



HERITAGE



People

ISSUE 9 | Qtr 4 2022

senior **living** | 03

CALENDAR | RECIPE | INFO

annual **enrollment** | 05

family **matters** | 09

FITNESS | INFO | TESTIMONIALS

provider **spotlight** | 02

Prashanth V. Kumar, M.D.



heritage people

welcome

our mission

To generate better personal and community well being through connecting with people emotionally, with a spirit of excellence, delivering an unexpected experience that reassures and leaves people highly satisfied

We are the High Desert leader in life-changing health programs and high-value benefits. Heritage members enjoy a responsive customer experience, increased patient contact, everyday coordinated care, and Five Star Rated service quality measures.

We cover Southern California's High Desert and Mountain Communities with neighborly doctors and a wide range of specialists. We offer access to the best tertiary hospital care in Southern California.

Our technology delivers faster referrals.
Our streamlined operations deliver better results.
Our comprehensive coordinated care and included services bring peace of mind.

One of our fresh approaches to living your best life is Heritage LifeFit. It's an innovative path to health and wellbeing that considers and includes everything about you. Backed by doctors wanting to listen and brimming with fresh ideas, LifeFit is about loving the way you feel and an everyday way of living you can get excited about.

Both Heritage LifeFit and Heritage Medical Group offer a personal concierge-type service with an eager-to-please local member services team who are committed to delivering well beyond your expectations. Keep reading to learn more about the Heritage Difference!



What's my GFR? A question for kidney awareness

“What’s my GFR?” is a question that we should all be asking when reviewing results of blood tests with our medical provider. The GFR is an objective measure of kidney function, and is a calculation that is reported most of the time routine lab tests are performed on your blood. In this article, we will learn about what having kidney disease specifically means, and why your kidneys are important in maintaining your health. How to think about kidney disease as being on a spectrum of kidney function and learn how to place and track your specific “GFR” into this continuum. Lastly, and possibly most importantly, what can we do to maintain good kidney health long term.

Kidneys are organs that live in your abdomen. Most people have two kidneys and they silently work 24 hours a day to continuously clean and filter your blood. The liquid waste products are eliminated from your body in urine. Kidney function decreases naturally as you age, however, for individuals with high blood pressure or diabetes, kidney function may decline more rapidly. Chronic Kidney Disease or “CKD” for short, is common. Recent estimates have approximately 37 million people in the United States have CKD. Kidney disease is more common in certain populations, elderly individuals, and those that may have diabetes or high blood pressure at any age category are at risk for CKD.



How do you know you have kidney disease? In most cases you may not know. Kidney disease is an illness that can be asymptomatic, or without symptoms in most instances. This is why knowing the GFR becomes important in tracking progression or stability of kidney function over time. Your GFR is the number that categorizes your kidney function into a specific stage of kidney disease. There are five stages that range from Stage 1, essentially normal, all the way to Stage 5 which is advanced kidney failure and everything in between. The following chart is an example of how to visualize the spectrum of kidney disease, and the specific GFR values that are boundaries between the different stages of CKD.

Table 10. Stages of Chronic Kidney Disease

Stage	Description	GFR (mL/min/1.73 m ²)
1	Kidney damage with normal or ↑ GFR	≥90
2	Kidney damage with mild ↓ GFR	60–89
3	Moderate ↓ GFR	30–59
4	Severe ↓ GFR	15–29
5	Kidney failure	<15 (or dialysis)

Chronic kidney disease is defined as either kidney damage or GFR <60 mL/min/1.73 m² for ≥3 months. Kidney damage is defined as pathologic abnormalities or markers of damage, including abnormalities in blood or urine tests or imaging studies.

You may be thinking that this is great information but have a “Now what do I do?” question! Unfortunately, there is no magic pill to treat or improve kidney function, however, there are a few things that can go a long way to give you a great chance to try to slow progression of CKD and maintain kidney health. When I speak to my patients about this, the conversation has a strong focus on identifying risk factors for kidney disease over which we do have some control. If you have hypertension or diabetes, working closely with your care team to optimally manage these conditions. Being more physically active, limiting salt in your diet when possible, considering dietary modifications that reduce processed foods and incorporate more fresh foods, fruits and vegetables and plant-based protein are all strategies that can have a meaningful positive impact in both kidney and overall health. And remember, at your next office visit please remember to ask the question, “What’s my GFR?”. Be well.



Prashanth V. Kumar, M.D.
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Desert Cities Dialysis

