

Ask Mayo Clinic *Initial Results*

As you may know, Ask Mayo Clinic is the 24-hour nurseline provided as a part of your healthcare plan benefits. The nurseline has been in operation since April of this year. The nurseline has received hundreds of incoming calls from plan members. Here are the results through September 2006:

- 70 percent of callers were seeking help assessing a specific symptom. Of that 70 percent:
 - About 22 percent of callers had the need for emergency care confirmed.
 - 17 percent confirmed the need for urgent care the following day.
 - Over 30 percent of callers were directed to seek additional advice from their providers or were directed to make a routine appointment with their providers.
 - The balance of callers discussed home healthcare activities.
- 30 percent of callers requested general medical information.
- While the majority of callers were English speakers, advice was also provided in Spanish.

This initial evaluation of nurseline activity indicated that the level of call activity is normal for a group of this size, and that the types of calls in terms of symptoms and levels of severity were within normal ranges as well.

The Carpenters Health and Security Trust receives statistical data from Mayo Clinic to assess the usefulness of this program. The Trust does not receive information about individuals or their medical conditions or concerns.

The Ask Mayo Clinic nurseline was added to our health benefit program for two purposes. First, to provide phone-based, reliable health information in response to your health concerns and questions. Second, to help you decide on the appropriate level of care for illnesses and injuries. Appropriate care may include self-care at home for yourself or a family member, a call to your

doctor the next day, or an immediate visit to the emergency room. Using the appropriate level of care helps you and your family get the best healthcare while avoiding needless expense and wasted time. Best of all, it's reassuring to know that an experienced registered nurse is just a phone call away whenever you have a health concern or question.

**Ask Mayo Clinic
24-Hour Nurseline
(800) 903-1836**

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We're Open for Business!

www.CarpentersHealth.org

The Trustees are pleased to provide www.CarpentersHealth.org featuring health information, programs, and tools from Mayo Clinic. The Board invites you to access the health resources of Mayo Clinic by visiting the new website, registering, and logging on.

Using the Carpenters Health Website

Let's take a brief tour of the website home page and explore some of the resources that are available to you, 24 hours a day, 7 days a week, wherever you have access to the internet.

When you register and log in, you create a user name and password. Your use of this website is private and confidential.

Exploring the Home Page

The home page contains quick links to any of the Mayo Clinic resources.

