**Emergency or Urgent Care? What’s the difference?**

WellSpan Health offers a full spectrum of care across our communities and provides reliable options for routine, urgent and emergency care. Do you know the proper place to receive care in the event of an injury or illness?

Your first attempt to access routine or urgent care should be by contacting your primary care provider. You can talk to the on-call physician or nurse to find out if you can be seen at the practice or if they recommend you seek care at an urgent care center or emergency department.

If you experience a health emergency and need immediate care, call 911 or go to the emergency department immediately. If it’s not a life-threatening emergency, WellSpan’s multiple walk-in care centers are convenient options after hours or when your primary care provider is not available.

Keep this handy chart below as a reference to help you determine the appropriate place to receive care.

Learn more about WellSpan’s walk-in care options and locations at www.WellSpan.org/Walkin or call (888) 520-5060.

<table>
<thead>
<tr>
<th>Common Infections:</th>
<th>Allergies &amp; Skin Conditions:</th>
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<td>Bladder infection (UTI)</td>
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<td>Cough, bronchitis, sinus infections</td>
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<td>Earache</td>
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<td>Pink eye (conjunctivitis)</td>
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<td>Sunburn</td>
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<tr>
<th>Stomach &amp; Digestive Conditions:</th>
<th>Other Conditions &amp; Onsite Services:</th>
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</tr>
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<td>Diarrhea**</td>
<td>Lacerations (onsite stitches)*</td>
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<th>Orthopedic Conditions:</th>
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<tbody>
<tr>
<td>Arthritis, back pain, tendonitis*</td>
<td>Imaging</td>
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<td>Gout**</td>
<td>Lab services (in Apple Hill facility)</td>
</tr>
<tr>
<td>Sprains and strains*</td>
<td>Sports physicals</td>
</tr>
</tbody>
</table>

* Available only at WellSpan ReadyCare and Orthopedic Walk-in Injury Care
** Available only at WellSpan ReadyCare
# Available only at WellSpan ReadyCare in York

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**Guide to Emergency and Urgent Care Services**

**WellSpan York Hospital Emergency Department**
Dial 911 or head to the closest emergency department immediately if you experience or suspect a loved one is experiencing one of the conditions below.

- Chest pain
- Compound fractures (bone visible)
- Ingestion of poisons
- Major head injuries
- Major trauma
- Seizures
- Severe abdominal pain
- Severe burns
- Shock
- Snake bites
- Uncontrollable bleeding
- Difficulty breathing
- Stroke
- Heart attack

**WellSpan York Hospital Emergency Department**
1001 S. George St.
York, PA 17403
(717) 851-2345

**WellSpan ReadyCare & WellSpan CareExpress**
Common Infections:
- Bladder infection (UTI)
- Cough, bronchitis, sinus infections
- Earache
- Pink eye (conjunctivitis)
- Sore throat, tonsillitis and laryngitis

Stomach & Digestive Conditions:
- Constipation**
- Diarrhea**

Orthopedic Conditions:
- Arthritis, back pain, tendonitis*
- Gout**
- Sprains and strains*

Allergies & Skin Conditions:
- Insect bites
- Minor burns
- Rash, minor skin reactions, poison ivy
- Seasonal allergies
- Sunburn

Other Conditions & Onsite Services:
- Immunizations (including flu)
- Lacerations (onsite stitches)*
- Limited lab services
- Onsite x-ray*
- Puncture wounds**

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**Orthopedic Walk-in Injury Care at WellSpan**
- Arthritis
- Broken bones
- Sports injuries
- Sprains and strains
- Sudden joint pain
- Sudden back and neck pain
- Other musculoskeletal emergencies

**Onsite Services:**
- Imaging
- Lab services (in Apple Hill facility)
- Sports physicals

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**WellSpan ReadyCare**
York
2250 E. Market St.
York, PA 17402
(717) 851-1566

