

UPSTATE

UNIVERSITY HOSPITAL

Ambulatory Services

How *We* *Care*

Upstate Nappi Wellness Institute

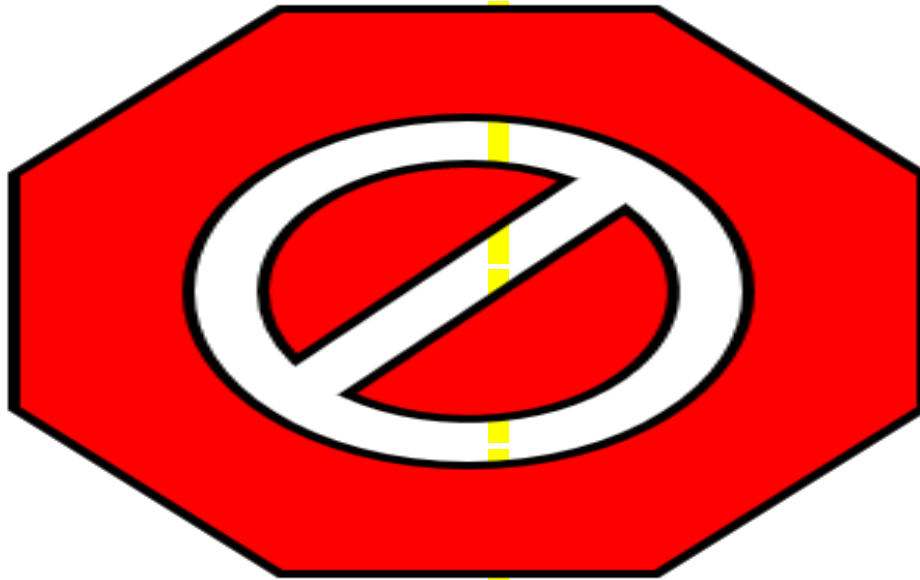
Created: 4/2023 Naquia Lacey

Course Introduction and Objectives

- *How We Care* goes beyond what we **do**, it's about **who we are**. It's about **how we treat** our patients, families, guests and each other in a way that makes everyone feel **welcomed, valued**, and that they **Belong at Upstate**.
- The Culture of Ambulatory Services is in our hands...and language...and behaviors...and in *How We Care!*
- The information contained in this presentation is intended to identify the clinical services offered in the Nappi Wellness Institute and basic information about the population(s) served there, including:
 - Key Terminology
 - How to Help

“Empathy: The Human Connection” Video

Click here to watch “[Empathy: The Human Connection](#)” video before proceeding.



The link to this video is embed within the NWI How We Care Training Brightspace course.



A COMMITMENT TO DIVERSITY IS ESSENTIAL for Upstate Medical University to fulfill its mission.



UPSTATE'S MISSION: To improve the health of the communities we serve through education, biomedical research, health care and service.



WE ARE UPSTATE: We embrace diversity and inclusion.



WE ARE UPSTATE

WE ARE UPSTATE: We drive innovation and discovery.



UPSTATE
UNIVERSITY HOSPITAL

UPSTATE
MEDICAL UNIVERSITY

OUR MISSION

To improve the health of the communities we serve through education, biomedical research, and patient care.



UPSTATE
MEDICAL UNIVERSITY

OUR VALUES

We drive innovation and discovery by empowering our university family to bring forth new ideas and to ensure quality.
We respect people by treating all with grace and dignity.
We serve our community by living our mission.
We value integrity by being open and honest to build trust and teamwork.
We embrace diversity and inclusion to state that all are welcome here.

The Building Blocks for Culture at Upstate

Upstate Medical University Strategic Plan

The graphic is a white rectangular document with a blue header and footer. The header features the Upstate Medical University logo and the title 'THE STRATEGIC PLAN OF UPSTATE MEDICAL UNIVERSITY | 2023-2028'. Below this, the words 'EXCELLENCE & ACCESS' are written in large, bold, blue and black letters. The main body of the graphic is divided into two columns. The left column is titled 'EXCELLENCE' and contains three numbered items: 1. IMPROVE QUALITY AND ENHANCE PATIENT, STAFF AND LEARNER EXPERIENCE, 2. ENHANCE INNOVATION, and 3. IMPROVE EFFICIENCY, SUSTAINABILITY AND FISCAL RESPONSIBILITY. The right column is titled 'ACCESS' and contains three numbered items: 4. INCREASE DIVERSITY, EQUITY, ACCESS AND INCLUSION, 5. GROW PROGRAMS AND COMMUNITY PARTNERSHIPS, and 6. OPTIMIZE TECHNOLOGY, FACILITIES AND SUPPORT SERVICES. Each item has a brief description and a list of measures of progress. At the bottom, there is a 'MISSION' statement, a 'VISION' statement, and a list of 'VALUES'. The date 'January 2023' is printed in the bottom right corner.