Find it Fast

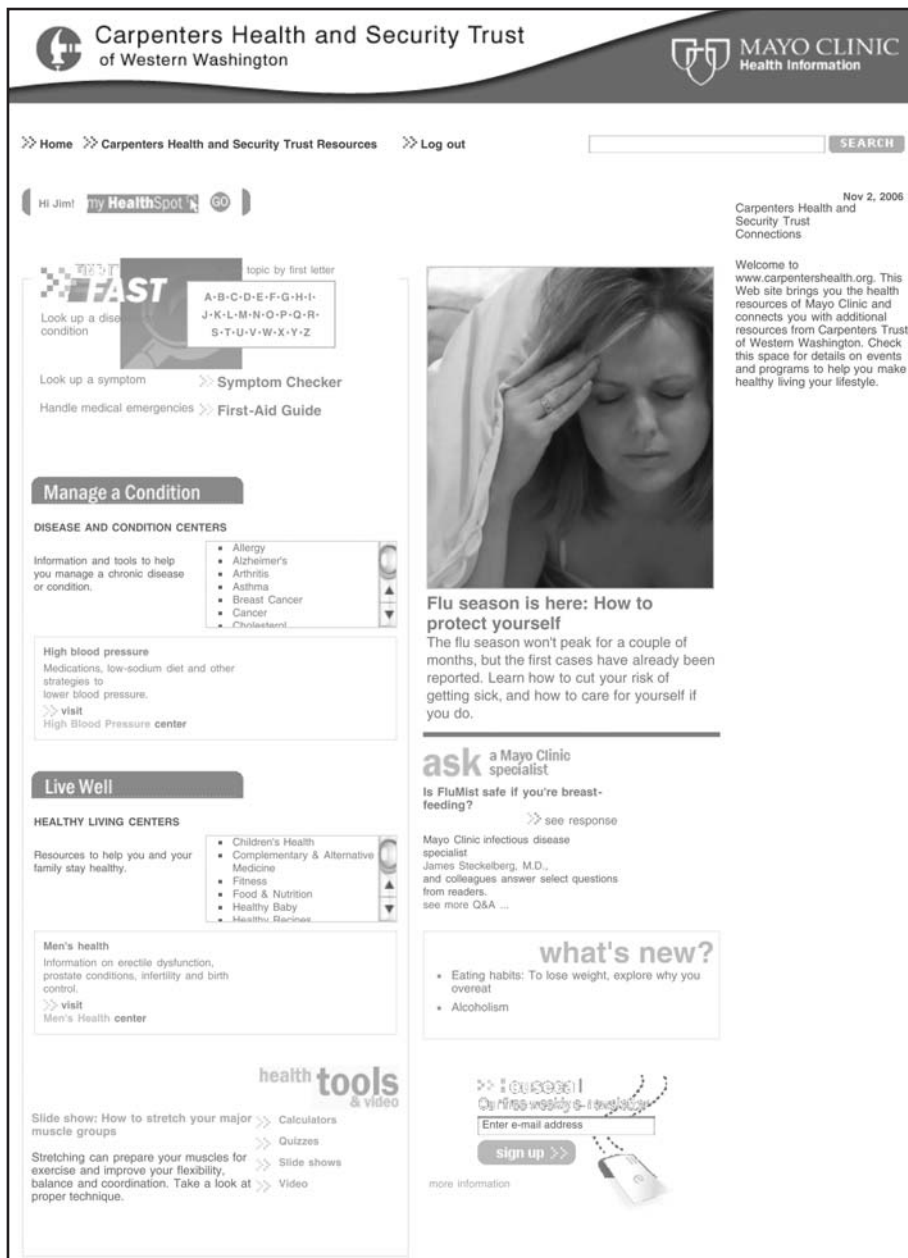
As the name suggests, this is a search engine that gives you quick access to information about a disease or condition. Several thousand diseases and conditions are described. You can also look up information about specific symptoms through the "Symptom Checker." And you can get information about a medical emergency by accessing the "First-Aid Guide."

Live Well – Healthy Living Centers

This section provides links to a number of articles that will help you and your family stay healthy.

Manage a Condition – Disease and Condition Centers

This section provides information about a number of



Carpenters Health and Security Trust
of Western Washington

MAYO CLINIC
Health Information

Home >> Carpenters Health and Security Trust Resources >> Log out

Hi Jim! [my HealthSpot](#)

Nov 2, 2006
Carpenters Health and Security Trust Connections

Welcome to www.carpentershealth.org. This Web site brings you the health resources of Mayo Clinic and connects you with additional resources from Carpenters Trusts of Western Washington. Check this space for details on events and programs to help you make healthy living your lifestyle.

FAST topic by first letter
A-B-C-D-E-F-G-H-I-
J-K-L-M-N-O-P-Q-R-
S-T-U-V-W-X-Y-Z

Look up a disease condition >> **Symptom Checker**

Look up a symptom >> **First-Aid Guide**

Handle medical emergencies >> **First-Aid Guide**

Manage a Condition

DISEASE AND CONDITION CENTERS

Information and tools to help you manage a chronic disease or condition.

- Allergy
- Alzheimer's
- Arthritis
- Asthma
- Breast Cancer
- Cancer
- Cholesterol

High blood pressure
Medications, low-sodium diet and other strategies to lower blood pressure.
>> visit [High Blood Pressure center](#)

Live Well

HEALTHY LIVING CENTERS

Resources to help you and your family stay healthy.

- Children's Health
- Complementary & Alternative Medicine
- Fitness
- Food & Nutrition
- Healthy Baby
- Healthy Racines

Men's health
Information on erectile dysfunction, prostate conditions, infertility and birth control.
>> visit [Men's Health center](#)

health tools & video

Slide show: How to stretch your major muscle groups >> Calculators
Stretching can prepare your muscles for exercise and improve your flexibility, balance and coordination. Take a look at proper technique. >> Quizzes
>> Slide shows
>> Video


ask a Mayo Clinic specialist
Is FluMist safe if you're breast-feeding?
>> see response

Mayo Clinic infectious disease specialist James Steckelberg, M.D., and colleagues answer select questions from readers.
see more Q&A ...

what's new?

- Eating habits: To lose weight, explore why you overeat
- Alcoholism

Enter e-mail address

more information 

common diseases. The diseases are listed alphabetically.

