

Member Update

Fall 2022



Geisinger

Your child's asthma meds

If your child has asthma, they probably have a few medications for it. Confused about which medication does what? Let's break it down.

Controller medication

This medicine should be used every day. It's for long-term asthma control to prevent symptoms like shortness of breath, coughing and wheezing. It can take a few weeks after starting a controller medication to start seeing improvement in symptoms.

Rescue inhaler

The inhaler is used to relieve sudden asthma symptoms. It works quickly but doesn't last long. If your child uses this often, it may mean their asthma isn't well-controlled.

Make sure your child is taking their controller medication every single day. If they are, but they still reach for the rescue inhaler frequently, let their healthcare provider know. They might need a different dose — or a different medication.

A photograph showing a man with a beard and a beanie driving a car. His dog is sitting in the passenger seat, looking out the window. The scene is bathed in warm, golden sunlight.

Why get your kids vaccinated?

You're all about doing what's best for your kids and keeping them safe. And vaccines are one of the best ways to protect your children. But why are they so important?

Vaccines save lives.

Diseases like smallpox, polio, hepatitis A and B, tetanus and measles once caused serious long-term health problems or even death. Today, vaccines have largely controlled or eliminated these illnesses in the United States. Kids encounter millions of germs every day. Their immune systems can fight off some kinds, but can't handle others, some of which are dangerous. Vaccines help strengthen your child's immune system to guard against diseases.

Vaccines are safe.

Before a vaccine is given to a person, it's thoroughly tested. This usually takes years to complete. Then the Food and Drug Administration, Centers for Disease Control and Prevention (CDC), the National Institutes of Health and other government agencies monitor the use of the vaccine and investigate any safety concerns. Some websites claim vaccines are harmful and cause conditions like autism. Make sure you get your information from a reliable source, like the CDC, and it's backed by scientific studies. There are no trustworthy scientific studies that have found a link between vaccines and autism. Talk to your doctor if you have any concerns about your children's immunizations.

Vaccines save you time and money.

When your child gets sick, they miss school. Then a parent or grandparent may have to miss work to take care of them. This can cause hardships for the whole family. The child gets behind in school and the parent loses time at work. By vaccinating your kids, you help them stay healthier — so they don't have to stay home from school. Better yet, vaccines are covered by your insurance.

Keep up with immunizations for your kids by following the schedule recommended by the CDC. You can find it by visiting:

Vaccine Schedules for Parents | CDC
[cdc.gov/vaccines/parents/schedules](https://www.cdc.gov/vaccines/parents/schedules)

Keep them healthy and keep them safe!

Geisinger hospitals recognized by U.S. News & World Report

Five Geisinger hospitals were recognized for high performance in the 2022 U.S. News & World Report "Best Hospitals" rankings. They received high performance rankings for a variety of specific procedures and conditions. Read on to find out where each hospital took top honors:



Badge shown is for Geisinger Medical Center and its subsidiaries.

Geisinger Medical Center

Pulmonology and lung surgery, heart failure, kidney failure, stroke, COPD, colon cancer surgery, maternity care, abdominal aortic aneurysm repair, heart attack

Geisinger Wyoming Valley Medical Center

Pulmonology and lung surgery, heart failure, kidney failure, stroke, COPD, heart attack, hip replacement

Geisinger Community Medical Center

Heart failure, kidney failure, stroke, COPD, knee replacement

Geisinger Bloomsburg Hospital

Maternity care

Geisinger St. Luke's Hospital

Hip fracture care

The annual U.S. News & World Report "Best Hospitals" report ranks hospital performance in 15 adult specialties, 10 pediatric specialties and 20 surgical procedures and medical conditions. Rankings are based on patient outcomes, as well as overall patient experience, hospital staffing and other factors, and are meant to help patients choose the right hospital for the care they need.

Kids playing sports? Here's what to know about concussions.

Year-round sports and occasional backyard games can put your young athlete (or you) at risk of a concussion — even with proper head protection.

What is a concussion?

A mild form of traumatic brain injury, a concussion happens when a blow to the head or a whiplash movement makes your brain jerk back and forth inside your skull. That can damage brain tissue.

Concussions aren't usually life-threatening, but the effects may be serious and long-lasting.