**Shrewsbury**
WellSpan Stonebridge Health Center
13515 Wolfe Rd., Suite B
New Freedom, PA 17349
(888) 520-5060

**WellSpan CareExpress**
1255 Carlisle Rd.
(Inside GIANT)
York, PA 17404
(888) 520-5060

2058 S. Queen St.
(beside Jimmy John’s)
York, PA 17403
(888) 520-5060

3175 Cape Horn Rd.
(Inside GIANT)
Red Lion, PA 17356
(888) 520-5060

**WellSpan Orthopedics Walk-in Injury Care**
25 Monument Rd., Suite 275
(Entrance A)
York, PA 17403
(717) 812-4090

**Hanover Orthopaedics Walk-in Injury Care**
207 Blooming Grove Rd.
Hanover, PA 17331
(717) 632-5259
Ann’s mother was diagnosed with breast cancer at 48. Ann’s sister was diagnosed at 37. Ann, now 33, is concerned about her risk for breast cancer. Ann is a candidate to meet with WellSpan’s new licensed genetic counselor Amanda Matchette.

“We don’t want patients to become preoccupied about their cancer risk. Genetic counseling and testing can help alleviate some of the stress and give people like Ann information that can help them understand their situation and what options they have,” explains Matchette.

What is Oncologic Genetic Counseling?

If you are concerned that your family’s history of cancer puts you at greater risk, talk to your primary care provider. He or she can help you decide if you should meet with a genetic counselor. However, you do not need a physician referral if you would like to pursue this option on your own.

WellSpan’s genetic counselor will:

- Review your family history, your medical history and any lifestyle or environmental risk factors.
- Help you understand your risk factors.
- Educate you about genetic testing, including the benefits and limitations.
- Answer questions and provide resources to help you decide if you should pursue genetic testing.
- Discuss your insurance coverage for testing.
- Support your decision and develop a plan for going forward.

What is Oncologic Genetic Testing?

Performed by a blood test, genetic testing can determine whether or not cancer in an individual or family is due to a single change in their gene(s).

“In every cell in our body is our DNA – the carrier of genetic information – that is made up of thousands of genes. Each gene has a specific letter code and a certain order for those letters. Genetic testing looks to see if the letters in certain genes are in the correct order or if there might be a ‘misspelling,’ known as a mutation,” describes Matchetti.

“Based on the patient’s family history and whether the patient has been diagnosed with cancer in the past, we will determine if they are candidates for genetic testing and which genes to test – called a gene panel. For example, if there is a lot of breast and ovarian cancer in the family, we might start with testing the BRCA 1 and 2 genes,” she explains.

If there is a mutation in a family, this is known as a heritable cancer. According to Matchette, heritable cancers happen in seven to 10 percent of cancer cases.

(Continued on page 7)
Perimenopause (meaning “around” menopause) is the time when a woman’s body begins to experience a decrease in the levels of estrogen and progesterone – the hormones linked to ovulation. Perimenopause can last for several years and is your body’s natural hormonal transition that will eventually lead to the final menstrual period known as menopause.

What is Perimenopause?
Irregular periods, hot flashes, mood swings, decline in libido, sleep disturbances and vaginal dryness are some of the common and normal symptoms of perimenopause. Your symptoms may come and go or they may occur regularly.

Perimenopausal changes usually begin during a woman’s 40s (but sometimes occur in their 30s) and end soon after natural menopause (between ages 40-58, averaging around age 51).

“Every woman experiences menopause differently,” explains Lauren Smith, MD, an OB/Gyn with WellSpan’s York Women’s Health Center. “Some will go through this transition with few or no symptoms while others must cope with more complex health issues and troublesome symptoms. There is no definitive way to predict how long perimenopause will last, what symptoms you will experience or exactly when menopause – that final menstrual cycle – will occur.”

It is possible to become pregnant during this time so if pregnancy is not desired, birth control is advised until one year after you last period.

How Can the Symptoms of Perimenopause be Managed?
If you feel your quality of life is suffering, schedule a visit with your health care provider to discuss options to help ease uncomfortable symptoms. There are strategies available to help manage perimenopause. “Although menopause is a normal transition, it can be difficult for some women. We are here to answer your questions and find treatments in line with your values,” shares Kwadwo Baryeh, MD, an OB/Gyn with WellSpan’s Adams County Women’s Health.