Customizing Your Website

myHealthSpot

Click on “myHealthSpot” at the top of the homepage. This takes you to your personalized page. You can customize this page with links to articles that specifically address your concerns. If you want to change your list of topics, click on “Update my profile” on your personalized page. Articles are constantly updated.

House Call – Weekly Health Update

House call is a free weekly newsletter that provides the latest health information from Mayo Clinic. You can have it sent to your e-mail address. Your name and e-mail address are not shared with any other third party. Your privacy is protected.

Portions of the home page change frequently, calling your attention to new information or new articles that have been added to the website content. Another way to become acquainted with the full scope of this website’s resources is to use the toolbar.

Using the Toolbar

At the top of the home page, just below the Carpenters and Mayo Clinic logos is a toolbar which links you to major areas of interest within the website. Let’s

explore these areas left to right as they appear on the page.

Diseases & Conditions

There are four important tools available in this area.

Diseases & Conditions A-Z

Click on this link to go to a search engine which enables you to read about specific diseases and conditions in a single comprehensive overview. Click on the alpha link related to the name of the disease or condition you’re interested in researching. You will be provided with general information, symptoms, causes, risk factors, information about when to seek medical advice, and so on.

Symptom Checker

This is an interactive guide that allows you to click on a general symptom area. It then uses branching logic to refine your inquiry. Once you have refined your symptoms, you will be provided with a list of possible causes and associated factors. We encourage you to use the 24-hour nursesline if you need further help evaluating your situation.

Disease & Condition Centers

Click on the disease or condition of interest to you. You will find additional links to information and tools to help you manage your condition.

First-Aid Guide

This tool provides links to specific first aid situations and

how best to handle them. You can get first-aid help when you’re at home or print first aid information on possible situations before you go camping or participate in other activities. It will help you with medical emergencies and to seek emergency medical assistance.

Drugs and Supplements

This section lets you look up prescription and over-the-counter drug information by selecting a drug name from an alphabetical listing or typing the drug name in the search engine. It also contains a link to recently written articles about important drug developments and what they may mean to you. This section is called “Drug Watch.” Also in this section is a search engine linking you to information about herbs, vitamins, and other supplement information. This section is called “Supplements Information.”

Treatment Decisions

For many healthcare decisions, there isn’t one right answer for everyone. A doctor can explain the different options and their potential benefits and risks but it’s often up to you to weigh the tradeoffs involved and consider your own personal needs and situation. The health decision guides available in this section can help in that process. You’ll hear from Mayo Clinic experts and people like yourself who have faced the same decisions and explain what they chose to do. Look for health decision guides on a variety of health topics including breast and

prostate cancers, colon and rectal cancer screenings, children's ear infections, herniated discs, and knee injuries.

Healthy Living

This section links you to healthy living centers. They feature practical information and interactive tools to help you stay healthy at home and at work. You'll find useful advice in the areas of fitness, food and nutrition, working life, and stress. There are also special health sections for men, women, babies, children, teens, and seniors.

Ask a Specialist

This section provides links to questions and answers about important health topics such as arthritis, dental care, cholesterol, heart disease, and many more. Mayo Clinic specialists answer select questions from people like you.

Health Programs & Tools

This section provides information on fitness, pregnancy, weight, smoking, and stress in the form of programs and tools to help you improve your own health status. Also in this section are videos and slide shows on a range of diseases, conditions, and medical procedures. You will also find calculators that help you count calories, look at your body mass index, and target

your heart rate. There are self-assessment tools to help you further your understanding of your own health condition. Test your understanding of health issues by taking a quiz.

Carpenters Health and Security Trust Resources

Just under the toolbar you'll find a link to Carpenters Health and Security Trust Resources. Here you can learn more about "Ask Mayo Clinic," the 24-hour nurseline that is made available to you and your family. You can link to the Carpenters Health and Security Plan booklet and information about health plan benefits, what's covered, what's not covered, eligibility and detailed benefit descriptions. There is also a link to our tobacco cessation program's website, managed by Free & Clear, a local tobacco cessation specialty organization. Finally,

there is a link to the Trust Office website, www.ctww.org, where you can find more about benefit plans, download forms and find other useful links.

