (RMS).

Your health.

Your *free* e-newsletter

When it comes to your health, you want information that's geared to your interests and needs. That's why we've created *My Health*, a monthly e-newsletter that lets you choose the health topics you want to read about.



To sign up, visit our website at

www.mercyiowacity.org/health-news.

Sign up for our free *My Health* e-newsletter, and each month you'll receive a mix of timely news items, in-depth stories, local events and tips related to the topics that interest you.

Partnering with
Mercy Iowa City
to provide
imaging services



Located at Coral West
Health Center:

- Free parking
- Online scheduling
- Beautiful facility



319-545-7300

www.corridorradiology.com