Looking Forward.
Perimenopause can be a time to re-focus on yourself and your health needs and to reinforce healthy changes in your life. This is important, as there are increased health risks that you should understand, such as heart disease, osteoporosis and cancer. Working with your provider to assess your risk for these diseases as early as possible helps you take steps to prevent them.

For many women perimenopause is a time to re-evaluate their purpose, priorities and spirituality. It is also a great time to commit to becoming well-informed so you will feel more comfortable with this passage and the future health decisions it brings.

Learn More About Perimenopause
WellSpan can be your partner as you transition to midlife. In addition to regular gynecologic care, we offer resources, including:

- Menopause Personal Assessment and Education (See page 6.)
- Perimenopause/Menopause Discussion Group (See page 6.)
- www.WellSpan.org/WellWomen
Often adults think teens don’t experience stress, at least not to the degree adults do. But the fact is, teens are stressed. The 2014 American Psychological Association’s Stress in America: Are Teens Adopting Adults’ Stress Habits? survey confirmed that many teens are feeling overwhelmed and depressed or sad as a result of stress.

Why are Teens Stressed?
There are many reasons for teens to be stressed, including:

• Internal and external pressure to achieve or succeed.
• Bullying.
• Juggling multiple demands, such as school, extracurricular activities, a job and family commitments.
• Dating relationships.
• Family issues, such as dealing with parents’ divorce or financial difficulties.
• Physical and psychological changes during the teen years.
• Experimenting with drugs, alcohol or sex.
• Death of a friend or loved one.

Signs Your Teen is Stressed
Fluctuating hormones and normal teenage behavior can camouflage what’s really happening in your teen’s life, making it challenging to discern when your teen is having difficulty managing stress. Keep an eye out for:

• Increased physical complaints, such as headaches, fatigue, stomach aches or unexplained muscle pain.
• Significant withdrawal from family, friends or activities.

Helping Your Teen Manage Stress
Adults who are invested in the lives of teens can help them cultivate healthier responses to stress.

1 A good place to start is with you. “You can be preemptive by role modeling healthy ways to mitigate stress,” says Rosalind Wiseman, author and recognized teen and parenting expert. “Try to be mindful of how you are handling stress or if you are allowing anxiety to dominate your life.” Do you:

• Get enough sleep and exercise?
• Maintain healthy eating habits?
• Have a balanced schedule and say “no” to unnecessary commitments?
• Place realistic expectations on yourself or others?

2 The next step is to start a dialogue with your teen. Ask what is causing stress. Discuss ways that you can work together to handle the issues, such as stepping back from a job or extracurricular commitment, getting more exercise or sleep, making changes in eating habits and setting realistic expectations for achievements.

“Everyday stress is inevitable and not something we should try to shield our children from,” says Kathleen Hassan, confidence coach and regular speaker at WellSpan’s Young Women’s Leadership Conference. “However, it is vital that we create a sacred space for them in our homes and in our hearts where we really listen without trying to fix, where we honor their feelings and emotions as valid, where we give them the space to get it all out so that they can get some clarity and figure things out.”

3 Make sure your teen has an annual medical check-up, where a health care provider may be able to address the impact of stress on your teen’s well-being.

4 If your teen isn’t able to handle the stress or is showing signs of distress (see story about self-injury on the next page) or depression, call a counselor specializing in adolescent mental health. A counselor will be able to help provide the additional resources you need to help your teen get back on track.

The teen years won’t be stress-free. But the levels of stress can be manageable with a good support system, reasonable expectations and the right tools to take care of mind and body.
Teens & Self-Injury: Controlling Emotional Pain.

Often teens feel they have no control over their lives. Sometimes they turn to self-injury, such as cutting, in an attempt to feel in control.

Signs of Cutting

Some common signs of cutting are:

- Small cuts on forearm, upper arm, torso, ankles or feet.
- Unexplained cuts and scratches.
- Wearing long sleeves all the time.
- Razors or other cutting tools in the trash or unexplained locations.
- Bloodied tissues or clothes with no explanation.

