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CONTACT US:

To request an appointment, ask a question, consult about an issue of concern or find out more about the resources & services available through the PAP:

Call us at 800-777-1323
(or via TDD at 800-777-4969)

Visit us on the Internet at:
www.1stChoiceDoc.com

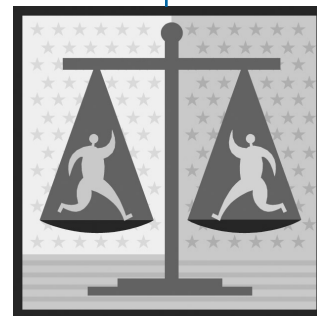
The First Choice Health Physician Assistance Program is dedicated to excellence in client care and customer service. We look forward to the opportunity to serve you anytime a need arises.

QUALITY, CONVENIENCE, & RELIABILITY

This publication is designed to provide accurate and authoritative information in regard to the subject matter covered. If specific health or medical advice or assistance is desired, the services of a licensed healthcare professional should be sought. The information in the First Choice Health PAP Quarterly Newsletter is not meant to replace the advice or expertise of your physician or healthcare provider. If you are experiencing health problems or contemplating lifestyle changes such as diet or exercise, consult your healthcare provider ahead of time to ensure your well being.

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Bringing Balance to Work, Home, and Life

DEDICATED TO EXCELLENCE

A Series: Managing the Stress of Modern Living

The PAP: A Very Good Call

David Burn, MS, NCC, CCMHC, LMHC
Director, Physician Assistance Programs

First Choice Health understands that although physician families have 24/7 access to our menu of services, they're sometimes shy or uncertain about initially contacting the PAP with questions or requests for services. Naturally, it can be awkward to share your concerns with a person you've never met or spoken to. All of us at First Choice Health understand that using a program you're not yet familiar with can be confusing or intimidating.

Our job is to make it easy and comfortable for you or your loved one to feel welcome and invited to utilize the PAP – anytime a need arises. Rest assured, we'll make and take time to discover and respond to your concerns and preferences.

You've probably heard that PAP services are cost free and confidential. It's true. There's never a reason to reach for your wallet or open your purse for services we make available. Without your signed request no information about your contact with the program is shared with anyone.

Perhaps you heard about the PAP from a peer or colleague or in a presentation given by one of our staff members. It could be that you viewed the online orientation. Maybe you received a letter of introduction from Vice President Tom Maschhoff or came across a poster, flyer or article describing our services.

Discovering your options for contacting the PAP is usually easily accomplished. We go to great lengths to remind you about the convenience of reaching us by phone at **(800) 777-1323**, by email at info@1stChoiceDoc.com and via the Internet at www.1stChoiceDoc.com.

What's sometimes more challenging is making the phone call or initiating a request for information or services.

At times each of us clings to the habit of struggling with a problem until discovering (perhaps by stumbling upon) an effective path or solution.

The voyage of discovery is not in seeking new landscapes but in having new eyes.

- Marcel Proust

information and discreet professional services. Contact us and let the PAP pave your way to resources that can help you decide how best to respond to the conflicts, demands and opportunities that arise in life.

First Choice Health wishes you a healthy and satisfying 2006. As always, we're committed to meeting your needs and exceeding your expectations for client care and customer service. No matter how you decide to connect with the Physician Assistance Program, once you do we're confident you'll agree that doing so was a very good call, indeed.

We're here to support your goals for change by helping to eliminate the guesswork. We'll provide you with fast, reliable access to expert

What People Are Saying:

- ◆ Everyone was respectful, courteous and friendly. They honored my right to privacy and were sensitive to my needs. Overall, this was a wonderful experience.
- ◆ I am very happy with my counseling professional and experience. The match couldn't have been more perfect.
- ◆ Please, please, please continue this program!
- ◆ This was a great experience. You really listened to what I had going on and helped me get going in the right direction.
- ◆ I was going through a tough time in my personal life. I am very glad I called!
- ◆ I was hesitant at first to call and make the appointment. When I finally did, I was put right at ease and I could tell that the person I was talking to really cared. I did not feel like "just another" caller.

Practice Management Strategies: Compassion Fatigue Awareness

This article first appeared in the 2003 Summer Physician Assistance Program Newsletter. It is offered again here in support of your personal and professional well being at the beginning of (and throughout) the New Year.

Much has been written in professional journals about burnout and the feeling of physical, spiritual and emotional exhaustion experienced by people in the helping professions. Especially in the past year, physicians, nurses, emergency responders, humane society employees, counselors, and public employees report feelings of disenchantment with work and continue to leave their occupations in alarming numbers. This is frequently associated with the pressure of providing more services with



fewer resources in less time, responding to more incidents and accidents, coping with natural disasters and the aftermath, seeing increased numbers of neglected and severely abused animals, unrelenting administrative requirements and the stress of increased demands from patients, clients, and the community.

