



the HOME *front*

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Nascentia Health**OPTIONS**

TOMORROW'S HEALTHCARE TODAY

1050 West Genesee Street
Syracuse, NY 13204

P: 1.888.477.HOME
F: 315.477.9590

nascentiahealthoptions.org

Member Advisory Committee

The Member Advisory Committee will hold its next meeting at **11am** on **Wednesday, June 10**. If you or your caregiver would like to participate, contact **CathyKelley** at **315.671.5151** or **ckelley@477home.org**.

Transportation Reminder

When your Care Manager/Coordinator is making a home visit or speaking with you on the phone, please alert him or her of any scheduled appointments for which you'll need transportation. This will reduce the number of calls being made to our Transportation Department and shorten your wait time when you must call in for a ride.

From Our Home to Yours: Our Commitment to You

The COVID-19 outbreak has changed the world as we knew it and it is nearly impossible to do, see or hear anything that is not related to it. The outbreak is real. It's impacting our universe in ways we never knew possible. And, while it's difficult to find a silver lining in all the chaos — we want you to know that the safety of those we care for is always of primary importance. We continue to closely monitor all developments and information being provided to us by our federal and state governments and the Centers for Disease Control and Prevention (CDC). As such, we continue to address the potential effects of the outbreak and the risk it poses to those we serve.

As the pandemic continues, please remember that our collective actions are making a difference. As such, please do your part to help flatten the curve and continue to follow the guidelines set for our safety; wash hands, cough and sneeze into the elbows, avoid touching the eyes, nose, mouth and entire face, clean and disinfect frequently touched objects and surfaces, stay home when sick, maintain six feet of social distancing (that's roughly the length of a three-cushion couch, the length of a dining room table or a mattress), and wear face coverings/masks when you cannot maintain safe space. These simple steps can reduce your risk of contracting the virus and help save someone else's life. We are all working together for the common good.

If you have any specific questions pertaining to the care you receive from us, please call 1-315-477-4663 (HOME). Additional information is

Continues on next page...

"From Our Home to Yours", continued...



TOGETHER We Are Stronger

We've been caring for the community since 1890 and this isn't the first pandemic we have faced.

We were with you then and we are with you now.

Nascentia
Health

TOMORROW'S HEALTHCARE TODAY

888-477-4663 • nascentiahealth.org

also available at www.nascentiahealth.org. Given the continuously changing impact of the outbreak, you may experience longer than usual hold times when calling and/or a disruption in services. We are, however committed to keeping everyone safe and appreciate you entrusting us with your care.

As we all continue through this challenging journey together (but apart), please continue to be patient and stay strong. Together, we can and will overcome.

Do You Have an Advance Directive?

What kind of medical care would you want if you were too ill or injured to express your wishes? Advance directives are legal documents that allow you to spell out your decisions about end-of-life care ahead of time. They give you a way to communicate your wishes to family, friends and health care professionals and to avoid confusion later on. Nascentia Health Options encourages all our members to implement an advance directive. If you don't have one and would like to implement one, or if you need more information, your Care Manager can assist you. If you do have an advance directive in place, please discuss and share it with your Care Manager so that he or she is up-to-date and we have a copy for your records.

How to Protect Yourself from Scams

As unfortunate as it is, COVID-19 scams seem to be popping up everywhere right now. Dishonest individuals throughout the world are using this pandemic as an opportunity to take advantage of people's fears and steal from unsuspecting victims. The Better Business Bureau of Upstate New York and Federal Trade Commission (FTC) have offered a variety of tips and precautionary measures to help people avoid falling victim to scammers.

- Practice proper online security
- Be very cautious of emails and texts
- Do not respond to texts, emails, or calls about checks from the government
- Ignore online offers for vaccinations and/or home test kits. There are currently no proven treatments. Scammers are offering everything from teas, essential oils, and colloidal silver to treat or prevent COVID-19. Both the FTC and

U.S. Food and Drug Administration (FDA) say there is no evidence to back up the claims, which are required by law.

- Hang up on robocalls
- Watch for emails claiming to be from the Centers for Disease Control and Prevention (CDC) or World Health Organization (WHO)
- Never make a donation in cash, by gift card or by wiring money

If you ever encounter a time where you feel your information may be compromised, you inadvertently shared your information or that someone has identifiable information such as bank account information or your social security number, you can visit the FTC's identity theft website at www.consumer.ftc.gov for information on what to do next to protect yourself from further harm.

Do I Need a Power of Attorney?

