



CCHP
Health Plan

CARE BY CCHP
社區健康季刊

2020 Q2 APRIL - JUNE
第二季 四月至六月

Letter to Members from Deena

行政總裁寄語



New Beginnings 一元復始，萬象更新

Spring is a season of new beginnings. It is a time to sweep away the old and welcome new growth and opportunity.

In this issue, our Medical Director, Dr. Craig Reich shares helpful news and information on the coronavirus (COVID-19). Please remember that the best way to avoid illness is to wash your hands thoroughly and often.

CCHP cares about the health of you and your loved ones. In this issue you'll also find a delicious Orange Cups recipe. It's a fresh and healthy treat for the whole family.

Speaking of new, the roll-out of new technology has not been as smooth as we anticipated. We are aware that some members have had trouble with verifying benefits and receiving new ID cards. We apologize for any inconvenience and look forward to serving you better. For any questions or issues, please contact Member Services and we will sort them out.

Please enjoy the informative articles in this issue. I wish you good health and happiness in the new season!

Sincerely,

Deena Louie
CEO

P.S. We love hearing from you. Your feedback is important. For any questions, or comments, please contact member services at memberservices@cchphealthplan.com or 1-888-775-7888 (TTY 1-877-681-8898)

一年之計在於春，是去舊迎新的最佳時刻。

在今期季刊，我們的醫學總監Craig Reich醫生分享了有關新型冠狀病毒（COVID-19）的重要資訊。他提醒會員，最佳預防感染的方法是經常洗手。

此外，CCHP非常關心您和家人的健康；我們在今期季刊為您帶來健康又美味的食譜。

提到去舊迎新，我們新添置的技術設備不如預期順利。我們知道部分會員在查詢保障及領取新會員卡時遇到問題，對此給您們帶來的不便，我們深感抱歉。我們會儘快做出整改提升，為您帶來更好的服務。如有任何問題，歡迎聯絡會員服務中心。

祝您在新一季身體健康！

CCHP 行政總裁
雷金嫦謹上

備注：CCHP致力為您提供最佳的服務。因此，您的寶貴意見對我們十分重要。如有任何意見及想法，歡迎聯絡會員服務中心：memberservices@cchphealthplan.com 或 1-888-775-7888（聽力殘障人士請電 TTY 1-877-681-8898）

Message for Members

會員重要訊息

We Value Your Opinion

From March to July, you may receive the **CAHPS survey**, an annual survey designed to monitor and improve the quality of care provided to members like you. Please complete the survey as your feedback will help us improve on our services.

The Consumer Assessment of Healthcare Providers and Systems (CAHPS) Survey collects information based on your experience and satisfaction with the health care services you received from your health plan and providers.

The paper survey will be mailed to you by a vendor called SPH Analytics. If you do not return your completed survey, SPH Analytics may contact you by telephone to help complete the survey.

If you have any questions or need help completing it, please visit or call Member Services.



我們重視您的意見

您可能會在3月至7月期間收到 CAHPS 問卷調查，以監督及改善醫療保健計劃為會員提供的服務質量。我們懇請閣下抽空完成問卷，您的寶貴意見有助我們提升服務質素。

CAHPS問卷「醫療保健服務提供者與系統的消費者評估調查」是針對計劃及醫療提供者為會員所提供的服務之體驗及滿意度。

問卷皆由 SPH Analytics 寄出。若您沒有完成問卷，SPH Analytics 可能會致電跟進。

如對問卷有任何問題或需要協助，請親臨或致電會員服務中心。

For any questions, please contact Member Services at:

Email: memberservices@cchphealthplan.com

Call: 1-888-775-7888 (TTY 1-877-681-8898)
7 days a week from 8:00 a.m. to 8:00 p.m

如有任何問題，歡迎聯絡會員服務中心：

電郵： memberservices@cchphealthplan.com

電話： 1-888-775-7888

(聽力殘障人士請電 TTY 1-877-681-8898)
每週7天，上午8時至晚上8時

Balancing Western Medicine with Eastern Remedies 東方中醫療法與西藥的平衡

Spring Tips for Health Maintenance

In Chinese culture, Spring is known as the season of the wood element - liver. Tips to renewed health in the Spring include going to bed by 11PM for deep sleep, as this is beneficial to the liver in aiding detoxification. You may experience dry mouth with light headache, dizziness, or dry eyes, if sleep is impeded. Young adults need 8 hours of sleep; people who are over 60 years old need 7 hours; people who are over 80 need 8-9 hours; for those who have chronic condition and weak constitution, it is recommended to go to bed by 9PM. Having a set time for bed in Spring is also good for the liver.

As Spring becomes warmer, enjoying outdoor activities such as hiking, walking in parks, and practicing Tai Chi are all beneficial in smoothing the liver's energy movement.