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senior calendar

october

november

december

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
ALL VICTORVILLE AEP MEETINGS @ HVVMG The Resort 12424 Hesperia rd Victorville, CA 92395 Door 33	ALL BIG BEAR AEP MEETINGS @ Denny's 41196 Big Bear Blvd. Big Bear Lake, CA 92315	ALL BARSTOW AEP MEETINGS @ Denny's 1200 East Main st. Barstow, CA 92311				1
2	3 9:00-11:00 am Coffee Club @The Resort (Door 33)	4 10:00 am Crafts with Renee @The Resort (Door 33)	5 11:00 am Bereavement Support Group @The Resort (Door 33) 8:45 am Big Bear Trip MEMBERS ONLY!	6 2:00 pm Bingo for Gift Cards @The Resort (Door 33)	7 9:00-11:00 am Coffee Club @The Resort (Door 33)	8
9	10 9:00-11:00 am Coffee Club @The Resort (Door 33)	11 2:00 pm Gardening with Cindy @The Resort (Door 33)	12	13 2:00 pm Painting with Renee @The Resort (Door 33)	14 RESORT CLOSED 4-8 pm Heritage Costume Ball Hilton Garden Inn MUST HAVE TICKET TO ATTEND. NO EXCEPTIONS!!	15
16	17 9:00-11:00 am Coffee Club Resort (Door 33) 11:00 am AEP Meeting in Big Bear Scan, Wellcare United Healthcare	18 11:00 am AEP Meeting @The Resort Scan, Wellcare United Healthcare 2:00 pm Crochet with Cindy @Resort (Door 33)	19 11:00 am Bereavement Support Group @The Resort 2:00 pm Members Only Flower Arranging w/Cindy @The Resort (Door 33)	20 11:00 am AEP Meeting Aetna, Anthem, Blue Shield @The Resort 2:00 pm Jewelry w/Renee @The Resort (Door 33)	21 9:00-11:00 am Coffee Club @The Resort (Door 33)	22
23	24 9:00-11:00 am Coffee Club Resort (Door 33) 11:00 am AEP Meeting in Barstow Scan, Wellcare United Healthcare	25 11:00 am AEP Meeting @The Resort Scan, Wellcare 2:00 pm AEP Meeting @The Resort Aetna, Anthem United Healthcare	26	27 10:00 am AEP Meeting Scan @The Resort (Door 33)	28 9:00-11:00 am Coffee Club @The Resort (Door 33)	29
30	31 9:00-11:00 am Coffee Club HAPPY HALLOWEEN				You MUST be signed up to attend any classes at the Resort. All classes require a RSVP to attend, NO walk-ins!! Activities are open to ALL Seniors, members & Non members unless otherwise specified. MUST BE FULLY VACCINATED (COVID) and MUST SHOW CARD. For more information call: (760) 245-4747 ex. 6724 or 6722.	

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
		1 10:00 am AEP Meeting United Healthcare Alignment, Wellcare @The Resort (Door 33)	2 11:00 am Bereavement Support Group @The Resort (Door 33) 2:00 pm Medicare/Medical @The Resort (Door 33)	3 11:00 am AEP Meeting Scan @The Resort 2:00 pm Bingo for Gift Cards @The Resort (Door 33)	4 9:00-11:00 am Coffee Club @The Resort (Door 33)	5
6	7 9:00-11:00 am Coffee Club @The Resort (Door 33)	8 11:00 am AEP Meeting in Big Bear Anthem, Aetna, Blue Shield 10:00 am Crafts with Renee @The Resort (Door 33)	9 10:00 am AEP Meeting Wellcare @The Resort	10 10:00 am AEP Meeting in Barstow Aetna, Anthem, Blue Shield	11 9:00-11:00 am Coffee Club @The Resort (Door 33)	12
13	14 9:00-11:00 am Coffee Club @The Resort (Door 33)	15 10:00 am AEP Meeting All Plans Christmas in November Crafts & Goodies @The Resort (Door 33)	16 11:00 am Bereavement Support Group @The Resort (Door 33) 11:00 am AEP Meeting in Barstow Scan, Wellcare United Healthcare	17 11:00 am AEP Meeting United Healthcare @The Resort (Door 33)	18 9:00-11:00 am Coffee Club @The Resort (Door 33) 12:00 pm Thanksgiving Potluck @The Resort (Door 33)	19
20	21 9:00-11:00 am Coffee Club @The Resort (Door 33)	22 2:00 pm Gardening w/Cindy @The Resort (Door 33)	23	24 HAPPY Thanksgiving	25 HVVMG IS CLOSED HAPPY HOLIDAY!!	26 ALL VICTORVILLE AEP MEETINGS @ HVVMG The Resort 12424 Hesperia rd. Victorville, CA 92395 Door 33 ALL BIG BEAR AEP MEETINGS @ Denny's 41196 Big Bear Blvd. Big Bear Lake, CA 92315 ALL BARSTOW AEP MEETINGS @ Denny's 1200 East Main St. Barstow, CA 92311
27	28 9:00-11:00 am Coffee Club @The Resort (Door 33)	29 11:00 am AEP Meeting Aetna, Anthem, Blue Shield 2:00 pm AEP Meeting Scan, Wellcare, United Healthcare @The Resort (Door 33)	30 10:00 am AEP Meeting Wellcare @The Resort (Door 33) 2:00 pm Painting with Renee @The Resort (Door 33)			
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SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
				1 11:00 am AEP Meeting @ Big Bear Denny's Scan, Wellcare United Healthcare	2 9:00-11:00 am Coffee Club @The Resort (Door 33)	3
4	5 9:00-11:00 am Coffee Club @The Resort (Door 33)	6 10:00 am AEP Meeting Scan, Wellcare United Healthcare @The Resort (Door 33) 2:00 pm Crochet w/Cindy @The Resort (Door 33)	7 11:00 am Bereavement S.G @The Resort (Door 33) 2:00 pm AEP Meeting United Healthcare @The Resort (Door 33)	8 2:00 pm Bingo for Gift Cards @The Resort (Door 33)	9 9:00-11:00 am Coffee Club @The Resort (Door 33)	10
11	12 9:00-11:00 am Coffee Club @The Resort (Door 33)	13 10:00 am Crafts with Renee @The Resort (Door 33)	14 2:00 pm Gardening with Cindy @The Resort (Door 33)	15	16 9:00-11:00 am Coffee Club @The Resort (Door 33)	17
18	19 9:00-11:00 am Coffee Club @The Resort (Door 33)	20	21 11:00 am Healing Hearts Bereavement S.G. @The Resort (Door 33)	22 2:00 pm Painting with Renee @The Resort (Door 33)	23 9:00-11:00 am Coffee Club @The Resort (Door 33)	24
25	26 HVVMG IS CLOSED	27 2:00 pm Crochet with Cindy @The Resort (Door 33)	28 2:00 pm Healthy Cooking with Cindy @The Resort (Door 33)	29	30 9:00-11:00 am Coffee Club @The Resort (Door 33)	31
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Hello my senior friends.