UPSTATE
MEDICAL UNIVERSITY

THE STRATEGIC PLAN OF UPSTATE MEDICAL UNIVERSITY | 2023-2028

EXCELLENCE & ACCESS

WE HAVE IDENTIFIED SIX STRATEGIC PRIORITIES AND THE MEASURES OF PROGRESS NEEDED TO ACHIEVE THEM.

EXCELLENCE

- 1 IMPROVE QUALITY AND ENHANCE PATIENT, STAFF AND LEARNER EXPERIENCE**
Across missions, programs and services will be designed, promoted and evaluated according to accepted standards and agreed-to quality goals. Upstate will be known for its consistent excellence in patient care, education, research and employment.
MEASURES OF PROGRESS:
 - Improve quality of care and patient safety ratings
 - Retain and improve Upstate's reputation as a preferred place to work, receive care, learn and conduct research
 - Improve wellness of faculty, staff and learners
- 2 ENHANCE INNOVATION**
Foster a climate of innovation across the missions and establish mechanisms to allow innovative ideas to cascade upward from all levels of the institution.
MEASURES OF PROGRESS:
 - Increase Hospital at Home services for appropriate patients
 - Optimize time to successful completion of training and certification
 - Increase research funding, clinical trials established, and patents filed and commercialized
- 3 IMPROVE EFFICIENCY, SUSTAINABILITY AND FISCAL RESPONSIBILITY**
Continuously improve operational and administrative efficiencies, resulting in improved cost management and delivery of services, while reducing waste in all areas.
MEASURES OF PROGRESS:
 - Improve timely discharge
 - Increase revenue
 - Increase percentage of total waste that is recycled or composted

ACCESS

- 4 INCREASE DIVERSITY, EQUITY, ACCESS AND INCLUSION**
The student body and workforce reflect the community in terms of race/ethnicity, gender, sexuality, religion, disability, nationality and other dimensions of diversity.
MEASURES OF PROGRESS:
 - Increase recruitment of URM faculty, staff and learners, particularly from the immediate community
 - Increase retention and improve personal and professional success of URM faculty, staff and learners
 - Increase minority and women business enterprise (MWBE) contracts
- 5 GROW PROGRAMS AND COMMUNITY PARTNERSHIPS**
Grow programs in research, education and clinical care by continuous evaluation of market need and mission objectives.
MEASURES OF PROGRESS:
 - Growth in clinical volume and in strategic clinical initiatives
 - Increase enrollment in targeted and collaborative academic programs
 - Increase contributions to the Upstate Foundation and Medical Alumni Foundation
- 6 OPTIMIZE TECHNOLOGY, FACILITIES AND SUPPORT SERVICES**
Promote efficient use of core facilities and technology supporting research, teaching and clinical care.
MEASURES OF PROGRESS:
 - Implementation of a new master facility plan
 - Increase use of autonomous machines
 - Optimization of telehealth services

MISSION To improve the health of the communities we serve through education, biomedical research and patient care.

VISION United in expertise, compassion and hope in the creation of a healthier world for all.

VALUES • We drive innovation & discovery • We respect people • We serve our community • We value integrity • We embrace diversity & inclusion

January 2023

Excellence and Access are the key goals of the institution

The Nappi Wellness Institute directly aligns with both of these goals

Office of Diversity, Equity & Inclusion (ODEI)

We **appreciate** and **value** the **diversity** of our patient populations we serve at Upstate.

We **recognize** OUR **diverse** and **inclusive** workforce **challenges** each of us to contribute within our collective workplace in creative and innovative new ways.

Embracing diversity and **supporting inclusivity** brings out the **best** in **everyone** as we work **together** to achieve our **mission** to provide excellent education, research, healthcare and outreach.



Key Terminology: DEI

Diversity: Recognition and appreciation of uniqueness of each individual person.