Symptoms of a concussion

Concussions don't always knock you out. Signs can include:

- Drowsiness or difficulty waking up
- Headache and dizziness
- Loss of consciousness, even briefly
- One pupil that is larger than the other
- Unusual behavior, confusion, restlessness or agitation
- Vomiting, slurred speech, convulsions or seizures
- Weakness, numbness or worse coordination in arms or legs

If your child has symptoms that make you suspect a concussion, contact a doctor.

Protect that noggin

It's impossible to fully protect against concussion, but a few tips can help keep your young athlete from having a serious brain injury.

Wear head protection

No equipment can guarantee your child won't get a concussion. But helmets and mouthguards* can cut your child's risk of several head injuries. Make sure any headgear fits properly and has been tested by the American Society for Testing and Materials.

Train like an athlete

Conditioning exercises that strengthen neck muscles could help protect younger athletes.



Get tested

Some sports leagues and Pennsylvania schools provide pre-injury baseline computer tests to check memory, problem-solving and reaction times. They can also help a doctor determine when an athlete is ready to get back in the game.

Know when to take a break

Players who have a concussion during a game should be sidelined immediately and not return to play until a qualified health professional, like a certified athletic trainer, performs an evaluation and determines return-to-play status. Rest and relaxation are critical to help the brain heal.

Concussion recovery

It generally takes up to one month to recover from a concussion, but some people need as much as six weeks. When your child is recovering from a concussion, they should start with no activity and add it back in slowly as they begin to recover.

Monitor your child's symptoms and increase physical activity as they begin to improve. And you'll know if your kid is moving too quickly because they'll have worse symptoms after activity.

Let your child's body direct their recovery, and call their doctor if they aren't feeling better.



*According to a 2020 University of Calgary study

Easy access to your medical records and more

MyGeisinger lets you manage your care at home and on the go with the MyChart app. Once you activate your MyGeisinger account, you'll be able to:

- Schedule and manage your appointments
- Message your healthcare provider and care team
- View most lab and test results
- Renew prescriptions
- Grant or change access to your electronic health information

Not only can you schedule office visits with a healthcare provider, you can have virtual visits online in the comfort of your home.

Create your MyGeisinger account:

Geisinger patients age 18 and over can register for a MyGeisinger account online at mygeisinger.org. Click "create account" to get started.

Next, fill out the user registration form, create a user ID and password, choose a security question and answer, and lastly, accept the terms and conditions.

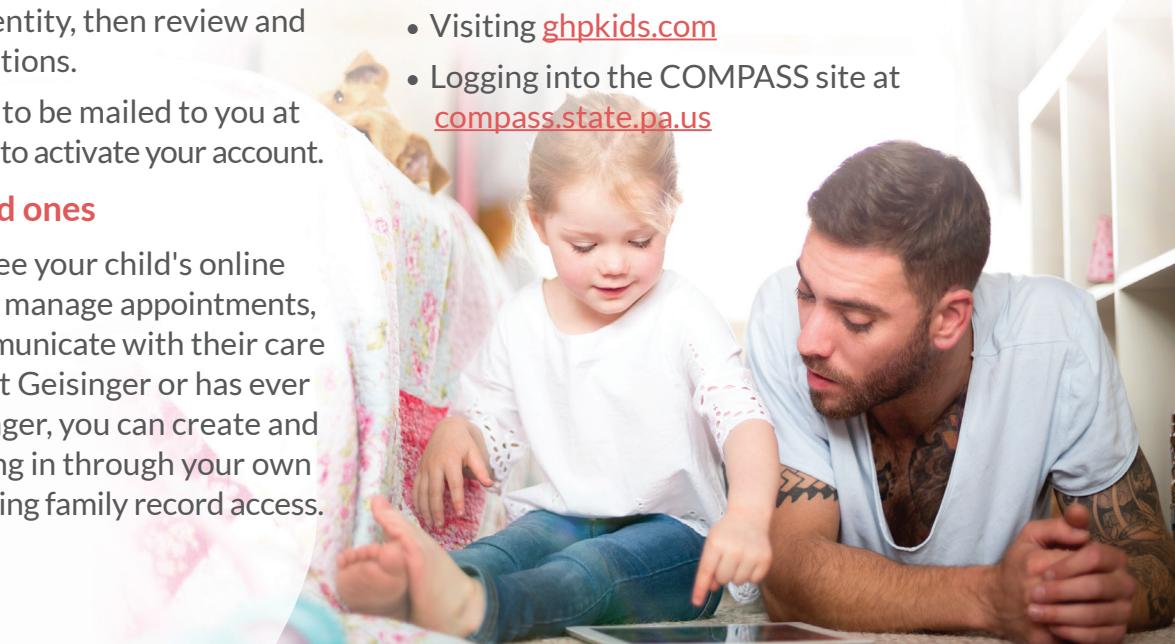
Activate your MyGeisinger account:

