

# HealthBridge

March 2017



**Know before you go!**

Bookmark [trioshealth.org/Access](https://trioshealth.org/Access) for urgent and emergency care options available day or night.

## Virtual Urgent Care

With the aid of technology, a doctor is always in

It's 4 a.m. on a Saturday. Your child wakes up crying and complaining of inner ear pain and a sore throat.

It's 9 a.m. on a Tuesday and you have a busy day ahead. You've discovered pain upon

getting ready for work that is likely a urinary tract infection, but don't know when you can spare the couple hours it might take to go see a doctor.

Neither of these situations is ideal or convenient. But then,

few urgent health needs are. What do you do when your provider can't see you that day, the urgent care centers are closed, and an emergency room visit—and the associated costs—are not medically

necessary or part of your plan? Now, there's another option where there used to be feelings of stress, helplessness, or dread. It's called Trios Urgent eCare, and there, the doctor is always in.

**You can video chat with a provider anytime**

Trios Urgent eCare is a new service offered to bridge the gap between care and convenience. >>

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As technology has become more common in managing many aspects of daily life, its emergence in healthcare comes as no surprise. “Consumers are very clear about what they want: convenient access to what they seek, whenever they want it, and at an affordable price,” said Wassim Khawandi, MD, medical director of Trios Medical Group. “Healthcare services are no different, so the addition of Trios Urgent eCare is our answer to that call.”

The new service officially launched to the public in late January after a 30-day trial period offered exclusively to Trios Health staff. Trios Urgent eCare provides access to a board certified medical provider via telephone or video chat services such as FaceTime and Skype within minutes, and for a flat fee of

\$39—comparable to many insurance co-pays.

Urgent eCare visits are often completed within 30 to 45 minutes from initiation to diagnosis. Sending in needed prescriptions (no narcotics); assistance with scheduling a follow-up visit, if required; and help finding a new primary care provider are all part of the service. In addition, a visit summary is added to Trios Medical Group patient records immediately, alerting your regular providers to the Urgent eCare visit.

“This new service is not intended to replace your primary care provider as your first stop for health concerns or to steer you away from a physical urgent care facility,” said Khawandi. “It is truly designed to conveniently fill a gap in your ability to receive care when an unexpected, urgent need arises. This could occur

when your primary care doctor is unavailable, an urgent care facility is either closed or the trip is particularly inconvenient for your current need, and the issue does not require a costly trip to the emergency room.”

### Trios Urgent eCare is available 24/7

Many of us have been faced with a decision about whether to visit the emergency room in the middle of the night, knowing it didn’t warrant that level of care, but not wanting to wait so many hours for other options to become available. Many have also experienced a time when they were home alone with their children, one of whom needed to be seen while their siblings were still asleep, or we’ve felt too sick to drive ourselves anywhere. Trios Urgent eCare is available 24 hours a day, seven days a week, from the convenience of

wherever you already are.

“We expect this service to be very popular for a variety of scenarios,” said Khawandi. “Besides the convenience of around-the-clock access to basic urgent care services and the logistical ease of receiving that care, we also see the flat fee being very helpful for people—especially those lacking in insurance coverage. You will only pay \$39 per visit, regardless of your coverage.”

Khawandi also added that some insurance companies may reimburse a portion of the eCare visit fee for members, but it is currently up to the insured party to check on his or her coverage and self-file any claims as appropriate.

### The convenience of a virtual visit

What happens if you request a Trios Urgent eCare visit and the provider on the other end

## Trios Medical Group Welcomes New Providers

### Gastroenterology



Tegal Atwal, MD

**Tegal Atwal, MD**, has joined the Trios Medical Group—Gastroenterology team to provide patient care at Trios Care Center at Vista Field, located at 521 N. Young St. in Kennewick. He is accepting new patients.