Equity: Constantly and consistently recognizing and redistributing power.

Inclusion: Thoughts, ideas, and perspectives of all individuals matter.

Belonging: An organization that engages full potential of the individual, where innovation thrives, and views, beliefs and values are integrated.

D.E.I. IN Action

DEI message:

- Create an environment of belonging for all patients and care team members.
- Treat all people with dignity and respect.
- Welcome new ideas, perspectives, talents and abilities.
- Embrace diversity of all patients and care team members including gender, ethnicity, race, national origin, age, religion, marital status, disability status, veteran status, sexual orientation.
- Bring out the best in everyone.
- When in doubt treat others the THEY want to be treated.



RESOURCES

DIVERSITY, EQUITY, AND INCLUSION

[Upstate Office of Diversity, Equity, and Inclusion](#)

[Upstate's Commitment to Diversity](#)

[Equal Opportunity and Non-Discrimination policy # UW E-01](#)

[The Upstate Code of Conduct policy # UW C-02](#)

[New York State Executive Law Article 15- Human Rights Law](#)

A bamboo pipe on the left is pouring water. To its right is a stack of five smooth, dark grey stones. The background is a soft-focus green, suggesting foliage.

*“Let Your Passion and Your
Purpose Be the People You Serve”*

-Kaushal B. Nanavati, MD

Kaushal B. Nanavati, MD FAAFP, ABOIM, ABIHM - Upstate Medical University - Assistant Dean of Wellness; Director, Integrative Medicine and Survivorship at Upstate Cancer Center; Assistant Professor, Family Medicine



Ambulatory Care Service Sites

INTRODUCING:
Nappi Wellness
Institute at Upstate
University Hospital



What is the Nappi Wellness Institute

- New, innovative, WELL certified outpatient services building
- Five floors, 200,000 sq. foot
- Medical Practices within Nappi:
 - Adult Medicine
 - Connect Care
 - Family Medicine
 - Geriatrics
 - Inclusive Health Services (IHS)
 - Integrative Behavioral Health
 - Internal Medicine
 - Joslin Diabetes Center, Endocrinology, and Osteoporosis: Adult & Pediatrics
 - Pathology
 - Radiology
 - Upstate Center for International Health
 - Upstate Pediatric and Adolescent Center (UPAC)
 - Upstate Outpatient Pharmacy

Environment of Nappi Wellness Institute

Designed with the wellness of our patients, their families, and our providers and staff in mind.

Designed to prioritize and improve:

- Patient experience
- Providers' efficiency
- Everyone's wellness

Dedication to wellness:

- Design elements align with WELL Building Standards, developed by the International WELL Building Institute.