Here we are at the end of the year already. This year just flew by! We still have some exciting things coming up for you though, kicking off with our senior prom. It is being held on Friday, October 14th this year, from 4:00 to 8:00 p.m. at the Hilton Garden Inn. The theme is "Costume Ball." You must be fully vaccinated for COVID to attend, and we will ask for proof when you pick up your ticket. Tickets will be available beginning on September 27th at 8:00 a.m. at the Resort.

Our Annual Medicare Enrollment Period begins on October 15th and runs through December 7th. This is the time of year when we check our health plans and their changes for 2023 as well as compare them to other available health plans to see if they have something better to offer us. These plans change every year, so be sure to take advantage of our many meetings here at the Resort as well as Barstow and Big Bear and compare to find the best health plan for you. We will also be holding our Christmas in November AEP Meeting on November 15th here at the Resort. We will have information available on all the plans as well as a great holiday craft and holiday goodies. You must make a reservation ahead of time to attend.

With all of our great new activities, and special events, the Resort is the place to be for the Holidays. We hope to see you soon.

Cindy

cooking with **cindy**

APRICOT CHICKEN

Ingredients:

- 1 pound boneless skinless chicken breasts cut into strips
- 2 tablespoons low sodium soy sauce
- 1/2 cup apricot preserves
- 1 tablespoon low sodium chicken broth
- 2 tablespoons canola oil
- 1 tablespoon cornstarch
- 1 teaspoon minced garlic
- 1 1/2 teaspoons minced ginger
- 1 green pepper chopped
- 1/2 cup salted cashews

Directions:

Cook chicken in wok or large skillet in canola oil. When no longer pink, add green pepper, garlic and ginger and cook for 2 minutes and add cashews.

Mix soy sauce, cornstarch, apricot preserves and chicken broth in small bowl and pour over mixture, stirring the sauce until it thickens.

Can be served over rice.

annual enrollment is here!

Annual Enrollment runs from October 15th to December 7th each year, and this is when all people with Medicare can change their Medicare health plan and prescription drug coverage for the following year to better meet their needs. Medicare health and drug plans can make changes every year, things like cost, coverage and what providers and pharmacies are in their networks as well as extra benefits being offered such as free over the counter items, which many health plans now offer.

If you have a Medicare health or prescription drug plan, you should always review the materials that the plan sends you, to see if your plan is changing, and if it will still be the best plan to meet your needs in the following year. If the same plan will still be available, and you feel that it is still the right plan for you, then you don't need to do anything. Your plan will automatically roll over into the following year. If, on the other hand, you are not satisfied with some aspect of your plan, or you would just like to compare the available health plans, you should attend an AEP Meeting here at Heritage. We go through the plans line by line and even check your medications to find the health plan with the best prices on your medication so you can compare them and make the best, most informed decision about your health care. These meetings will be held in Victorville, Big Bear and Barstow so you can find a convenient location for you. While you can change your physician anytime during the year, you may only change your health plan during the Annual Enrollment Period.

More Annual Enrollment information is also available to you on [Medicare.gov](https://www.Medicare.gov)

October

VICTORVILLE

THE RESORT, 12424 HESPERIA ROAD, SUITE 1

Date	Time	Healthplan	Presenter
October 18th	11AM	WellCare, Scan, United Health Care	Patricia Hernandez
October 20th	11AM	Aetna, Blue Shield, Anthem	Patricia Hernandez
October 25th	11AM	Scan, WellCare	Patricia Hernandez
October 25th	2PM	United Health Care, Aetna, Anthem	Patricia Hernandez
October 27th	10AM	Scan	Patricia Hernandez

BIG BEAR

DENNY'S, 41196 BIG BEAR BLVD. BIG BEAR LAKE

Date	Time	Healthplan	Presenter
October 17th	11AM	WellCare, Scan, United Health Care	Patricia Hernandez

BARSTOW

DENNY'S, 1200 EAST MAIN STREET, BARSTOW



Date	Time	Healthplan	Presenter
October 24th	11AM	WellCare, Scan, United Health Care	Patricia Hernandez



2022-2023 annual enrollment

November

VICTORVILLE
THE RESORT, 12424 HESPERIA ROAD, SUITE 1

Date	Time	Healthplan	Presenter
November 1st	10AM	United Health Care, WellCare, Alignment	Patricia Hernandez
November 3rd	11AM	SCAN	Patricia Hernandez
November 9th	10AM	WellCare	Patricia Hernandez
November 15th 	10AM	Scan, Wellcare, United Health Care, Aetna, Anthem, Blue Shield	Patricia Hernandez 
Christmas in November Meeting! Craft Projects and Holiday Snacks!			
November 17th	11AM	United Health Care	Patricia Hernandez
November 29th	11AM	Aetna, Anthem, Blue Shield	Patricia Hernandez
November 29th	2PM	Scan, WellCare, United Health Care	Patricia Hernandez
November 30th	10AM	WellCare	Patricia Hernandez

BIG BEAR

DENNY'S, 41196 BIG BEAR BLVD. BIG BEAR LAKE

Date	Time	Healthplan	Presenter
November 8th	11AM	Aetna, Anthem, Blue Shield	Patricia Hernandez

BARSTOW

DENNY'S, 1200 EAST MAIN STREET, BARSTOW

Date	Time	Healthplan	Presenter
November 10th	10AM	Aetna, Anthem, Blue Shield	Patricia Hernandez
November 16th	11AM	Scan, WellCare, United Health Care	Patricia Hernandez

December

VICTORVILLE
THE RESORT, 12424 HESPERIA ROAD, SUITE 1

Date	Time	Healthplan	Presenter
December 6th	10AM	Scan, WellCare, United Health Care	Patricia Hernandez
December 7th	2PM	United Health Care	Patricia Hernandez

BIG BEAR

DENNY'S, 41196 BIG BEAR BLVD. BIG BEAR LAKE

Date	Time	Healthplan	Presenter
December 1st	11AM	Scan, WellCare, United Health Care	Patricia Hernandez

**Call Cindy at (442) 242-6724 to RSVP for a meeting today!
Proof of COVID vaccination will be required for all meetings.**



2022-2023 annual enrollment



Post Covid Blues versus Depression

Instead of writing specifically about an OBGYN issue, I decided to write about a health issue that is not sex specific. Depression occurs in men and women often starting in the twenties. Approximately one in sixteen people are affected, women more than men. It is often seen in people who are related, have chronic illnesses, a chemical makeup that puts them at risk for depression drug abuse including alcohol and environmental stress.