Cutting could begin as a reaction to a specific situation, or a teen could try cutting out of curiosity or peer influence. While it may be difficult to believe, cutting is not just a way to get attention. Cutters literally feel less pain when they cut. The act can have a similar effect as drugs that release endorphins and cause an emotional high. As cutting progresses, it is likely to take less stress for a cutter to cut, and it will take more or deeper cuts for the cutter to feel relief.

DON’Ts and DOs

If you suspect or realize a teen is cutting, avoid overreacting. Often, parental reaction is one of two extremes – either dismissive or dramatic, says author and parenting expert Rosalind Wiseman. “You can’t shy away from the conversation, and you can’t freak out either,” she says. “The best reaction is to be present, tell your teen you love them and admit that you don’t know what to do. Acknowledge that things must be very hard and ask what you can do together to make it better.”

Wiseman’s other tips include:

- DON’T respond when you’re angry. Catch your breath.
- DON’T be judgmental. Judgment will only widen a gap between you and your teen.
- DON’T demand an immediate change. Self-injury takes time and work to stop.
- DO tell teens you believe in them, will support them and will help them.
- DO focus on what’s causing the behavior versus the behavior itself.
- DO find a counselor with specific experience in self-injury. Be willing to participate in counseling sessions as needed.

Please join us for an important event:

Under Pressure: Helping Teen Girls Cope with the Stress of Perfectionism

When: Monday, October 13
6:30 to 8 p.m.

Location: York College of Pennsylvania
Willman Business Center
441 Country Club Rd., York

Speaker: Kathleen Hassan, motivational speaker, confidence coach & author

Who Should Attend: Parents, educators and mentors. We also invite teen girls (age 13 and up) to attend with a parent or significant adult.

This informative event will help parents, teachers and mentors learn how to positively and effectively coach girls to:

- Understand that perfect girls aren’t real, and real girls aren’t perfect!
- Differentiate between perfectionism and self-motivation.
- Develop the resiliency and coping skills to become confident, independent, happy, well-adjusted adults.

Teen-to-teen empowerment specialist and confidence coach, Kathleen Hassan shares a message of self-worth and personal power that comes from her own real-life, hard-earned lessons and from hands-on experience working with girls for nearly two decades.

To register for this free program, call (717) 851-3500 or (800) 840-5905. Seating is limited, so register early.
Women’s Health Education for York County

Fall 2014

Unless otherwise indicated, the following classes/events are free and registration is required. Please call (717) 851-3500 or (800) 840-5905 to reserve your spot.

September is Menopause Awareness Month!

Please join us for special programs in recognition of this important milestone in a woman’s life.

Perimenopause/Menopause Women’s Discussion Group

Monday, September 29 • 10:30 a.m. – noon or 6:30 - 8 p.m. (choose one session)

The transition of menopause is a good time to take a careful look at your health and well-being. It is also an opportunity for you to commit to taking care of yourself and understanding your changing body so aging occurs in a healthy way. Join us for an informal discussion about midlife health issues and share questions, insights and experiences in the supportive company of other women. Each participant will receive a menopause guidebook.

Facilitator: Dianne Moore, MSN, RN
Location: WellSpan Women’s Center, 35 Monument Road (on the Apple Hill Health Campus)

It will be here before you know it...or is it here already?

Preparing the Way for the Midlife Woman

By appointment only.

WellSpan Midlife Services and WellSpan York Hospital’s Women’s Heart Program offer personal screening and education services for women to support them through a positive midlife transition. If you are 35 or older, learn what you can do to make this next phase of your life the best it can be. Each one-hour session includes:

• A personal counseling session that provides information and risk evaluations regarding heart disease, osteoporosis, perimenopause/ menopause and more.
• A non-fasting cholesterol screen.
• Heel screen for osteoporosis risk.
• A “Midlife Wellness” guide and packet of health information resources.

Cost: $30 (Schedule a shared appointment with your mother, sister or friend for a reduced fee of $25 per person.)
Day or evening appointments available. Please call (717) 851-1990 to schedule yours.