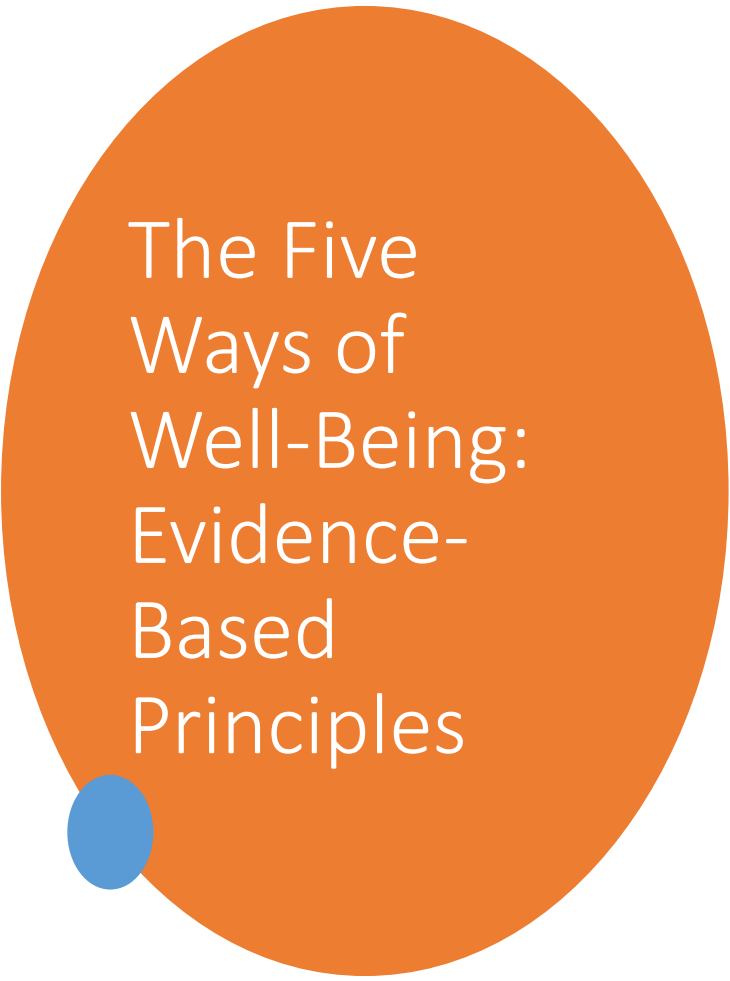
First WELL Certified building in CNY

Optimization of health and wellbeing in seven areas:
air, comfort, fitness, light, mind, nourishment and water.



Wellness and Well-Being

- **Wellness**: Think of this as what a system provides/offers to help optimize the user experience. Systemic wellness is the foundation for individual well-being.
- **Well-being**: Think of this as what people do for themselves to optimize their own health in multiple domains (financial, emotional, physical, spiritual, social, sexual, environmental, intellectual, occupational).
- **Well-being**: Broader concept than moment to moment happiness. It includes happiness and:
 - How satisfied people are with their lives
 - Autonomy (a sense of control over your life)
 - Purpose (having a sense of purpose in life)



The Five Ways of Well-Being: Evidence-Based Principles

Connect

- Strengthening relationships with others and feeling close to and valued by others, including at work, is critical to boosting well-being.

Be Active

- Being physically active, including at work, improves physical health and can improve mood and well-being and decrease stress, depression and anxiety.

Give

- Carrying out acts of kindness, whether small or large, can increase happiness, life satisfaction and general sense of wellbeing.

Take Notice

- Paying more attention to the present moment, to thoughts and feelings and to the world around, boosts our wellbeing.

Keep Learning

- Being curious and seeking out new experiences at work and in life more generally positively stimulates the brain.

The Diverse Communities We Serve



Belong at Upstate

CENTER FOR INTERNATIONAL HEALTH (CIH)

UPSTATE

NAPPI WELLNESS INSTITUTE

*Center for
International Health*

WHAT IS CENTER FOR INTERNATIONAL HEALTH (CIH)?

Provides Primary Care to
Refugee families (Adults &
Children)

Patient referrals come
through Community
Resettlement Agencies

Community involvement
through Catholic Charities,
Interfaith Works, and
RISE- Refugee Immigrant
Self-Empowerment

DID YOU KNOW?

IN 2022

New York State was #3 in the nation, after California and Texas, for resettling 1,775 refugees that came to America in 2022.

Onondaga County is #2 in the state, resettling 407 (almost 25%) of the refugees coming to New York State in 2022.

Local health care facilities that care for refugees:

- Upstate University Medical
- St. Joseph's Hospital
- SCHC
- Compassionate Family Medicine
- Liberty Resources

Most Refugees come from :

- Sudan
- Ukraine
- Guatemala
- Burma
- Afghanistan
- Syria
- Dem. Rep. Congo

KEY TERMINOLOGY:

Refugee population

Choice

Immigrant: is a person living in a country other than that of his or her birth.


International migrant: is someone who changes his or her country of usual residence, irrespective of the reason for migration or legal status.

No Choice

Asylum-seeker: An individual who is seeking international protection. "Seeking" because the claim has not yet been finally decided on by the country in which the claim is submitted.

Refugees: are people who have fled war, violence, conflict or persecution and have crossed an international border to find safety in another country.

Special Considerations for the Refugee Population



Language barriers

- Need for interpreter services

Low Health Literacy

- May experience difficulties navigating through health care system

Social and economic struggles

Cultural differences

Fled TRAUMA

1

Use language
line/interpreters

2

Understand your
“norm” may be
very different
from their
“norm”.

3

Pause to ensure
YOU understand
the patient’s
perception of the
medical encounter
and plan

4

Kindness,
patience, and
empathy can be
felt through our
mannerisms and
actions.

What Can WE Do To Help?