During registration, you'll request access to your Geisinger medical record. Choose either method:

- Instantly activate your account online by answering questions to verify your identity, then review and accept the terms and conditions.
- Request an activation code to be mailed to you at home. Then follow the steps to activate your account.

Manage care for your loved ones

With family access, you can see your child's online medical record, schedule and manage appointments, renew prescriptions and communicate with their care team. If your child was born at Geisinger or has ever had an appointment at Geisinger, you can create and access their account by logging in through your own MyChart account and requesting family record access.



Just follow these simple steps:

1. Sign into MyChart.
2. On the menu, under "Sharing," choose "Request Family Record Access."
3. Fill out the appropriate form based on your child's age.
4. Follow instructions to submit.

You'll receive a response in five to seven business days.

Children age 13 to 17 can access their own records with approval from a parent or legal guardian. If you have proxy access to a child's account, you'll need to reestablish that access when the child turns 14 (geisinger.org/mychart/family-record-access).

Need help?

Visit geisinger.org/mychart/issue-help or call us at 570-214-0003 if you're having any issues.

Update your contact info

Keep your contact information current so we know how to reach you about your child's coverage, benefits or updates to enrollment status. You can do this by:

- Calling GHP Kids customer care at 866-621-5235
- Visiting ghpkids.com
- Logging into the COMPASS site at compass.state.pa.us

Discrimination is against the law

Geisinger Health Plan complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, creed, religious affiliation, ancestry, sex, gender, gender identity or expression, or sexual orientation.

Geisinger Health Plan does not exclude people or treat them differently because of race, color, national origin, age, disability, creed, religious affiliation, ancestry, sex, gender, gender identity or expression or sexual orientation.

Geisinger Health Plan provides free aids and services to people with disabilities to communicate effectively with us, such as:

- Qualified sign language interpreters
 - Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Geisinger Health Plan provides free language services to people whose primary language is not English, such as:
- Qualified interpreters
 - Information written in other languages

If you need these services, contact Geisinger Health Plan at 800-447-4000.

If you believe that Geisinger Health Plan has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, creed, religious affiliation, ancestry, sex, gender identity or expression, or sexual orientation, you can file a complaint with:

Civil Rights Grievance Coordinator
Geisinger Health Plan Appeals Department
100 North Academy Avenue
Danville, PA 17822-3220

Phone: 866-577-7733, PA Relay 711
Fax: 570-271-7225
Email: GHCivilRights@thehealthplan.com

The Bureau of Equal Opportunity
Room 223, Health and Welfare Building
P.O. Box 2675
Harrisburg, PA 17105-2675

Phone: 717-787-1127, PA Relay 711
Fax: 717-772-4366
Email: RA-PWBEOAO@pa.gov

You can file a complaint in person or by mail, fax, or email. If you need help filing a complaint, Geisinger Health Plan and the Bureau of Equal Opportunity are available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights electronically through the Office for Civil Rights Complaint Portal, available at ocrportal.hhs.gov/ocr/portal/lobby.jsf, or by mail or phone at:

U.S. Department of Health and Human Services
200 Independence Avenue SW
Room 509F, HHH Building
Washington, DC 20201

Phone: 800-368-1019, 800-537-7697 (TDD)

Complaint forms are available at hhs.gov/ocr/office/file/index.html.

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100 N. Academy Ave.
Danville, PA 17822

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Didn't take our survey yet? There's still time!



If you haven't responded to the survey mentioned in our last newsletter, we'd love to hear from you. Tell us what newsletter topics you like (and don't) so we can give you more of what you want. Scan the QR code or visit go.geisinger.org/kidssurvey. It's only three questions and takes about two minutes. Thanks!

