



Hanford Occupational Health Services

Inside Out

Improving Check Out: Improving Your Experience

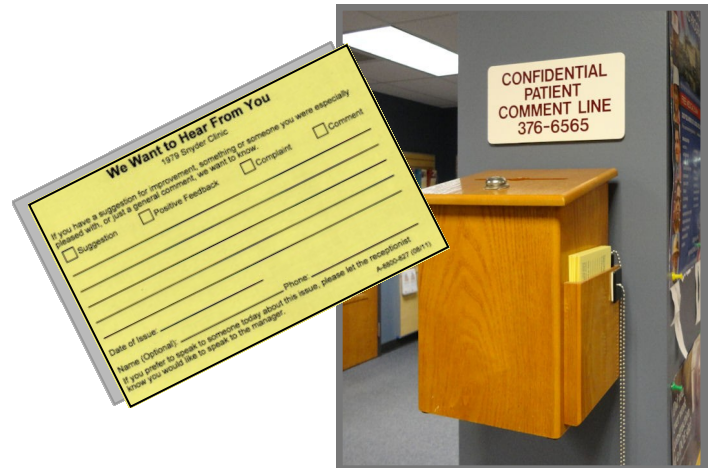
The next time you check out from your exam or walk-in care at CSC HOHS you will notice a few differences. The most visible changes are the facility changes: the privacy barrier at 200W, and a separate room away from the waiting room at 1979 Snyder. The other changes are to the process itself and are designed to improve patient privacy, the quality of information provided, and the quality of the check-out interaction.



During the check-out process a CSC staff member will sit with you and review all the paperwork you are taking with you, verify you have had your questions answered, and schedule any needed follow-up appointments. This move from the front desk waiting room area provides the privacy needed to discuss your paperwork and any questions you have. If you are completing your first encounter for the Two-Encounter Exam

Process, the staff member will also schedule your second exam and provide you with appointment information.

Following your provider encounter you will be given a copy of your clearance, all test results, any work restrictions, an examination summary letter and any other employee-related paperwork. If you are completing a return to work, work restriction review or injury/illness visit, you will receive a *Record of Visit (ROV)* as well as a brochure explaining the ROV terminology and process. It is our expectation that these changes will enhance the overall CSC HOHS patient experience. We welcome feedback on the new process. "We Want to Hear From You" cards are located in every CSC HOHS lobby and provide an anonymous way to provide feedback. If you are selected for the Press Ganey Survey please let us know what you like about the new process and suggestions you have for further improvement!



WATCH FOR UPCOMING EVENTS:

May

- [Workfit Leader Training \(4th\)](#)
- [Site Health Fairs \(10th\)](#)
- [Tobacco Cessation Class \(ends 14th\)](#)

June

- [Workfit Leader Training \(1st\)](#)
- [Site Health Fairs \(14th\)](#)
- [Tobacco Cessation Class \(starts 18th\)](#)



Meet Our New Health Education Specialist

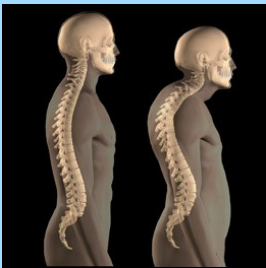
Hello, my name is Veronica Whitish and I am a new Health Education Specialist at CSC Hanford Occupational Health Services. I come to Hanford from Kennewick General Hospital's Cardiac Rehabilitation program working as an Exercise Specialist. I have a B.S. degree in Physical Education and Health with Sports Medicine as well as a Master's in Teaching. My background in health and fitness education consists of personal training and instructing for various group fitness classes, nutrition consulting and working with special populations primarily in cardiac health. I am married and have a rambunctious 3-year-old daughter named Ava who has taken on the task of naming our two pet glow fish, Pickle Juice and Bubblegum. Since I love to spend most of my time outdoors, my hobbies include mountain biking, hiking, camping, boating, skiing and occasional guitar strumming. I am very excited to work with our Hanford employees and look forward to helping each of you obtain your goals for health and happiness. If you have any questions or requests about health related issues or topics please call me at 509-376-3267. See you soon at one of our upcoming events!



Invite us to be a guest at your next work group meeting.

May Featured Presentation:

"OSTEOPOROSIS AND LIFESTYLE"



To schedule a presentation, contact us!

Email: ahew@rl.gov

Phone: 376-3939

LET US COME TO YOU!

MONTHLY SITE-WIDE HEALTH FAIRS

Health is important to everyone, but let's face it, sometimes we get so caught up in life that we forget to check in on our basic healthcare needs. Well, we're here to make it easy for you to connect with your health with our monthly Site-Wide Health Fairs! On the second Thursday of each month, we pack our van full of diverse and valuable health education materials and our own personal stash of road trip food (healthy, of course!) and visit multiple locations throughout the Site for the day. At the health fairs, you can check your weight, body composition, blood pressure, and grip strength. In addition, you can talk with a Health Education Specialist about any health concerns you may have or find out about other services we offer that may be of benefit to you. Our schedule is posted online and is updated regularly. **Hope to see you there!**



- Health Educators on hand to answer your questions
- Information available to pick up
- Blood pressure screenings & body fat testing

Healthy Recipes

Low Fat Potato Salad

Serves: 6

Ingredients:

- 1 pound baby red potatoes
- 1 cup asparagus tips
- 1/2 red onion, sliced
- 1/4 cup fat free, reduced sodium chicken broth
- 2 tbsp white wine vinegar
- 2 tsp Dijon mustard
- 1 tsp extra-virgin olive oil
- 1 garlic clove, crushed
- Fresh ground black pepper to taste

Awaken your taste buds with this great alternative to ordinary potato salad.



Preparation:

Place potatoes in a large pot and cover with water. Bring to a boil then simmer for 10-12 minutes. Add asparagus tips and simmer for two to three minutes more, until asparagus is bright green and potatoes are tender. Drain vegetables and allow to cool for a few minutes. Cut potatoes into quarters. While potatoes and asparagus are cooling, whisk chicken broth, vinegar, mustard, oil and garlic together in a small bowl. Place vegetables in a large bowl. Top with red onion slices. Drizzle dressing over salad. Gently toss to coat. Serve warm, at room temperature, or chilled.

PER SERVING:

Calories	112
Total Fat	1.3 g
Cholesterol	0 mg
Sodium	112 mg
Carbohydrate	23 g
Dietary fiber	4.8 g
Protein	4.3 g

Click here for: [Healthy Recipes](#)