The Mayo Clinic website is developed and operated under the medical direction of Mayo Clinic physicians, with a focus on information and tools that most impact health. Having Mayo Clinic behind this initiative is assurance that what you see on this site is accurate and represents the latest thinking in disease prevention, lifestyle behavior change, condition management, self-care, and treatment decision support. Mayo Clinic is a not for profit group practice of medicine. It is over 100 years old. It employs over 2,000 physicians in virtually every medical specialty.

The Great American Smokeout

The American Cancer Society's "Great American Smokeout" was November 18, 2006. Gallup polls show that over 80 percent of Americans who try to quit do so on the Great American Smokeout or on New Year's Day. So, throughout November and December, millions of American

smokers and tobacco users will make the commitment to quit. Join them! It is well known that quitting tobacco is not easy for everyone. You may not be able to quit for good the first time or even the second time you try. That's why the Carpenters Health and Security Trust

continues to make its smoking cessation program available to you. If you've used the Free & Clear program provided by your healthcare plan and succeeded in quitting, congratulations! You have joined the hundreds of plan members who have succeeded! If you've tried, but been unsuccessful, you are encouraged to try again. In general, the smoking cessation

program is made available each year to carpenters and their spouses. Here is a brief overview of how the program works.

As mentioned above, many smokers make multiple attempts at quitting before they are successful. Keep trying. It is the single best thing you can do for your health.

If you've tried to quit, but been unsuccessful, you are encouraged to try again.

Free & Clear Program

Option One – One Call Information or Counseling Program

If you want information about the program, expert advice about quitting tobacco, or if you're thinking about quitting and need some additional tips but want to do it on your own, **Option One** may be the best choice for you:

- With one phone call, a counselor will answer your questions about tobacco and/or help you determine realistic quitting goals and how best to achieve them.
- If interested, your counselor can help you decide which support product is appropriate for you, such as nicotine patches, Zyban, or Varenicline (nicotine gum is only available through Option Two).
- When you call Free & Clear, nicotine patches are covered *at no cost to you* when obtained through the Medco Health Retail Pharmacy Program or Medco By Mail. While nicotine patches are an "over-the-counter" medication, your pharmacist may require a physician's prescription to process them through Medco Health. Please present your *Carpenters Health and Security Plan Identification Card* to the pharmacist. Medco By Mail always requires a physician's prescription for "over-the-counter" medications.
- If you and your physician decide Zyban or Varenicline is best for you, these drugs are covered *at no cost to you* when obtained through the Medco Health Retail Pharmacy Program or Medco By Mail. Zyban and Varenicline are "legend" drugs and therefore require a prescription from your physician. Please present your *Identification Card* to the pharmacist or mail your prescription to Medco By Mail.
- A counselor will send you a customized information packet that will provide important information about quitting tobacco.
- If you later decide you need additional support to help you quit, simply call back and a counselor will get you started in **Option Two**.

Option Two – Five Call Free & Clear Program

If you're ready to quit or want more support than a single call provides, **Option Two** may be the best choice for you:

- Free & Clear is a self-paced, behavior modification program that utilizes telephone counseling and quitting aids. Research has shown that the *combination* of counseling and quitting aids gives you the best chance for success!
- Free & Clear is a 12-month program with five scheduled telephone interventions between you and your cessation counselor.
- If appropriate, your counselor can recommend an over-the-counter quitting aid such as nicotine gum or patches. When you chose **Option Two**, these quitting aids can be provided through the mail, by Free & Clear, *at no cost to you*. These quitting aids may also be obtained *at no cost to you* through the Medco Health Retail Pharmacy Program or Medco By Mail. While nicotine patches are an “over-the-counter” medication, your pharmacist may require a physician’s prescription to process them through Medco Health. Please present your *Carpenters Health and Security Plan Identification Card* to the pharmacist. Medco By Mail always requires a physician’s prescription for “over-the-counter” medications.
- If you and your physician decide Zyban or Varenicline is best for you, these drugs are covered *at no cost to you* when obtained through the Medco Health Retail Pharmacy Program or Medco By Mail. Zyban and Varenicline are “legend” drugs and therefore require a prescription from your physician. Please present your *Identification Card* to the pharmacist or mail your prescription to Medco By Mail.
- A quit kit is sent that includes a guide to quitting tobacco, an allies’ guide for friends and family to teach them how to support you during the quitting process, and a booklet on quitting aids to help keep you on track.