Grief and sadness may be seen with depression but grief reactions are normal. It is expected that we will be sad at the death of a loved one, loss of a job, an unexpected illness. With grief we often will have a queasy feeling, don't feel like eating or socializing for a short period of time. Most of us recover from grief and sadness.

With depression we have difficulty making choices, insomnia, sleep too much, feel worthlessness and anhedonia (inability to enjoy things). Sometimes we have thoughts we can't get rid.

For over two years we have been isolated and life has been out of our control. We lost our jobs and, family members. We have been unable to do simple things like smile at one another, shake hands or participate in vigorous debate. We health care providers had to learn to tell our sick patients -please don't come see me.

We were scared for our patients and ourselves. Some of us are sad. Some have grief and some are depressed and will need help getting better.



Eloise Skelton, M.D.
OB/GYN, MPH, FACOG

500 South 7th Avenue
Suite B & C
Barstow, CA 92311
(760) 256-1777

Those of us with depression, not just "Covid Blues" can get help. Some suggestions are:

- Give yourself permission to be alive. Why one person didn't get sick, one person just got sniffles and one of our loved ones died is not always explainable to our satisfaction. For those of us alive we need to hug ourselves and we must choose life.
- We need to practice kindness
- Rest
- Exercise
- Eat well and remember to hydrate we're in the desert
- Discuss your concerns with your clinical team. Don't be afraid to talk to a therapist. Some of us will need medicine. Take your medicine as prescribed if you feel worse on the meds don't just stop them. Work with your health care team to adjust them.
- Look into support groups like Over eaters Anonymous, Narcotics Anonymous, Alcoholics Anonymous NAMI and others if you think you might benefit.

Depression, like diabetes and hypertension are real treatable illnesses and those of us with these illnesses need to care for ourselves. I promise my next article will be about OBGYN. Maybe...

Protect Against the Cold & Flu:

Healthy Habits to Remember

Don't let a cold get you down! Sore throat and runny nose are usually the first signs of a cold, eventually leading to coughing and sneezing. Most people get better in about 7-10 days.

The Flu: According to the Centers for Disease Control and Prevention, the single best way to reduce the risk of seasonal flu and is to get vaccinated each year, but good healthy habits can help stop the spread of germs.

Healthy habits to protect yourself:

- Wash your hands often with soap and water for at least 20 seconds. Viruses that cause colds can live on your hands, and regular hand-washing can help protect you from getting sick. If soap and water are not available, use an alcohol-based hand sanitizer.
- Avoid touching your eyes, nose, and mouth with unwashed hands.
- Stay away from people who are sick. Sick people can spread viruses that cause the common cold through close contact with others.

Healthy habits to protect others:

- Avoid close contact. Avoid close contact with people who are sick. When you are sick, keep your distance from others to protect them from getting sick too.
- Stay home when you are sick. If possible, stay home from work, school, and errands when you are sick. This will help prevent spreading the cold and flu to others.
- Cover your mouth and nose. Cover your mouth and nose with a tissue when coughing or sneezing. It may prevent those around you from getting sick.
- Clean your hands. Washing your hands often will help protect you from germs. If soap and water are not available, use an alcohol-based hand sanitizer.
- Avoid touching your eyes, nose, or mouth. Germs can be spread when a person touches something that is contaminated with germs and then touches his or her eyes, nose, or mouth.
- Practice other good health habits. Clean and disinfect frequently touched surfaces at home, work, or school, especially when someone is sick. Get plenty of sleep, be physically active, manage your stress, drink plenty of fluids, and eat nutritious food.

When to seek medical attention:

- If you are unable to drink enough fluids
- Have a fever for more than 3-5 days
- Feel better, then get a fever again
- Are short of breath or wheezing or cough up blood
- Have pain in the chest when breathing
- Have heart disease and have chest pain
- Are unable to walk or sit up, or function normally

Sneha Bhakta RPh, CDCES
Clinical Pharmacist





family matters



What's Age Got to Do with It?

Nope, this isn't a new version of the 80's Tina Turner classic, but it is a legitimate question. Recently, as we began a RetroFIT class (our senior workout program), I exclaimed, "I will NOT be defined by my age! Bam!" And, I am right. I cannot count how many times I have heard someone say, "I'm too old", and it's just not true. I am not saying that aging doesn't slow us down, but giving into a simple number and stopping our fitness lifestyle can have devastating consequences. Do you know that sarcopenia, the loss of muscle as we age, is a major contributor to dementia? And, if we allow the idea of age to stop us from doing what our bodies are capable of, especially when it comes to adding muscle, we are risking living our lives to their fullest. So, to help you decide to start building muscle, here are 3

very important reasons to do so:

1. Muscle helps manage blood sugar.
2. Muscle supports your joints.
3. Building muscle builds bone, too.

Bottom line? I will NOT let my "age" determine my workout and muscle-building habits, nor should you. Bam!