Dreaming of a Good Night’s Sleep

Tuesday, October 21 • 6:30 – 8 p.m.

Most women get far less sleep than they need with almost half reporting symptoms of insomnia. Hormonal fluctuations, changes with age, lifestyle and health problems can all be major “sleep robbers.” This session will include a discussion of common sleep disorders, strategies to enhance restful nighttime sleep and how to reduce sleep-deprived days.

Speaker: Donna Vesnaver, BS, RRT-SDS-NPS, WellSpan York Hospital Sleep Center
Location: WellSpan Women’s Center, 35 Monument Road (on the Apple Hill Health Campus)

Break Free from PFD (Pelvic Floor Disorder!)

Tuesday, November 11 • 6:30 – 8 p.m.

Don’t be embarrassed – come join the conversation and learn about pelvic floor disorder (PFD) signs, symptoms and treatment options. PFDs impact women of all ages and include issues like urinary incontinence and prolapse. This learning opportunity with a WellSpan urogynecology specialist will give women the knowledge and confidence they need to evaluate their own pelvic health and regain quality of life.

Speaker: Dominique El-Khawand, MD WellSpan Urogynecology & Pelvic Reconstructive Surgery
Location: WellSpan Women’s Center 35 Monument Rd. (on the Apple Hill Health Campus)

Cost: $30 (Schedule a shared appointment with your mother, sister or friend for a reduced fee of $25 per person.)
Day or evening appointments available. Please call (717) 851-1990 to schedule yours.

Plan Now for Better Health in 2015

Tuesday, December 2 • 6:30 – 8 p.m.

Get a jump start on your New Year’s resolutions with this healthy eating class. After the December holidays people often set their sights on New Year’s resolutions. Get your nutrition off on the right foot with this healthy eating class. Registered dietitian nutritionists will review strategies for meal planning, grocery shopping and cooking to help turn goals turn into actual achievements. Recipes and food samples will be provided.

Speakers: Julie Stefanski MEd, RDN, CSSD, LDN, CDE and Beth Conway MS, RDN, CSSD, LDN
Location: WellSpan Women’s Center, 35 Monument Rd. (on the Apple Hill Health Campus)

Cost: The cost is $5 per person. Please make your check payable to “WellSpan York Hospital” and mail to: WellSpan York Hospital Childbirth & Family Education 2017 Springwood Rd. York, PA 17403

Super Siblings!

Saturday, September 27 or Saturday, November 22

Choose the session to attend based on your child’s age:

Super Siblings 1 for ages 3-7 • 1 to 2 p.m.
Super Siblings 2 for ages 8-12 • 2:30 to 3:30 p.m.

Super Siblings provides age-appropriate information concerning newborns; discusses feelings about the arrival of a new baby while incorporating stories, videos and hands-on activities to help make your child even more excited about the birth of his or her new sibling. Children will also make a craft to give as a gift to their new sibling!

Location: York Hospital Childbirth & Family Education – Queensgate Towne Center, 2017 Springwood Road, York

Cost: $15 per child
Register online at www.WellSpan.org or call (717) 851-2241.

For a complete list of events, visit www.WellSpan.org/Events
Baby Sign
Saturdays, November 8, 15, 22 • 9:30 – 10:30 a.m.
Baby Sign can help your child communicate before they can talk. Baby sign is designed for children ages four months to 24 months and their parents. Baby sign helps to decrease your child’s frustration, stimulate intellectual development and strengthen the parent-child bond.
Speaker: Sandra Harberger, MS, CCC-SLP
Location: York Hospital Childbirth & Family Education – Queensgate Towne Center, 2017 Springwood Road, York
Cost: $40 per family
To register, call (717) 851-2241.

Gentle Touch Infant Massage
Tuesdays, October 21, October 28 and November 4 • 6:30 – 7:30 p.m.
Life is rushed. Spend some tender moments with your newborn. Bond with your infant by learning how to provide the calming and loving touch of infant massage. For babies four weeks to six months of age. Includes three, one-hour sessions and massage oil.
Location: York Hospital Childbirth & Family Education – Queensgate Towne Center, 2017 Springwood Road, York
Cost: $40 per family
To register, call (717) 851-2241.