Prior to joining Trios, Dr. Atwal practiced gastroenterology at Crossroads Community Hospital in Mount Vernon, Illinois. He completed a fellowship in gastroenterology at Virginia Commonwealth University in Richmond, Virginia, and an advanced gastroenterology fellowship in pancreatology at the Mayo Clinic in Rochester, Minnesota. Dr. Atwal is board certified in gastroenterology and internal medicine.

Make an Appointment Today  
Call 509-221-5222 to schedule  
a visit with Dr. Atwal.



### Genetic Counseling



Sarah A. Hall

Genetic counselor **Sarah A. Hall** has joined Trios Medical Group—Oncology & Hematology team. She is accepting new patients at her practice located at the Trios Care Center at

Southridge, 3730 Plaza Way in Kennewick (fifth floor).

From 2006 until now, Hall worked at Kadlec Regional Medical Center as the lead genetic counselor, and before that she worked as a genetic counselor for a number of organizations. She has also volunteered as a research affiliate with Fred Hutchinson Cancer Research Center in Seattle. Hall is board certified in genetic counseling and licensed by the Washington State Department of Health.

Make an Appointment Today  
Call 509-221-2449 to schedule  
a visit with Sarah Hall.



### Hospital Medicine



Salil Rayjayer, MD

**Salil Rayjayer, MD**, has joined Trios Health’s hospitalist team to provide dedicated care to admitted patients at Trios Southridge Hospital.

Prior to joining Trios, Dr. Rayjayer completed his medical residency at Woodhull Medical Center, New York University School of Medicine in Brooklyn, New York. He completed two years of surgical residency at Harlem Hospital Center, Columbia University School of Physicians and Surgeons in New York, and worked as a postdoctoral research fellow at the Hofstra North Shore-LIJ School of Medicine in Manhasset, New York. He has also worked professionally as a medical house officer and a rotating house surgeon. Dr. Rayjayer is board eligible in internal medicine.


feels you should be seen in person?

"The board certified Urgent eCare providers will always recommend what is best for your current health concerns, including any appropriate referrals for other services," said Khawandi. "If your situation requires emergency care, you'll be directed to go to the nearest emergency room or call 911 for an ambulance. Conversely, if your concerns warrant further follow-up and immediate care is not deemed necessary, you may be instructed to make an appointment with a primary care provider."

As long as your Trios Urgent eCare provider is able to determine whether your case is appropriate for an eCare visit within the first three minutes, you won't be charged for the visit.

"This is really at its core about getting people the right

level of care for their current health needs, whenever they need that care, and providing the added convenience of a virtual visit," said Khawandi. "This service is beginning to be offered around the nation, and we're excited to offer it right here in our own community as well."

 Call 888-TRIOS03 (888-874-6703) or visit [trioshealth.org/UrgentECare](http://trioshealth.org/UrgentECare) to start your visit.



## How to Use Trios Urgent eCare



**Online visit:** Visit [trioshealth.org/UrgentECare](http://trioshealth.org/UrgentECare) and select "Request an eCare Visit"



**Phone visit:** Call 888-TRIOS03 (888-874-6703)

- Complete visit request and payment information
- Accept requested call or video chat (average time is less than 30 minutes)
- Receive consultation, diagnosis, and recommendation(s).

## Many simple but urgent ailments may be appropriate for Urgent eCare, including:

- Acne
- Allergy
- Asthma
- Athlete's foot
- Back pain
- Bladder infection
- Bug bites
- Burns
- Chest cold
- Colds
- Congestion
- Constipation
- Cough
- Cut
- Diarrhea
- Ear pain
- Eye issues
- Fever
- Flu
- Headache
- Heartburn
- Nausea
- Pinkeye
- Rash
- Shingles
- Sinus infection
- Sore throat
- Sprains
- Vomiting
- Warts
- Yeast infection.