Additionally, Spring diets may be improved with lower acidity. Consuming more acidity, such as from citrus fruits, will add energy to the liver and cause the liver's energy to rise, which in turn, could lead to irritability and possibly hypertension. Taking in moderate amount of fresh sweet fruits, vegetable and food is recommended. Avoid spicy, fried, BBQ, cold, hard, difficult to digest types of food.

*By Esther J. Chen, L.Ac., MSTCM,
Chinese Hospital East West Health Services*



春季養生之道

春應肝而養生：春天在五行中屬木，對應的是肝臟，也是養肝的好時候。春季養肝有三個要點：

- 一) 早睡早起：晚上11時之前進入深眠可疏肝養血。當獲得適當及充足的睡眠，血液便歸藏於肝，可讓您精神奕奕，活力百倍；相反，如果睡眠不足，則容易肝火上炎、口乾舌燥、頭暈、眼睛乾澀。青少年及成年人每天應睡8小時，60歲以上的長者每天應睡大約7小時，而80歲以上的長者每天應睡大約8至9小時。體弱人士或病人可適當地增加睡眠時間或提早於晚上9時入睡。謹記兩大定律：作息有律，起居有常。
- 二) 多做運動：春季萬物萌生，是鍛煉的好時機。進行適量的戶外運動、遠足、散步、耍太極拳均有助暢通氣血及強身健體，而且可以怡情養肝。
- 三) 少食酸味食物：春季不宜多食酸味食物，應適量進食甘味食物。春季攝入過量的酸味食物容易造成肝氣過旺及患上脾胃疾病，您可以適量進食維他命豐富的食物及新鮮的水果。此外，春季也應避免進食辛辣刺激、煎炸、燒烤、粗糙、生冷或堅硬的食物，因為它們均屬熱性食物，屬陽，容易上火，所以應多加注意。

此文由東華醫院中西醫學門診陳嘉冕中醫針灸師提供



Chinese Hospital East West Health Services

Call: 1-415-795-8100 (SF)
1-650-761-3542 (DC)

Visit: www.chewhs.org

東華醫院中西醫學門診中心

電話: 1-415-795-8100 (三藩市)
1-650-761-3542 (帝利市)

網址: www.chewhs.org

Eat Well, Live Well Recipe

東華醫院註冊營養師健康美食推介食譜

Colorful Stuffed Orange Cups

Ingredients: (8 Servings)

8 orange 50g Maitake mushroom
500g boneless chicken thigh 50g White mushroom
50g dried coralline algae 50g Shiitake mushroom
10g dried fungus 1/2 green, red, orange
50g Enoki mushroom & yellow bell pepper
50g Hongxi mushroom

Seasoning:

2 tbsp garlic olive oil 1 pinch salt
2 tbsp rice vinegar 1 pinch black pepper powder
2 tbsp Ponzu sauce 1 pinch Italian seasoning
240ml fresh orange juice

Instructions:

1. Cut the orange top off (1/4 portion), scoop out the fruit, leaving a shell, remove membrane on half of fruit and sliced. Keep the rest for juice.
2. Boil the chicken meat until cooked and cooling in cold water, then shred.
3. Soak the dried coralline algae and algae fungus in cold water until soft, then thinly sliced.
4. Shred all mushrooms and bell peppers, boil them with sliced coralline algae and algae fungus until cooked, soak them in cold boiling water and drain off water out after cooling.
5. Mix well with all seasonings and ingredients, and fill orange cups with mixture.
6. Decorate with Brazilian or mint leaves.

Recipe Provided Courtesy of World Journal, Nutritional Information Provided by Chinese Hospital Registered Dietitian

彩菇柳橙盅

材料：(8人份量)

橙 8個
去骨雞腿肉 500克
乾珊瑚藻 50克
乾木耳 10克
金針菇 50克
鴻喜菇 50克
舞茸菇 50克
美白菇 50克
香菇 100克
青、紅、橙及黃甜椒 各半個

調味料：

大蒜橄欖油 2湯匙
米醋 2湯匙
日本橘子醬油 2湯匙
鮮橙汁 240ml
鹽 適量
黑胡椒粉 適量
意大利香料粉 適量

做法:

1. 橙從1/4頂處切開，取出果肉，留下杯型外殼，半份果肉去膜切片，其餘留汁備用。
2. 雞肉燙熟，浸冷水後切絲。
3. 乾珊瑚藻及乾木耳用冷水浸，待發脹後切絲。
4. 所有菇及甜椒切絲，與乾珊瑚藻及乾木耳絲一起燙熟，用冷開水浸，待涼後瀝乾。
5. 所有調味料與食材混合拌勻，填入橙盅即可。
6. 成品可用巴西葉或薄荷葉裝飾擺盤。

Nutrition information per serving:

每份材料含以下營養：

Calories 卡路里：124 kcal	Dietary Fiber 食用纖維：4 gm
Protein 蛋白質：17 g	Sodium 鈉（鹽）：282 mg
Carbohydrates 碳水化合物：6 gm	Potassium 鉀：530 mg
Total Fat 脂肪：5 gm	Phosphorus 磷：177 mg
Cholesterol 膽固醇：81 mg	Vitamin A (維他命 A)：214 iu
	Vitamin C (維他命 C)：90 mg

此食譜由世界日報提供，營養資料由東華醫院註冊營養師提供



Healthy Exercise Tips 健康運動小貼士

Superman Stretch

This exercise strengthens the lower back, builds support and stability for the spine, and may prevent and reduce back pain.

