

October 10, 2017

Dear Patients,

My mom moved into assisted living a month ago. My sisters and I struggled with her leaving her home of 45 years, but as many families find, the cost of 24/7 sitter care can add up. I visit her daily, and know she is cared for well.

Many of you are also faced with challenge of parents losing their independence. “Hey, didn’t we just get our last kid off to college”, we are indeed the “sandwiched generation”. Caretaking happens in a generational cycle.

Arleen, Sabrina, and I are here to assist you with that cycle. As our patients age, we try to address their needs. Whether walker, rolator, wheelchair, oxygen, or hospital bed, our team will get this assistance approved. Also, we try to keep a current list of sitters to help when our patients can’t care for themselves.

Ok, well that takes care of that generation, but we still need to walk through the cluttered house she leaves behind, not knowing where to start or where to finish. Sounds like health care for the rest of us. It’s difficult to stumble through the maze of preauthorizations, high deductibles, and many other barriers to your access to excellent healthcare. Arleen, Sabrina and I will be your guide.

We insist on yearly health maintenance appointments, where together we can analyze and modify your health risk factors. When specialist referral is necessary, Arleen will call and schedule that appointment in a timely fashion. If a CAT scan, MRI, or even a stress test is necessary, you leave our office knowing that test scheduled and most importantly authorized. Sabrina has the charm with getting your medications approved, (she must know somebody). If you suddenly are paying a lot for a medicine, give us call, there may be an alternative.

We welcomed many new patients to our practice this past year, and as well remember the loss of close friends. We continue to invite friends and family members you refer to be a part of our practice. Our administration fees remain unchanged from last year and include a discount for fees received in our office by December 31<sup>st</sup>, 2017.

So as we stumble through that old cluttered house of healthcare, I am there for you always, just a cell phone call away. If your health should take a turn and you require hospitalization, I am there personally to take care of you, not a hospitalist physician. It has been a privilege for Arleen, Sabrina, and I to be trusted to your health care needs. Many of you are family to us. We promise to be a foundation of first class medicine, and a blanket of caring.

Saints are now 2-2, maybe this? is the year.

Go Saints,

Alan N. Yager, MD