## Hospital Medicine



Julie Peck Rendon

**Julie Peck Rendon**, an acute care nurse practitioner (ACNP), has joined the Trios Medical Group—Hospital Medicine team to provide care to patients admitted to Trios Southridge

Hospital (3810 Plaza Way) and Trios Women's and Children's Hospital (900 S. Auburn St.) in Kennewick.

Prior to joining Trios, Rendon provided acute nursing care at St. Anthony Hospital in Pendleton, Oregon, for 12 years. During her time there, she worked in the hospital's emergency department, intensive care unit, and as hospital supervisor.

## Obstetrics & Gynecology



Elton Kerr, MD, FACOG

**Elton Kerr, MD, FACOG**, an obstetrics and gynecology specialist, has joined Trios Medical Group. He is accepting new patients at his practice located at the Trios Care Center at Southridge, 3730

Plaza Way, in Kennewick.

Dr. Kerr most recently worked for Lourdes Health Network in Pasco. Prior to that, he was a professor of obstetrics and gynecology at Wright State College in Dayton, Ohio. He has also worked in private practice. Dr. Kerr is board certified in obstetrics and gynecology, and anti-aging and regenerative and functional medicine.

**Make an Appointment Today**  
Call **509-221-5910** to schedule a visit with Dr. Kerr.



## Obstetrics & Gynecology



Shumal Malepati, MD

**Shumal Malepati, MD**, has joined Trios Health's women's services team practicing obstetrics and gynecology. She is accepting new patients at her practice located at the Trios Care

Center at deBit located at 320 W. 10th Ave. in Kennewick.

Prior to joining Trios, Dr. Malepati worked as an OB-GYN for Prosser Memorial Hospital, caring for patients with regular obstetrics conditions, complex gynecological conditions and infertility. Before that, she worked as a resident physician for Mount Sinai Hospital in Chicago, Illinois. Dr. Malepati is board certified in obstetrics and gynecology.

**Make an Appointment Today**  
Call **509-221-5910** to schedule a visit with Dr. Malepati.





## HAVE HEALTH-RELATED QUESTIONS?

Search our online Health Library for articles on topics of interest, interactive self-assessment tools, and more.

Go to [trioshealth.org/HealthLibrary](http://trioshealth.org/HealthLibrary).

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## Are Your CPR Skills Up-to-Date?



Cardiac arrest can strike without warning and doesn't discriminate based on where you are or who is nearby to help. Whether you work in the healthcare field or not, knowing how to properly administer CPR—or cardiopulmonary resuscitation—at such a critical moment can be the difference between life and death. And for those who don't use it on a regular basis, it's especially important to revisit and practice this lifesaving skill.

Trios Health offers regular Heartsaver CPR courses that cover techniques for infants, children, and adults. The courses are open to the public, and families are encouraged to sign up together as part of a comprehensive family safety plan. Group sessions can also be arranged for employers wishing to provide this important training to their staff. Participants in the course receive a certified CPR course completion card valid for two years.

### ARE YOU A HEALTHCARE PROFESSIONAL?

Trios Health also regularly offers initial and renewal Basic Life Support (BLS) and Advanced Cardiac Life Support (ACLS) continuing education courses. You do not need to be a Trios employee to participate.

### LEARN MORE AND REGISTER

Go to [trioshealth.org/Events](http://trioshealth.org/Events).



## ROBOTIC SURGERY TECHNOLOGY ADDS TO PRECISION, PATIENT RECOVERY

Surgeons at Trios Health are using robotic surgery technology for certain general and advanced procedures. Called da Vinci, the "robot" allows surgeons to use magnified screens and control tiny surgical instruments—which can also bend and achieve angles the human hand and wrist cannot—resulting in greater overall precision, including smaller incisions.

The technology brings advanced general surgery capabilities to Trios Health that are less invasive and enable faster healing. Procedures currently offered at Trios Health using the da Vinci system include:

- Complex colon and rectal procedures
- Foregut procedures
- Inguinal and ventral hernia repair
- Single incision cholecystectomy.



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