The helping professions - with significant emotional and physical demands - and people who serve others often express a feeling of disenchantment and burnout, but, in fact, they may be predisposed and vulnerable to a condition known as **Compassion Fatigue**.

Compassion Fatigue is different from the burnout typically experienced by those exposed to extreme stress or regular trauma. Those experiencing burnout might withdraw from work activities, refuse to take on more responsibility, lose enthusiasm for their work or quit altogether.

The reverse is often true for people experiencing Compassion Fatigue. Those individuals often try to become ever more attentive to their work, patients or duties – the result being steadily increasing feelings of being pulled downward in a spiral of exhaustion.

People try to compensate for Compassion Fatigue by multi-tasking or doing several things at once or they eliminate healthy activities such as exercise or spend less time with the family to make the workday more “productive.” The solutions to Compassion Fatigue are multilevel. The first step in finding relief is to recognize the symptoms, get perspective, and put a plan in place to regain and maintain balance. Old habits are hard to change even when they diminish our energies and effectiveness. Contact the Physician Assistance Program. We provide expert and confidential services in support of your goals.

www.1stChoiceDoc.com

1-800-777-1323

Online Work/Life Resources:

It is estimated that by 2015 half the federal budget will be spent on programs for the elderly. Do you have questions about eldercare or retirement planning?



Our new self-serve menu of learning tools, information and state-of-the-art resources on topics and stages from infancy to adolescence to adulthood to senior living – and everything that happens in between – is available 24/7 at

<http://www.1stchoicedoc.com>

At the Work/Life Resources button enter the following:

Username: **firstchoice** Password: **health2005**

Financial Disaster Preparedness

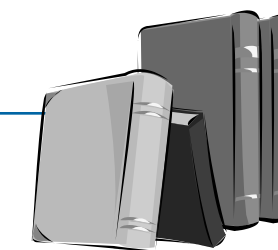
If recent natural disasters have taught professionals anything, it's that everyone, at any age or career stage, needs to plan for the financially unexpected.

Organize your assets. Create an easy-to-find, easy-to-understand file of financial information. Keep your data in a safe, accessible place at home, with an attorney or financial planner. The information can be organized in a pre-purchased kit, a binder, or in scanned documents stored on a computer disk, and should include:

- Birth, death, marriage certificates
- Pertinent business and practice information
- Divorce decrees with all relevant settlement information
- Location of wills, trusts and any power of attorney information
- Advanced healthcare directives
- Key identification numbers, including license numbers, passport information, etc.
- Recent bank and brokerage statements
- Recent medical records that may be good to have on hand if the individual is incapacitated
- Copies of residential deeds and mortgage data
- All insurance policy (health, disability and life) and agent contact information
- Photocopies of credit and debit cards, front and back (displaying the individual's signature)
- Locations of all critical paper documents, stocks and bonds
- Where safe-deposit, lockbox and filing cabinet keys are
- Contact information for the individual's human resources department at work
- Location of tax returns for the last three years
- All relevant contact numbers for executors, financial advisers, trustees, guardians, attorneys and any other pertinent individuals
- Guidelines on what to do about orphaned pets, including set plans for who will adopt them and pay for their care

In organizing all this information, it makes sense to put yourself in the shoes of the people you've selected to handle things in a crisis. Since these individuals may be capable but still frazzled or upset, it's essential this information be simple to navigate and updated as often as possible.

Adapted with permission from a column by the Financial Planning Association®



Book of the Month Club

Each Friday in February of 2006 the PAP will have a drawing to give away two complementary copies of Gordon Livingston's latest book: ***Too Soon Old, Too Late Smart - Thirty True Things You Need to Know Now.***

Dr. Livingston is an experienced behavioral healthcare practitioner and graduate of the Johns Hopkins University School of Medicine. In this book he speaks from personal and professional experience with clarity, warmth, encouragement and humor about the opportunities and choices we have as adults to increase our stockpile of wisdom, revise outdated beliefs, and find satisfaction as well as meaning amidst the challenges and uncertainties of living. The author's perspectives and insights arrive as a breath of fresh air in a world overflowing with trendy self-help books and “how-to” manuals.

To enter the book drawing, contact the PAP by email at info@1stChoiceDoc.com or by phone at (800) 777-1323 and inform us of your interest in participating. Provide your name, the name of the hospital through which you have PAP services, and a phone number or email address at which you can be contacted (and where a message can be left) if your name is drawn. Your name and contact information will not be shared and you will be contacted only if your name is drawn.

The first drawing will take place on February 3rd, 2006 and there will be a drawing every Friday during the month.

Good luck and good reading from First Choice Health!

This promotion in no way implies endorsement of the book's contents (nor of the author or the publisher) by First Choice Health or First Choice Health PAP. The PAP makes this book available as a free-standing educational tool and resource for interested participants.