George Mangum, M.A.
Clinical Fitness Director

fitness 411

meet randy sausser

I am a trainer/coach at The FIT House, and I love where I work. Outside of work, two of my passions are baseball and fitness competitions. I play on a baseball team on the weekends and have competed with other FIT House members in the renowned Spartan DEKA Fit races, which happen worldwide. At the time of this writing, several of us at The FIT House are training for the annual Reverse Triathlon in Apple Valley in September. I currently lead groups in CrossFIT and a Shred program, as well as helping train athletes in our Bigger Faster Stronger program. My Bachelors of Science degree is in Kinesiology (with an emphasis in exercise science), and I am currently in the Nursing program at Victor Valley College (VVC). I hope to combine nursing and fitness to help create a prototype clinical fitness program at The FIT House and at Heritage Victor Valley Medical Group.

Before becoming a trainer at The FIT House, I was an actual member who worked out in my "home gym". I was amazed at the equipment, the set-up, and the classes/programs The FIT House had, so becoming a trainer there was a perfect fit for me. My training focus is evidence based where I emphasize proper form and technique. Ultimately, my goal is to help our members be fitter, healthier, and stronger.

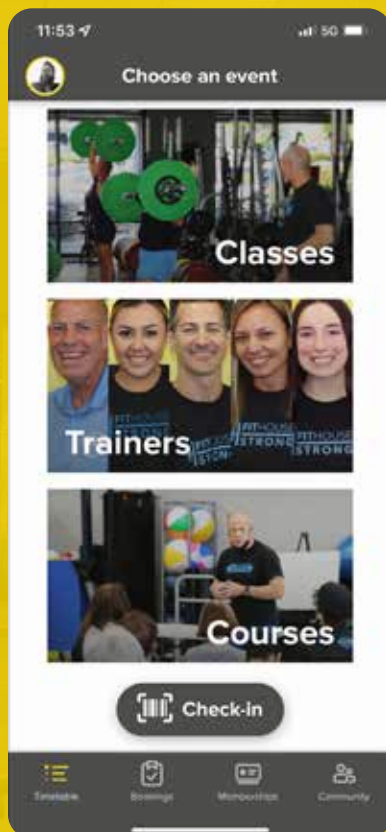


WE'VE LEARNED SOME NEW TRICKS!

Introducing The **FIT**House App!



Bring your **FIT**House Experience to the Next Level!

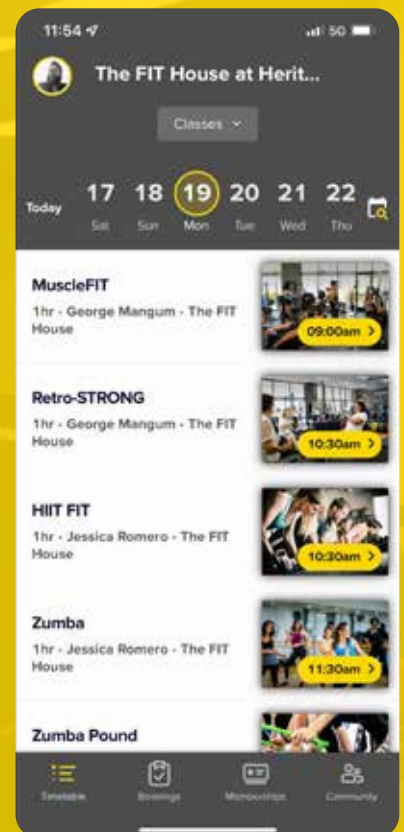


Easy Check-In!
No more signing forms!

Easy Registration!
Sign up for classes and courses
from anywhere!

Easy Scheduling!
Full access class calendar at the
click of a button!

Community Features!
Keep up-to-date with all the
current news and events!



Download the app today!

Beginning October 1st, a **FIT**House membership will be required to attend the **FIT**House Gym and all associated activities.

A **FIT**House membership is, and always will be, **FREE** to all Heritage members. If you need any help signing up for a membership through the app, come on in and our friendly staff will help you!





featured **FIT**sician



Dr. Sourav Das, M.D.
Family Medicine, Sports Medicine,
Regenerative Medicine

What is a Concussion?

A concussion is a type of traumatic brain injury (TBI). It is caused by a bump, blow, or jolt to the head or body that causes the head and brain to move quickly back and forth. Some ways to get a concussion are: hitting your head during a fall, car crash, or sports injury. Health care professionals sometimes refer to concussions as “mild” brain injuries because they are usually not life-threatening. Even so, subsequent effects can be serious and therefore concussions require medical attention.

What can I expect after a Concussion?

Most people with a concussion recover quickly and fully. During recovery, it is important to know that there are a range of symptoms. Some symptoms may appear right away, while others may not be noticed for hours or even days after the injury. Sometimes, you may not realize you have problems until you try to do your usual activities again, and notice something feels unusual.

Post-concussive symptoms

Post-concussive symptoms can involve physical symptoms, cognitive difficulties (thinking, processing information, remembering things), emotional/mood changes and/or sleep problems. Some symptoms include:

- Difficulty thinking clearly
- Feeling slowed down
- Difficulty concentrating
- Difficulty remembering new information
- Headache
- Nausea or vomiting (early on)
- Sensitivity to light or sound
- Feeling tired (having no energy)
- Fuzzy or blurry vision
- Dizziness
- Balance problems
- Irritability
- Sadness
- Being more emotional than usual
- Nervousness or anxiety
- Sleeping more than usual
- Sleeping less than usual
- Trouble falling asleep

These post-concussive symptoms can be part of the normal healing process and are generally not signs of permanent damage or serious health problems. Most symptoms go away within 2 weeks without any medical intervention.

