

Free Clinic of the New River Valley

# For Your Good Health

## Prescription Request Changes



### Points of Interest:

- New prescription request procedures
- Tips for a healthy smile
- The correct way to wash your hands
- An easy way to stay active

The Free Clinic of the New River Valley prides itself in being able to provide many needed medications to its patients.

To maintain this important program, there is a \$4 administration fee for each prescription. Payment must be made at the time of pickup.

As usual, prescriptions for medications that are not available at the Free Clinic must be filled at the expense of the patient at another pharmacy.

One significant change has occurred which affects called-in prescriptions.

Prescription orders are now taken Mondays, Tuesdays, and Wednesdays from 9:00 a.m. until 4:30 p.m. The prescriptions will then be available for pickup on the Friday of the following week.

Any requests made after 4:30 p.m. on Wednesdays will not be available on the next pickup day.

Prescriptions can be called in directly by phoning the clinic and dialing extension 129. If you have questions regarding your prescription or the pharmacy operating procedures, call the pharmacy coordinator.



*The Free Clinic pharmacy provided more than 15,000 prescriptions to patients last year.*

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Call in prescription order						
Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
				Pickup		

### Inside this issue:

- Antibiotics: Staying the Course 2
- The Importance of Flossing 2
- Tips for a Healthy Smile 2
- Myths and Facts: The Flu 3
- Safe Practice and Prevention 3
- Take a few extra steps: Health benefits of walking 3

## Pharmacy staff grows

Debra Cook is the Free Clinic's medication assistance caseworker. She works with many pharmaceutical companies to get free medicine to provide to patients. As part of her job she also works to add new patients to her files and assists as a pharmacy tech during regular clinic hours.



Also new to the Free Clinic staff is Maria Kington. Maria is the pharmacy assistant. When patients call in prescription requests, Maria is the one who takes the orders. Because she has joined the Free Clinic, the procedure for calling in prescriptions helps to simplify the prescription request procedure.

When you call in a prescription order, always have:

- Your full name
- Phone number and county of pick-up
- Six digit prescription number from most recent bottle of medication
- Name of the medication and number of refills



Antibiotics are prescribed to treat bacterial infections. Antibiotics do not treat viruses, such as the causes of many sore throats, coughs, colds and stomach illnesses.

## Antibiotics: Staying the course

When an antibiotic has been prescribed, it is important that you follow the doctor's orders. If you fail to take all of the antibiotics even after your symptoms have disappeared, the illness will more than likely recur in a few days and the previously prescribed medication will not work.

Another reason it is important that you take all of the antibiotics is because saving the prescription for future use will be ineffective. Each

illness must be diagnosed by a physician to determine whether or not antibiotics are necessary.

If you have questions regarding prescribed antibiotics you should ask to speak with the pharmacist or nurse practitioner.

*Information adapted from Medicine-net.com, a website that specializes in bringing doctor's knowledge to patients.*



*The Free Clinic provided over 2,000 dental services last year.*

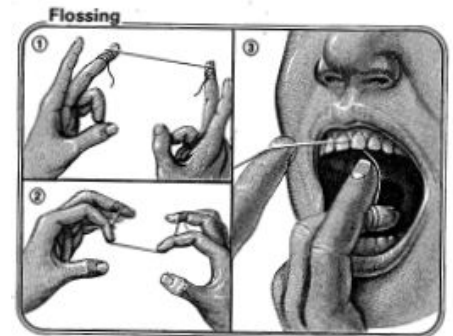
## The importance of flossing

Flossing is one of the key concepts to strong dental health. The reason? Your mouth is full of billions of bacteria that aid in food digestion. However, these bacteria produce acid which eats into the tooth enamel and creates cavities. They also cause bad breath.

According to saveyoursmile.com, hosted by an organization that campaigns for healthy smiles, "Brushing without flossing is like washing only 65% of your body. The other 35% remains dirty!"

The American Dental Association suggests that you floss at least once a day to combat the bacteria in your mouth.

Still need a reason to clean between your teeth? If you don't floss your teeth, after awhile bacteria starts to build up. This can irritate your gums, lead to bone loss, and the need for dentures to replace your pearly whites.



*Dental assistant Jessica Hellman prepares a patient for x-rays*

## Tips for a healthy smile

**The American Dental Association recommends that you follow these guidelines for good oral hygiene:**

- Brush your teeth at least twice a day with fluoride toothpaste
- Clean between teeth daily with floss (see above article)
- Visit your dentist regularly for professional cleanings and oral exams
- Replace your toothbrush every three to four months

*To set up a dental appointment at the Free Clinic, call 381-0820*



## Myths and Facts: The Flu

It's that time of year...no, we've already survived the holidays. I'm talking about that other season, the one that sneaks up on you and knocks you off your feet: flu season.

According to the Centers for Disease Control and Prevention (CDC), "Five to twenty percent of Americans will come down with the flu during each flu season." Most people recover from bouts of the flu within a few days, but feelings of weakness can last up to weeks afterwards.

### Symptoms include but are not limited to:

- body aches and chills
- a dry cough and sore throat
- fever
- headache

Sounds like a bad cold, doesn't it? Once you are infected with the virus, you will most likely begin to feel sick within one to four days of contact.

It is a common belief that the flu causes an upset stomach and symptoms such as vomiting and diarrhea. Surprisingly, the illness that people call the "stomach flu" is not related to the flu virus.

Those who are most at risk for the flu are children and older adults. In fact, children are two to three times more likely to get sick than adults. This is due to the fact that schools serve as excellent places for the virus to spread from one child to another, putting families with young children at higher risk. Because of this, it is important to wash your hands and think about getting a flu shot.

*Information adapted from the National Institute of Allergy and Infectious Diseases, a division of the National Institutes of Health.*



**No tissue?**

**Do the Sleeve Sneeze.**

*Another way to fight the flu is to cover your mouth when you cough, because the flu virus is spread through the air. But don't use your hand — use the "sleeve sneeze" to help stop the spread of germs through contact.*

## Safe practice and prevention



**WASH HANDS**

Why is it so important to wash your hands? According to the Centers for Disease Control, some viruses and bacteria can live for at least two hours on common household surfaces like tables, kitchen counters, or doorknobs.

Washing your hands helps to prevent the spread of unwanted germs.

### When to wash:

- Before, during, and after making food
- Before and after you eat
- After you use the bathroom
- After handling animals
- When someone in your home is sick

### The right way to wash:

1. Wet hands and apply soap
2. Scrub hands for 10-15 seconds (long enough to sing *Happy Birthday* twice)
3. Rinse and dry hands

When water is not readily available, use hand sanitizing gel. Most products can be found at grocery stores for close to \$1.00.

## Take a few extra steps

Going for a walk could be the easiest thing you can do. Walking is a low-impact exercise that can be done at a slow, medium, or fast pace.

The fitness benefits are endless, and you can create a plan that is right for you.

Studies have shown that walkers have a decreased chance of getting cancer and heart disease. Walking also helps to clear your mind.

Helen Robinson, Nurse Practitioner at the Free Clinic, adds that walking "also helps with depression."

The Family Practice Notebook ([www.fpnotebook.com](http://www.fpnotebook.com)) suggests that people should try to walk 10,000 steps a day for good health.

So if you get the chance, take a few extra steps!



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The Free Clinic of the New River Valley is committed to  
providing quality healthcare and dental services to people who  
lack insurance and cannot afford healthcare.



[www.nrvfreeclinic.org](http://www.nrvfreeclinic.org)