There are many reasons to use a power of attorney, and there are many types of powers of attorney available. Some are a good idea to have in place now, because you never know when an emergency may arise, and a power of attorney will be needed. A power of attorney document can allow another person to handle financial matters, make health care decisions, or care for your children.

Your agent's authority only exists while you are incapacitated. Nascentia Health Options needs to have a copy of your Power of Attorney as proof

of who you have designated. Legally, we cannot speak with someone who will be making decisions on your behalf without a copy of the document. Your Care Manager can assist you in obtaining a copy of the form if you do not have one. When someone from Nascentia Health Options is talking on the phone with your POA we will ask identifying questions to determine that we are speaking with the correct person. If you do not have a Power of Attorney, you can arrange to complete one with your attorney.



New Providers - 1st Quarter, 2020

Please join us in welcoming the newest members of our Provider Network. A complete list of providers can be obtained by calling **1.888.477.HOME (4663)** or by visiting nascentiahealthoptions.org/member-materials.

Amazing Home Care Services **Consumer Directed Personal Assistance Program**

Allegany, Cattaraugus, Chautauqua, Erie, Genesee, Livingston, Monroe, Niagara, Ontario, Orleans, and Wayne Counties

1601 Bronxdale Avenue,
Suite 207
Bronx, NY 10462
718-863-3300

AmCare Ambulance Service, Inc. **Transportation**

Oneida County
105 N. Doxtator St.
Rome, NY 13440
315-339-0543

Jeffrey Teibel, DPM dba The Foot Doctor **Podiatry**

Monroe County
290 Forest Hills Road
Rochester, NY 14625
585-721-3668

Quality Touch, Inc. **Consumer Directed Personal Assistance Program**

All 48 Counties
1725 W. 12th St.
Brooklyn, NY 11214
347-462-2610

Sean Manashirov dba Maro Medical & Surgical Supply **DME, PERS**

All 48 Counties
1156 E. Jersey Street
Elizabeth, NJ 07201
929-509-0690

Seneca Cayuga Counties Chapter NYSARC, Inc dba Arc of Seneca Cayuga **Transportation**

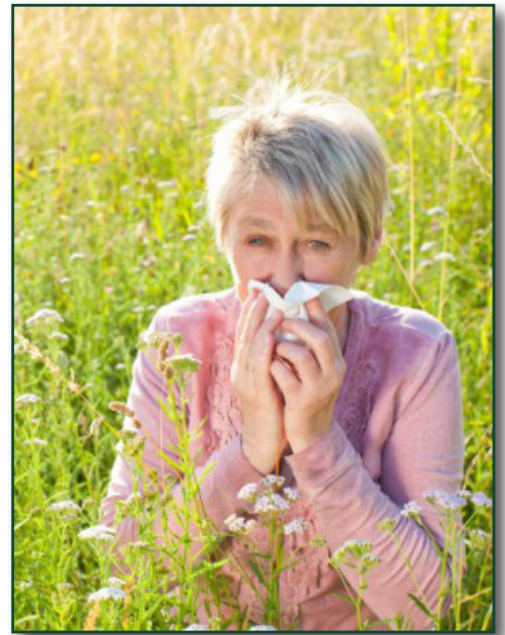
Cayuga, Onondaga, Ontario, Seneca, and Yates Counties
1083 Waterloo-Geneva Rd.
Waterloo, NY 13165
315-539-5067

Spring Allergies: They're Not Just for "Spring Chickens"

Spring is in the air, and along with the sunshine and warm weather come pollen, dust and other allergens that cause great discomfort to allergy sufferers.

Unfortunately, older adults are not immune to springtime sniffles and sneezing. In fact, a growing number of seniors are developing allergies for the first time in older age. Though allergies are best known for affecting children, rates of adult-onset allergies are skyrocketing, and it's not uncommon for an adult over age 75 to be diagnosed with allergies for the very first time in his or her life.

To compound matters, allergies pose a higher risk for seniors than for any other age group. Allergies can complicate other chronic medical conditions, including asthma and Chronic Obstructive Pulmonary Disease (COPD). What's more, the most common medication for allergy relief contains antihistamines, which are potentially dangerous if taken with blood pressure medication. Antihistamines can also cause drowsiness and dizziness, which could increase the risk of a fall.



As the spring season progresses, allergies are more likely to appear. If you experience any of the traditional symptoms of an allergic reaction, including sniffing, sneezing, runny nose or itchy eyes, be sure to let your Care Manager know.