Self-Care Recommendations

- Getting plenty of rest and sleep helps the brain to heal. In other words, do not try to do too much too fast
- Avoid activities that are physically demanding (exercising) or require a lot of thinking or concentration (e.g. texting, working on the computer, playing video games). Ignoring your symptoms and “toughing it out” often make symptoms worse.
- Do not drink alcohol.
- You may take acetaminophen (Tylenol) for pain following the directions on the container. Do not take aspirin or ibuprofen unless instructed by your health care professional. A light diet is recommended.
- You should NEVER return to full activities if you still have ANY symptoms – (Be sure that you do not have any symptoms at rest and while doing any physical activity and/or activities that require a lot of thinking or concentration.)
- As symptoms decrease, you may begin to gradually return to your daily activities. If symptoms worsen or return, lessen your activities, then try again to increase your activities gradually.
- It is normal to feel frustrated, sad and even angry because you cannot return to normal activities right away. With any injury, a full recovery will reduce the chances of getting hurt again.

Gradual Return Plan/Activity

- Pay careful attention to your symptoms and your cognitive and concentration skills at each stage of activity. Move to the next level of activity only if you do not experience any symptoms at each level. If your symptoms return, stop these activities and let your health care professional know. They will give you recommendations about how to proceed from one level to the next.
- Return to activities should occur in gradual steps beginning with aerobic exercise only to increase your heart rate (e.g., stationary cycle); moving to increasing your heart rate with movement (e.g., running); then adding controlled contact if appropriate, and finally return to sports competition.

When should I go to the hospital emergency department?

- Sometimes serious problems develop after a head injury. Go to the emergency department if you experience any of the following symptoms:
- Repeated vomiting
- Headache that gets worse and does not go away
- Loss of consciousness or unable to stay awake during times you would normally be awake
- Getting more confused, restless or agitated
- Convulsions or seizures
- Difficulty walking or difficulty with balance
- Weakness or numbness
- Difficulty with your vision
- Difficulty speaking

Most of all, if you have any symptom that concerns you, your family members, or friends, don't delay; go to the Emergency Department or seek medical care right away.



Finish the Year Happy & Healthy

Finish the year with your annual **Senior Wellness Exam**. By getting your exam, you'll be able to take the necessary steps to a healthy holiday, so you can spend more time with your loved ones. It's free, fast, and good for the entire calendar year.

Schedule your appointment before November 30th
and receive a \$25 Visa Card!

**Call to schedule your appointment,
and peace of mind, today.**

760.261.6422

Senior Wellness Exams are by Appointment Only and are required by most health plans. It is recommended you get your exam as early as possible to fulfill your yearly requirements. Please call Heritage Victor Valley Medical Group if you have any questions/concerns.

ARE YOU BETWEEN THE AGES OF 50-74?

Screenings can be important tools in preventing some illnesses and diseases!

HAVE YOU BEEN CHECKED FOR PROSTATE CANCER?

Screening is available for Males between ages 50-70 with a simple blood test called a PSA.

HAVE YOU BEEN SCREENED FOR BREAST CANCER?

Screening is available for Females between ages 50-74 with a mammogram every 24 months.

HAVE YOU BEEN SCREENED FOR COLON CANCER?

All you need is a FOBT kit every year or a Colonoscopy every 10 years.

DO YOU HAVE DIABETES?

Are your HbA1c test levels reading 8.9 or below and your kidney levels checked every year?

HAVE YOU HAD YOUR DIABETIC EYE EXAM?

Yearly retinal eye exam for Males or Females between ages 18-75 who have a diagnosis.

DO YOU HAVE ENOUGH MEDICATION?

Have your Doctor call you in a 90 day supply on your medications.

IS YOUR BLOOD PRESSURE UNDER CONTROL?

Controlled readings should be between 120/80 - 140/80

HAVE YOU HAD YOUR YEARLY PHYSICAL?

A senior wellness exam done once a year by your PCP or in our HVVMG wellness Center.

DO YOU HAVE A DIAGNOSIS OF CARDIOVASCULAR DISEASE?

Are you on a medication called Statin?
Ask your doctor during your visit!

**Have questions or want to schedule a screening?
Call us at 800.655.9999**



Recommended Child and Adolescent Immunization Schedule for ages 18 years or younger

(800) 655-9999
Members@hvvmg.com

These recommendations must be read with the notes that follow. For those who fall behind or start late, provide catch-up vaccination at the earliest opportunity as indicated by the green bars. To determine minimum intervals between doses, see the catch-up schedule (Table 2). School entry and adolescent vaccine age groups are shaded in gray.

Vaccine	Birth	1 mo	2 mos	4 mos	6 mos	9 mos	12 mos	15 mos	18 mos	19–23 mos	2–3 yrs	4–6 yrs	7–10 yrs	11–12 yrs	13–15 yrs	16 yrs	17–18 yrs
Hepatitis B (HepB)	1 st dose	2 nd dose					3 rd dose										
Rotavirus (RV): RV1 (2-dose series), RV5 (3-dose series)			1 st dose	2 nd dose	See Notes												
Diphtheria, tetanus, acellular pertussis (DTaP <7 yrs)			1 st dose	2 nd dose	3 rd dose		4 th dose					5 th dose					
Haemophilus influenzae type b (Hib)			1 st dose	2 nd dose	See Notes		3 rd or 4 th dose	See Notes									
Pneumococcal conjugate (PCV13)			1 st dose	2 nd dose	3 rd dose		4 th dose										
Inactivated poliovirus (IPV <18 yrs)			1 st dose	2 nd dose	3 rd dose		4 th dose										
Influenza (IIV)							Annual vaccination 1 or 2 doses								Annual vaccination 1 dose only		
Influenza (LAIV)															Annual vaccination 1 or 2 doses		Annual vaccination 1 dose only
Measles, mumps, rubella (MMR)					See Notes		1 st dose					2 nd dose					
Varicella (VAR)					See Notes		1 st dose					2 nd dose					
Hepatitis A (HepA)					See Notes			2-dose series, See Notes									
Tetanus, diphtheria, acellular pertussis (Tdap ≥7 yrs)															Tdap		
Human papillomavirus (HPV)															See Notes		
Meningococcal (MenACWY-D ≥9 mos, MenACWY-CRM ≥2 mos)															1 st dose		2 nd dose
Meningococcal B																	See Notes
Pneumococcal polysaccharide (PPSV23)																	See Notes