Countdown 2 DRIVE
For parents and their teens ages 13 to 15
Tuesday, November 11 • 6:30 – 8:30 p.m.
Motor vehicle crashes are the leading cause of death for U.S. teenagers. Parents need to set clear ground rules with their teenagers even before they start driving. Countdown2Drive gives parents a chance to set clear expectations about safety behaviors teens need to put into action while driving or as a passenger in another teen’s car. Topics covered will include:
• Educating teens on the cost to drive.
• Creating a customized Countdown2Drive Passenger Agreement
Speakers: Safe Kids York County Community Partners
Location: York Hospital Childbirth & Family Education – Queensgate Towne Center, 2017 Springwood Road, York
Cost: $30 per family
For more information or to register call, (717) 851-2241. Seating is limited.

Safe Sitter® Course
Monday, December 29 • 9 – 4:30 p.m.
Safe Sitter is a medically accurate program that teaches boys and girls ages 11 to 13 how to handle emergencies when caring for children. This class teaches safe and nurturing childcare techniques, behavior management skills and appropriate responses to medical emergencies.
Location: York Hospital Childbirth & Family Education – Queensgate Towne Center, 2017 Springwood Road, York
Cost: $65, includes 8 hours of instruction, Safe Sitter manual, cinch sac babysitting bag (includes bandage dispenser and flash light) and Safe Sitter completion card.
To register and for more information call, (717) 851-2241.

Genetic Counseling (continued from page 2)
If you decide to pursue genetic testing, the counselor will:
• Review and explain the results with you.
• Share the results with your primary care physician.
• Help you and your physician develop an appropriate response to the results and a plan to proactively protect your health.
• Help you determine if other family members also should be tested.
Depending on the number of genes tested, results are usually available in two to three weeks.

Who Should Consider Genetic Testing for Cancer?
WellSpan’s genetic counselor sees adults who:
• Have been diagnosed with cancer at a young age (usually before age 50).
• Have a strong family history of cancer.
• Have a family member who has a known genetic mutation discovered through genetic testing.
• Have a personal or family history of rare cancers (such as male breast cancer or pancreatic cancer).
• Have had multiple cancer diagnoses.
If you are interested in learning more about genetic counseling and testing, talk to your doctor or call WellSpan’s genetic counselor at (717) 741-8077.

What Genetic Tests are Available?
Genetic testing is available to determine the risk for many types of cancers.
• Breast
• Colorectal
• Ovarian
• Endometrial (uterine)
• Pancreatic
• Gastric (stomach)
• Thyroid
• Kidney
• Sarcomas
• Small bowel
• Neuroendocrine tumors
Confused About How Often You Should Have a Mammogram?

We live in a time when science and medicine are always advancing. This sometimes makes it difficult to understand current health screening guidelines. Are you confused about how often you should be getting a mammogram?

WellSpan Health’s Preventive Health Task Force makes the following recommendations regarding the frequency of mammograms:

• Women aged 40 to 50 should get a mammogram at least every other year.
• Women 50 years of age and older should have yearly mammograms.
• All women should talk to their physician about their personal medical history and family history of cancer and determine if they need to follow a different schedule for receiving mammograms.

“We want women to know the best way to achieve the highest level of breast health,” says Karen Jones, MD, a member of WellSpan’s Preventive Health Task Force. In addition to proper screening, Dr. Jones offers the following tips:

• Know your family history.
• Don’t smoke.
• Stay at a healthy weight.
• Exercise regularly.
• Drink less alcohol.

WellSpan continually reviews standards regarding proper examinations and is committed to helping you get proper screenings with diagnostic locations throughout the communities it serves.

The Importance of Mammograms

Early detection of breast cancer with screening mammography means that treatment can be started earlier. Finding cancer earlier and starting treatment often leads to better outcomes.

Getting a high-quality screening mammogram and having a clinical breast exam on a regular basis are the most effective ways to detect breast cancer early.

For more information, visit www.WellSpan.org/Mammogram