**Free & Clear
Tobacco Cessation
Program
(800) 292-2336
English or Spanish
(877) 777-6534 TTY**

New Drug is an Aid to Quitting Tobacco

Varenicline (chantix) is a prescription medication to help adults quit tobacco. It comes in pill form and contains no nicotine and works for smokers as well as chewers. It received FDA approval in May of this year.

Varenicline acts by binding to nicotine receptors in the brain to help offset withdrawal symptoms. It also works to prevent nicotine from binding to the same receptors thereby limiting the positive reinforcement of smoking.

Quit outcomes from six efficacy trials with over 30,000 participants that formed the basis of FDA approval have been encouraging and are equal to or better than current cessation medications. If you and your physician decide Varenicline is best for you, it will be made

available to you when you participate in the Free & Clear tobacco cessation program. As with other prescription medications, it may not be appropriate for use in every situation. It is encouraging, however, to have this additional resource available.

programs from Mayo Clinic is to assist members in our plan in managing chronic conditions successfully, avoiding complications and worsening health status. So, the wellness initiative is about better information and better health and providing the tools necessary for these objectives.

Objectives Behind Wellness and Disease Management Programs

As you may be aware from previous articles in the Carpenters Care Newsletter, the Board of Trustees, along with other healthcare payors, is concerned about the quality of healthcare. It's a challenge for carpenters and their families to navigate the complexities of the healthcare system, let alone find assurances that they receive appropriate care along the way. Quality of care means receiving the right treatment or the right medication at the right time. It has been shown that improving the quality of care improves health outcomes and helps to control costs.

A key component in the effort to improve the quality of healthcare is better information. The Board of Trustees selected Mayo Clinic as a resource for bringing better information to carpenters and their families.

The information being made available to you is a result of integrating the clinical practice of over 2,000 Mayo physicians with extensive research and education programs. Mayo Clinic resources are designed to educate carpenters and their families on how to make wiser healthcare decisions. This is accomplished with multiple information sources that meet personal learning needs. In addition, Mayo Clinic resources provide ongoing prevention and wellness messages that build a broad understanding of what builds good health and what works against it. We know, from studying our own population, that seventy-five cents of every healthcare dollar is spent for the cure and management of chronic disease. A very important objective of the information, education, and wellness

Beginning next year, the Carpenters Health and Security Trust will begin providing focused counseling and decision support for carpenters and their families if they face serious chronic disease. A disease management service provider will be added to provide assistance at the individual level through telephone contacts and other forms of information exchange. The core of the disease management process is to reach out to those who suffer from chronic diseases or are at risk for adverse medical outcomes. The program involves direct contact from nurse practitioners whose practice specialties cover specific types of disease. The program is designed to provide you and your family with additional resources, information, and a trusted contact who can help you at any time.

In summary, the Board of Trustees, by adding information tools for improving health and disease management resources, seeks to provide you and your family with the ability to improve and maintain your health. A parallel objective is to lower the trend in healthcare inflation by improving the quality of the healthcare being delivered to you and your family.

Money Follows the Carpenter – Prorating Hours

As you know, “money follows the carpenter” is a special provision under the International Reciprocity Agreement that allows you to transfer hours and contributions to Carpenters Trusts of Western Washington (your “home trust”) when you temporarily work outside this jurisdiction. This provision allows you to maintain eligibility under the same healthcare plan and accrue credit and retirement income under the same pension plans. Historically, the Carpenters Health and Security Trust of Western Washington calculated eligibility for participants working under “money follows the carpenter” the same as it did for participants

working within the geographic area of the plan, even if a smaller hourly contribution was made by the “away trust.” In other words, if an “away trust” transferred less than the rate required by this plan, the plan credited hours and eligibility, on an hour-for-hour basis, as if the full amount had been contributed.

Effective for hours worked on and after July 1, 2006, the Carpenters Health and Security Trust requires that all contributions made by an “away trust” be prorated. Prorating these contributions will increase or decrease the number of hours applied to this plan’s eligibility formula which may, in turn,

affect current and future eligibility in this plan. Contributions from the two pension plans are unaffected by this change.

If you have any questions or concerns about this change, please contact Employer Accounting at the Trust Office.

(206) 441-6514

Seattle Area

(800) 552-0635

Nationwide

www.ctww.org

**Carpenters
Care **

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