Range of recommended ages for all children

Range of recommended ages for catch-up immunization

Range of recommended ages for certain high-risk groups

Recommended based on shared clinical decision-making or *can be used in this age group

No recommendation/ not applicable



KID'S CORNER



WINTER



F P A M O T I U S W O N S Q B S
R X G O Y D S H O V E L Z J N C
Q T L B N K L W R S M A G O U F
V G S R A P E N G U I N W Y H D
I W N T E J G X M Q S B R E O Z
U C E A Y T N D P I O H F K L R
M S I Z G Q A V B A T L X C I J
Y H K C F G W E R N U T P O D G
S J M V L S O D W R X Q E H A N
E N T G K E N B R S F M C N Y I
V L O I N H S I O X J U Q A S D
O F I W P E E R S T O O B M C D
L N X U B S Z J Y P N I H W K E
G I P E T A L O C O H C T O H L
B S C A R F L D R E M Z U N J S
H R E T N I W L X F P G Y S O K



- | | | | |
|----------|---------------|-------------|-----------|
| boots | hot chocolate | shovel | snowboard |
| flurries | icicle | skates | snowman |
| frozen | igloo | skiing | snowsuit |
| gloves | mittens | sledding | sweater |
| hockey | penguin | snow angels | toboggan |
| holidays | scarf | snowball | winter |

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We are one of only a small number of High-Acuity Urgent Care facilities in California. High-Acuity means we care for patients with complex medical problems through services, technology, and expertise very similar to the emergency room.

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Our capabilities are extensive. Ultrasound, CT scan, and X-ray are all available on-site, and you won't need to leave the building for lab studies, diagnostics, EKG, pulmonary function test, or cardiac monitor either!

- ER** PEOPLE
- ER** TECHNOLOGY
- ER** WAIT

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7 Days a Week

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Victorville, CA 92392

(760) 261-5292

hvvmg.com/urgent-care

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affiliated urgent care facilities

Family Practice Associates

Hesperia

11919 Hesperia Rd, Suite C
Hesperia, CA 92345
760.948.1454

Monday - Friday: 8am to 9pm
Saturday: 9am to 5pm
Sunday: 1pm to 5pm

Dr. Mike's Walk-In Clinic

Apple Valley

12143 Navajo Rd
Apple Valley, CA 92308
760.240.1144

Monday - Friday: 9am to 7pm
Saturday: 10am to 5pm

Dr. Mike's Walk-In Clinic

Barstow

716 E Main St
Barstow, CA 92311
760.256.6426

Monday - Friday: 8am to 8pm
Saturday: 10am to 5pm

Dr. Mike's Walk-In Clinic

Hesperia

15791 Bear Valley Rd
Hesperia, CA 92345
760.949.1231

7 Days a Week
8am to 8pm

Mikel Alwis, M.D. | Joseph Oel, M.D. | Rosina Frize, PA-C

Victorville

15626 Hesperia Rd
Victorville, CA 92395
760.952.0244

Monday - Friday: 8am to 9pm
Saturday: 9am to 5pm
Sunday: 1pm to 5pm

Bear Mountain Urgent Care

Big Bear Lake

41949 Big Bear Blvd
Big Bear Lake, CA 92315
909.878.3696

Monday - Friday: 9am to 6pm
Saturday: 10am to 5pm
Sunday: 10am to 4pm

Meridian Urgent Care

Barstow

705 East Virginia Way, Suite N
Barstow, CA 92311
760.255.3200

Monday - Friday: 9am to 5pm
Saturday: 9am to 3pm
Sunday: 9am to 1pm

**There is no cost to receive these membership benefits!
Simply switch your current doctor to a Heritage doctor
and keep your current health insurance!**



Our fully loaded, state-of-the-art gym, extensive fitness programs and a thriving social community.

HOW DO I SWITCH?

I have HMO health insurance

- 1.** Visit hvvmg.com and choose a Heritage physician or call member services for their assistance.
- 2.** Contact your insurance carrier.
- 3.** Request a primary care physician change.
- 4.** Your insurance provider will send an effective date.

I have PPO health insurance

Call membership services and they will assist you.

Fast Track Referrals

Our paperless automated processing delivers speedy referrals.

Provider Options

An extensive selection of Primary Care Doctors and hundreds of Physician Specialists across the Greater High Desert.

Best Hospitals

Total coordinated care and access to the best tertiary hospital care in Southern California.

Senior Programming

The most highly attended, diverse, senior activity & fitness programming in the region.









Wellness Center

Health Evaluations, Prescriptive Fitness, Optometry, Health Education and Pharmacy Consulting, all in one convenient location.
















insurance plans



families & individuals

	Aetna
	Anthem Blue Cross
	Blue Shield
	Cigna
	Health Net / Covered California
	Molina
	Tricare
	United Healthcare

seniors

	Aetna
 <small>Alignment Healthcare</small>	Alignment Healthcare
	Anthem Blue Cross
	Blue Shield
 <small>GOLDEN STATE MEDICARE HEALTH PLAN</small>	Golden State Medicare Health plan
 <small>Health Net®</small>	Health Net
	Humana
 <small>Inland Empire Health Plan</small>	IEHP
 <small>Inter Valley Health Plan Medicare plans for health. Not for profit.</small>	Inter Valley Health Plan
	Molina
 <small>scan HEALTH PLAN</small>	SCAN
 <small>SecureHorizons® by UnitedHealthcare</small>	Secure Horizons
	Tricare
	United Healthcare
 <small>WellCare® Health Plans</small>	Wellcare





frequently asked questions

What is a medical group and what are the benefits of belonging to one?