RESOURCES

Upstate University Hospital Interpreters

Video Remote Interpreting

Phone interpreters

In-person interpreters

Upstate Interpreter Line: **315-464-1454**
for 24/7 assistance

Click here for: [UH Interpreter Contact Information](#)

Click here to review: [Policy # I-07-](#) Interpreter Services for Patients with Limited-English Proficiency (LEP), Deaf/Hard of Hearing, or Speech Impairments

INCLUSIVE HEALTH SERVICES (IHS)



WHAT IS INCLUSIVE HEALTH SERVICES (IHS)?

Population served:

- Folks within the LGBTQ+ community
- People living with :
 - HIV/Aids
 - Hep C

Examples of care provided:

- HIV Care
- Hep C treatment
- Pre & Post Exposure Prophylaxis
- Primary Care
- Hormone Replacement Therapy.

Community involvement:

- Outreach and education to Upstate and the community regarding the populations served.



DID YOU KNOW?

Gender Expression Non-Discrimination Act

Covers discrimination based on gender identity or expression.

- Employment, housing, places of public accommodation (hospitals), and schools.

Prohibits unlawful discrimination on the grounds of gender identify or expression by a hospital and other identified locations.

- Denying equal access to services based on gender identity or expression.
- Refusing to refer to an individual by stated name and/or pronouns.
- Denying an individual access to rest rooms or other facilities that are consistent with the individual's gender identity or expression.
- Teasing, name-calling or bullying based on a person's gender identity or expression.
- Refusing to treat an individual because they have made a discrimination complaint.
- Complaints can be made to the Division of Human Rights (DHR).
- For more information, visit: <https://dhr.ny.gov/genda>.

KEY TERMINOLOGY- IHS

Gender Expression:

External appearance of one's gender identity, usually expressed through behavior, clothing, body characteristics or voice.

May or may not conform to socially defined behaviors and characteristics typically associated with being either masculine or feminine.

Gender Identity:

One's innermost concept of self as male, female, a blend of both or neither –

How individuals perceive themselves and what they call themselves. One's gender identity can be the same or different from their sex assigned at birth.

Outing:

Exposing someone's lesbian, gay, bisexual transgender or gender non-binary identity to others without their permission.

Outing someone can have serious repercussions on employment, economic stability, personal safety or religious or family situations.

U=U

Undetectable= untransmittable.

Patients cannot transmit the virus if they are undetectable.

90% of our HIV positive patients are suppressed, which surpassed NYS's goal

Sex Assigned at Birth:

The sex, male, female or intersex, that a doctor or midwife uses to describe a child at birth based on their external anatomy.

Sexual Orientation:

An inherent emotional, romantic or sexual attraction to other people. Note: an individual's sexual orientation is independent of their gender identity.

Queer:

A term people often use to express a spectrum of identities and orientations that are counter to the mainstream

This term was previously used as a slur and should only be used when someone explicitly states that they identify as queer.

KEY TERMINOLOGY- IHS (continued)

Asexual

- A person who has a complete or partial lack of sexual attraction or lack of interest in sexual activity with others.

Bisexual

- A person who is attracted to more than one sex, gender or gender identity though not necessarily simultaneously, in the same way or to the same degree.

Cisgender

- A person whose gender identity aligns with those typically associated with the sex assigned to them at birth.


Non-Binary:

- A person who does not identify exclusively as a man or a woman.
- Non-binary can also be used as an umbrella term encompassing identities such as agender, bigender, genderqueer or gender-fluid.

Transgender

- A person whose gender identity and/or expression is different from cultural expectations based on the sex they were assigned at birth. Being transgender does not imply any specific sexual orientation.

Special Considerations for Public Health Law, 27-F:



Protects confidentiality and privacy for persons that have been:

- Tested for HIV
- Exposed to HIV
- Diagnosed as living with HIV or HIV/Aids related or
- Treated for HIV

No person who obtains confidential HIV-related information may disclose or be compelled to disclose such information.

Requires a signed release from the protected individual or legal representative for disclosure of HIV-related information.

Requires all individuals 13 and older to be offered HIV testing at least once during routine care.

Familiarize self with Article 27-F before disclosing any HIV-related information. For more information, [Click Here: Article 27-F legislation](#)

1

Protect:

- Sensitive information for **ALL** patients/clients/guests.

2

Impact vs Intent:

- Acknowledge the offense, apologize, & **MOVE ON!!**

3

Be Inclusive.

- Be positive and non-judgmental.

4

Mirror Language:

- **ALWAYS** follow the lead of the patient.

