At My PACE

Many of you have fears about the coronavirus. I don't blame you. Hearing daily updates from government officials can be stressful. I want you to know that your PACE team is here for you. Although you may not see us as often, we are here for you. We are still the provider and/or coordinator of your medical care services.

We have made many changes over the past month to help protect your health and well-being. We have temporarily closed the adult day health section of our facility. Our clinic is open for urgent medical needs. Routine and specialty care visits are being rescheduled. If you are sick, call PACE first before leaving your home. Thermometers have been given to PACE families to check for fever. It is important for our medical team to know your symptoms.

A PACE nurse or social worker will call participants and/or caregivers regularly during the week. We will continue mailing medications. Other items will be delivered, as needed. When it becomes safe to provide additional care services, we will.

PACE will keep you informed of changes through direct phone calls, pre-recorded message calls and text messages. Please make sure we have updated cell numbers.

Social distancing is important to avoid infection of the virus. Some people do not have symptoms so you may not know who has been infected. I hope you are staying home and limiting visitors. Continue to:

- Wash hands frequently or use hand sanitizer.
- Avoid touching your face, eyes, nose and mouth.
- Get some fresh air when you can.
- Move your body throughout the day.
- Take deep breaths and relax your mind.
- Be grateful.
- Call family and friends.
- Most importantly, take a break from watching the news.

Continued on reverse.
Just a reminder: Phone calls from PACE team members may come from the regular office number or a different cell phone number. Cell phone numbers may appear as private or blocked. If a PACE team member is calling, we will leave a voice message if your phone accepts messages. Listen to the message first and then return the call using the number provided.

All previously scheduled caregiver events and the annual community health fair have been postponed until further notice.

Stay home. Stay safe. Be well!

Ursula

Staying Connected with PACE

Are you feeling a bit of “cabin fever?” Are you getting tired of the same ole’ reruns of your favorite TV show? Have you been searching for something to do now that the day program is closed? Well, you are in luck!

PACE is exploring new ways to connect with you and share information. We are creating a YouTube channel with fun activities, exercise and recreational tips. YouTube is a website on the internet often used to show videos, if you are not familiar.

If you are interested in this and other internet-based resources from PACE, send an email to info@pacetriad.org.

---

Medical Minute
How Not To Get Coronavirus

Dr. Robert Koehler
Medical Director and Provider

You, our PACE family, are all aware of the unusual times we are in now. We are in the midst of a worsening pandemic involving this new coronavirus, the cause of COVID-19 infection. You are also aware that PACE participants are considered at high-risk for having severe complications related to this virus.

The most effective way to prevent these complications is prevent infection. And, sad to say, the most effective way to prevent an infection is to avoid our fellow human beings. This is because, the only way to catch this virus is from another person. Therefore, isolation, as much as reasonably possible, is essential.

Isolation for our participants can be a challenge. Our participants often need the emotional and physical support of caregivers. So, caregiving is still needed. Caregivers: This next statement is for you. Stay well. Practice social distancing. Wash your hands as often as you think about it. Be extra careful to wash your hands before interacting with your participant loved one and keep visitors and outings to a minimum.

Our PACE team is still available for you. If you have any questions or concerns, we are just a phone call away. Day or night. Weekend or weekday. We are here.

Stay safe and well.

Call PACE First
336-550-4040

Brianne Martindale, MS
LRT/CTRS
Recreational Therapy Supervisor
Making decisions about your health care wishes can be hard, but it can help you and your loved ones prepared for the future. We often find that people have not shared their wishes because they are uncomfortable talking about dying. Remember, voicing your healthcare wishes is important throughout your life. It is not a topic that should only be discussed at end of life.

If you get hurt or you are unable to speak, who would make decisions for you? A healthcare power of attorney (HCPOA) can be anyone you appoint, over the age of 18, who you trust to make decisions for you. It is important to appoint a family member or a friend who knows you and will carry out your wishes. Talk with your HCPOA often so if your plans change, he or she is aware. The HCPOA will communicate your health care wishes if you are unable to do so.

Caring Connections is a program in Virginia that is using the following campaign to remind you to LIVE:

L Learn about options for end-of-life services and care.
I Implement plans to ensure wishes are honored.
V Voice decisions to family, friends and health care providers.
E Engage in personal or community efforts to improve end-of-life care.

PACE wants you to LIVE as well. We encourage all participants to create advanced directives like a health care power of attorney. For questions on how to complete an advanced directive, please contact your PACE social worker.

Social Work Team Members
Left to right: Janet Pennell, LCSW; Misty Paladino, LCSW; Ann Sosebee, LCSW-A; Paulisha McIntyre, LCSW-A; Taylor Zbyski, LCSW-A; Emily Scearce, LCSW (Supervisor) and Benita Dowdell, LCSW-A.
Very Important Survey Alert

Adria Smith
Quality and Informatics Coordinator

In the next few months, most participants who receive Medicare will receive a survey in the mail. The survey has PACE of the Triad on the return address, but it is from CMS (Centers for Medicare and Medicaid Services). The name of the survey is Health Outcomes Survey – Modified.

The survey is anonymous, so no one at PACE will know the answers. Survey questions ask about participant health. Questions also ask about everyday activities such as bathing and dressing. It is very important that the survey questions are answered truthfully. This will help Medicare and PACE better understand and support participant needs.

If help is needed to complete the survey, call PACE. A PACE Care Team member can read the questions aloud. PACE staff cannot answer the questions for participants.

Mail the completed survey in the provided envelope. The envelope is already addressed and stamped. If the envelope has been misplaced, call PACE.

It is very important that the survey is completed truthfully. If you have any questions, ask your PACE Care Team member. Completing or not completing the survey will not change your coverage or PACE services.

Here is a sample of the envelope you may receive:

Here is a sample of the survey:

Medicare Health Outcomes Survey—Modified

1. In general, would you say your health is:
   - Excellent
   - Very good
   - Good
   - Fair
   - Poor

2. How much difficulty, if any, do you have lifting or carrying objects as heavy as a 10-pound sack of potatoes?
   - No difficulty at all
   - A little difficulty
   - Some difficulty
   - A lot of difficulty
   - Not able to do it
Famous April Birthdays

The following people were born in April. Can you find their last names? Search horizontally, vertically, diagonally, forward, and backward.

A. Charlotte BRONTË
B. James BUCHANAN
C. Betty FORD
D. Jane GOODALL
E. Billie HOLIDAY
F. Washington IRVING
G. David LETTERMAN
H. J.P. MORGAN
I. Willie NELSON
J. Debbie REYNOLDS
K. Spencer TRACY
L. Booker T. WASHINGTON

Bonus: Match the person to the correct clue.

1. Actress ____
2. Educator ____
3. First lady ____
4. Anthropologist ____
5. Author/historian ____
6. U.S. president ____
7. Financier and banker ____
8. Talk show host ____
9. Novelist ____
10. Jazz singer ____
11. Actor ____
12. Country singer ____