Health plans contract with groups of doctors to provide health care. These groups of doctors are called medical groups. Medical groups can range from small practices with several doctors to very large organizations with hundreds of doctors. While a small number of health plans – fewer than twenty – insure most people in California, there are hundreds of medical groups in the state.

The difference between a medical group and a health plan sometimes isn't clear. The medical group's job is to care for patients – this work is done by the doctors, nurses, therapists and other professionals in the medical group. The health plan is responsible for seeing that its members receive care easily by contracting with enough medical groups and their doctors in a local area so it is convenient for members to find nearby care. (CA.GOV)

How do I become a Heritage Member and receive benefits?

Keep your current insurance, just switch to a Heritage doctor. There is no cost. All benefits are included in membership. **1(800) 655-9999**

Becoming a member is as easy as selecting one of our Heritage primary care physicians. This can be done by contacting our Member Services department or by contacting your current health plan and making the request for a new PCP.

What is the difference for the patient between HMO and PPO insurance?

Health Maintenance Organization (HMO) plans:
Comprehensive coordinated care.

A health maintenance organization (HMO) contracts with health care professionals and facilities to create a "provider network." If you choose HMO insurance, you'll typically pay a small co-payment if you visit a physician or hospital within the plan network. HMO insurance often features lower premiums and co-pays than other plans.

Preferred Provider Organization (PPO) plans:
Self coordinated care.

A preferred provider organization (PPO) also enters into contractual agreements with health care providers and creates a "provider network." But unlike HMOs, PPO health insurance will cover some – but not all – of the cost of care administered by out-of-network providers, and patients take on more responsibility to coordinate their care.

What is coordinated care?

Navigating through the healthcare system can be very difficult for even the most informed individuals. Coordinated care is a way that a medical group assists you in finding the right care by the right doctor.

How many doctors does Heritage have, and where are they located?

Heritage has forty-five doctors located across the High Desert and Mountain Communities.



How do I know what doctor is a Heritage Primary Care Physician?

Visit www.hvvmg.com and click on the Doctor's page.

How is Heritage different from other medical groups?

Heritage has many benefits and resources that other medical groups in our area do not have. These benefits include fast track referrals, free fitness, senior activities and more. Heritage also has an Urgent Care facility for members with near-emergency-room levels of care (known as high acuity care), capable of handling even serious injuries.

What health insurance plans does Heritage accept?

Heritage accepts most health plans. Contact our member services to see if we are contracted with your health plan.
1(800) 655-9999

How many specialists are available to Heritage members?

Because Heritage is part of the Heritage Provider Network - one of Southern California's largest medical groups - our members have access to over 200 local specialists as well as many specialists throughout Southern California. We can assure you are receiving the best possible care.

What is the referral process and how long does it take?

Heritage uses an automated system to process fast track referrals in hours - not weeks!

What are Heritage's Urgent Care and hospital affiliations?

Heritage has its own Urgent Care Plus high acuity urgent care facility with services including on-site Labs, x-ray, wound care and infusion services. Heritage Medical Group is contracted with four High Desert urgent care facilities and is contracted with hospitals in the High Desert and Southern California.

Covid 19 Information

Heritage Victor Valley Medical Group follows CDC guidelines for coronavirus exposure prevention. The majority of people exposed to COVID-19 only experience minor to moderate symptoms. Call Us at 760-553-7000 Before Entering an HVVMG Primary Care Clinic Site, at 760-261-5292 before entering the Heritage Urgent Care or at 760-245-4747 before entering any other HVVMG service site if:

- You traveled in regions impacted by coronavirus (foreign and domestic- check CDC www.cdc.gov)
- You have been exposed to someone known to be infected
- You have symptoms of: temperature, coughing, sneezing or other flu-like symptoms

Please call ahead to let your care provider know you may have been exposed to the coronavirus so that we can offer special attention to protect You and the Community. HVVMG is serious about preventing the spread of the coronavirus. A team member will meet you at the door and escort you to a room with proper protections.

The coronavirus (COVID-19) outbreak is changing life for all of us. You may feel anxious, stressed, worried, sad, bored, depressed, lonely or frustrated in these circumstances.

For strategies and support visit <https://covid19.ca.gov/resources-for-emotional-support-and-well-being>



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Victorville, CA 92395

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contact us!

Heritage General Information	(760) 245-4747
Urgent Care Plus	(760) 261-5292
Member Services	1(800) 655-9999
Primary Care Physicians	1(800) 655-9999
Specialists	1(800) 655-9999
Referrals	1(800) 655-9999
Hearing Impaired TTY/TDD	1(800) 735-2922

Senior Services	(442) 242-6724
Heritage LifeFit Fitness Department	(760) 261-5257
Case Management	1(800) 655-9999
Wellness Center and Health Education Department	(760) 261-6497
Prescriptive Fitness	(760) 952-1222
Industrial / Occupational Medicine	(760) 952-1222
Behavioral Health Service	1(800) 655-9999

Referral Management Operating Hours:
(8-5 Mon-Fri)

After-Hours Referrals - Heritage Urgent Care Plus:
(760) 261-5292 (or your provider's after hours call lines)

Discuss a Referral:
1(800) 655-9999

Referral Management Team
1(800) 655-9999



1 (800) 655-9999

www.hvvmg.com

members@hvvmg.com

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