5

Update forms and policies:

- Forms should reflect consistent, gender inclusive language.

6

Additional Education Opportunities:

- Contact Inclusive Health Services.

What Can WE Do To Help?

RESOURCES

Inclusive Health Services

[Patient Identification- UH policy I-02](#)

[NYS Confidentiality Law & HIV: Public Health Law, Article 27-F](#)

[NYS Section 2782](#)

[NYS GENDA Law](#)

[TransStudent Educational Resources-Gender Pronouns](#)

[LGBTQIA Resource Center- Pronouns and Inclusive Language](#)

[Human Rights Campaign-Glossary of Terms](#)

[UCSF- General Definitions](#)

[Ten Strategies fo Creating Inclusive Healthcare Environments for LGBTQIA+ People \(2021\)](#)

[HIV Undetectable=Untransmittable \(U=U\), or Treatment as Prevention](#)



Joslin Diabetes

Affiliate at SUNY Upstate Medical University

Joslin Diabetes Center, Endocrinology, and
Osteoporosis

WHAT IS JOSLIN DIABETES CENTER?

Adult and Pediatric
Endocrinology practices:

- Cares for the patient from birth to end of life.

Provides multidisciplinary Endocrinology care for complex diagnoses:

- Diabetes
- Osteoporosis
- Transgender care
- Other endocrine

Community Involvement:

- School Nurse Teach Day
- Peds Off to College Education Event
- Peds Off to Work Education Event (launching Fall '23)
- Peds Channel on Joslin website with Education Videos
- Adult Education Videos and Heathlinks Podcasts on Joslin website.

DID YOU KNOW?



Joslin Diabetes Center Endocrinology and Osteoporosis is an affiliate to Joslin Diabetes Center in Boston, MA.

Provides educational services for Peds and Adult patients:

- RN Diabetes Care and Education Specialists (DCES)
- RD DCES
- Pharmacist DCES
- Endocrine RNs (injection teaches)

Provides support services:

- Peds and Adult Social Workers
- Child Life Specialist
- Peds and Adult Behavioral Health Providers

Provides access to multiple services for the convenience of our patients:

- Podiatry
 - DEXA Imaging
 - Ultrasounds and Fine Needle Aspirations of the thyroid
- Infusions, injections, and other endocrine testing

KEY TERMINOLOGY: People Living with Diabetes

Patients are NO LONGER
referred to as:

- Diabetics



Patients are NOW referred to
as:


- People living
with Diabetes

- Non-compliant



- Patients that
have difficulties
with adherence

Special Considerations for Patients Living with Diabetes:



Patients are NOT their
diagnosis; they are a
person FIRST!

Persons living with
Diabetes may be on
several life-saving devices
(i.e. Continuous insulin
infusion pump).

1

Aim

- Aim to meet the patients where they are currently at.

2

Know signs of hypoglycemia

- Irritability/Confusion
 - Shaking
 - Sweating
 - Nervousness or anxiety
 - Dizziness
 - Hunger

3

Use

- Use preferred names and pronouns to promote inclusivity.

What Can WE Do To Help?

Nappi Wellness Institute
Primary Medicine Clinics

UPSTATE

NAPPI WELLNESS INSTITUTE

Adult Medicine

UPSTATE

NAPPI WELLNESS INSTITUTE

Family Medicine

UPSTATE

NAPPI WELLNESS INSTITUTE

Internal Medicine

UPSTATE

NAPPI WELLNESS INSTITUTE

Pediatrics

KEY TERMINOLOGY:

Caring for the Adult & Pediatric Patient

Residents

Multidisciplinary Team

Doctors in training

Our goal is to treat the whole patient by providing support from pharmacy, case managers, care managers, and social workers

Continuity of care

Scheduling patients with their Resident – leads to better patient care and optimal learning for the Resident.

PCMH Accreditation

Patient Centered Medical Home- (we have met certain quality driven criteria)

Primary Care Provider

Provider who is trained to comprehensively prevent, diagnose, and treat a broad array of illnesses; both chronic and acute.

WHAT ARE THE ADULT & INTERNAL MEDICINE CLINICS?

Primary Care
Services

Providing Care to
the Adult
Population

Most patients
reside in
Onondaga County

DID YOU KNOW?

UPSTATE

NAPPI WELLNESS INSTITUTE

Adult Medicine

Adult Medicine Clinic is a **Resident** Based Clinic!
We have over **100 Residents** that rotate once a week every month for 3 years in our clinic.

We are a
PCMH (Patient Centered Medical Home)
and **have obtained accreditation** for
the past several years!

Approx 60% of our patients are of
diverse backgrounds.

We provide a **multidisciplinary approach**
to care for our patients including a
Pharmacy Team, Care Managers, Social Workers
and Case Managers, Registered Dietitians and
Bridge Therapists.

Special Considerations for Adult Medicine patients:

We screen for SDOH (Social Determinants of Health)

- Many of our patients struggle with social, personal, economic and environmental factors which influence their health status.

Food insecurities

- We screen our patients for “food insecurities” and connect them with food resources both in our clinic and with the community to assist with meeting this basic need.

Transportation

- Many of our patients rely on public transportation to get to their appointments.

Medication management

- Many of our patients require one on one care from our pharmacy team to oversee their medications and provide education.

Diverse patient population

- Use of interpreter services is ideal as we do care for many Non-English-speaking patients.

DID YOU KNOW?

UPSTATE

NAPPI WELLNESS INSTITUTE

Internal Medicine


We are a **PCMH** (Patient Centered Medical Home) and **have obtained accreditation** for the past several years!

Internal Medicine does **outreach for patients** that have been seen in the Emergency Department and/ or have been admitted to hospital.

Our doctors work with the Residents in **Adult Medicine** and **rotations in Upstate University Hospital**.

We are **proponents of "Health Maintenance"** meaning we **encourage preventative treatment** (vaccines, cancer screening, yearly physicals, etc.).

Special Considerations for Internal Medicine patients:



Health Literacy

- We care for a wide range of patients – from various educational backgrounds.

Age of population

- Over half of the patients, we care for are over the age of 50.

New setting for long standing patients

- Many of our patients have been coming to Internal Medicine at 550 Harrison for many years, they may need additional guidance when coming to Nappi Wellness Center.

Technology Struggles

- Some patients may struggle with the changes that come with newer technology and the impact to their care.

WHAT IS FAMILY MEDICINE CLINIC?


Primary Care Services

Providing Care across
the spectrum of life
(birth to end of life).

Cares for a variety of
groups:

- Refugee
- LGBTQ+
- Geriatrics

Special Considerations for Geriatric Patients:



We are sensitive to those who may appear:

- Confused
- Lost
- Agitated
- Hard of hearing

May have difficulty with ambulation.

May have assistive devices such as walkers, canes, and wheelchairs.

WHAT IS UPSTATE PEDIATRIC & ADOLESCENT CENTER (UPAC)?

Primary Care Services

Providing care from birth
to 21 years old

Cares for a variety of
pediatric patients:

- Refugee/Immigrant
- LGBTQ+
- Children in foster care services

DID YOU KNOW?

UPSTATE

NAPPI WELLNESS INSTITUTE

Pediatrics

We have an in-office diaper bank
allowing us to supply free diapers to our
patients in need

We are a Reach out and Read site
All patients get a book at their well visit
through age 5

We offer **Integrated Behavioral
Health Services**

We provide specialty services
ENHANCE primary care for children in
foster care
Adolescent Medicine Consultation Clinic
serving 19 counties

Special Considerations for Pediatric Patients:

Patients and families may experience:

Diverse family structures

Low health literacy

Difficulty accessing care & resources

Language Barriers

Seeking care for stigmatized conditions

All Pediatric patients are:



Great Kids!!

1

Have patience
with
our patients!

2

Treat everyone
with common
courtesy
and **respect**.

3

Don't make
assumptions of
what the patient
knows or doesn't
know.

4

Uphold the
"Patient's Bill of
Rights".

5

If you see a patient
that appears to
need assistance,
please offer help.

What Can WE Do To Help?

RESOURCES

Primary Care Services

Medication Management and Assistance Program from our Upstate Outpatient Pharmacy Team

pharmacymapp@upstate.edu

Care Managers/Case Managers/Social Workers/Bridge Therapy/Registered Dietician on site for support

Click here to visit the: [UH Interpreter Services Website](#)

Key Points to Remember When Caring for Our Patients



Final Thoughts

'...people will forget what you said, people will forget what you did, but people will never forget how you made them feel.' ~ Maya Angelou

Thank YOU for how you provide care and care about our patients, families, guests, and each other!