1. Lie on your stomach with your arms stretched above your head
2. Extend your spine and lift your chest and knees off the ground
3. Hold for 3-5 seconds
4. Return to the starting position and repeat

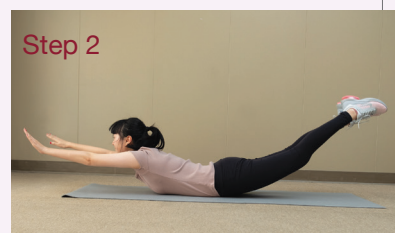
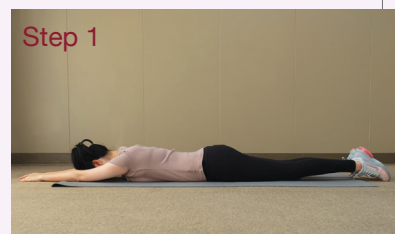
Above exercise tip contributed by the Chinese Community Health Resource Center.

超人式伸展運動

此項運動可增強下背部、脊柱的支撐及穩定性，預防及減輕背部疼痛。

1. 躺在地，肚子向下，伸直雙臂至頭上
2. 伸展脊椎，抬起胸部，膝蓋離地
3. 保持3-5秒
4. 還原最初位置並重複動作

以上資料由華人社區健康資源中心提供



Community News

社區消息



Novel Coronavirus / COVID-19

News:

Coronaviruses are a large family of viruses that are common in many different species of animals, including camels, cattle, cats, and bats. Rarely, animal coronaviruses can infect people and then spread between people such as with MERS, SARS, and now with COVID-19.

Person-to-person spread has been reported outside China, including in the United States and other countries. At this time, this virus is NOT currently spreading in the community in the United States. For the general American public, who are unlikely to be exposed to this virus, the immediate health risk from COVID-19 is considered low at this time. The goal of the ongoing U.S. public health response is to detect new cases quickly and prevent further spread of COVID-19.

Symptoms:

For confirmed COVID-19 infections, reported illnesses have ranged from people with little to no symptoms to people being severely ill and dying. Symptoms of COVID-19 may appear in as few as 2 days or as long as 14 days after exposure and can include fever, coughing, and shortness of breath.

What You Should Do:

- Stay informed – CDC is updating its website daily with the latest information and advice for the public. (<https://www.cdc.gov/coronavirus/2019-ncov/>)
- Remember to take everyday preventive actions that are always recommended to prevent the spread of respiratory viruses.
 - Avoid close contact with sick people
 - While sick, limit contact with others as much as possible
 - Stay home if you are sick

- Cover your nose and mouth when you cough or sneeze. Avoid touching your eyes, nose and mouth. Germs spread this way
- Clean and disinfect surfaces and objects that may be contaminated with germs
- Wash your hands often with soap and water for at least 20 seconds. If soap and water are not available, use an alcohol-based hand rub with at least 60% alcohol

- If you feel sick with fever, cough, or difficulty breathing, and have traveled to China or were in close contact with someone with COVID-19 in the 14 days before you began to feel sick, seek medical care. Before you go to a doctor's office or emergency room, call ahead and tell them about your recent travel and your symptoms.

What You Should Not Do:

- If possible, do not travel to China
- Do not use facemasks. CDC does not recommend the use of facemasks for the **general public** to prevent the spread of COVID-19

What Should You Do When You Arrive From China?

All travelers from China, including business travelers, people who visited friends and family, and humanitarian workers should take the following steps:

First, watch for any changes in your health for 14 days after leaving China. If you get a fever or develop a cough or difficulty breathing during this 14-day period, avoid contact with others. Call your doctor or healthcare provider to tell them about your symptoms and your recent travel. They will provide further instruction about steps to take before your medical visit to help to reduce the risk that you will spread your illness to other people in the office or waiting room, if that is what has made you sick. **Don't travel while you are sick.**

By Dr. Craig Reich, M.D., CCHP Medical Director

Community News

社區消息



新型冠狀病毒 (COVID-19)

消息：

冠狀病毒可分為很多種類，也常見於不同種類的動物，如駱駝、牛、貓及蝙蝠。在罕見情況下，動物冠狀病毒可感染人類，然後在人與人之間傳播，如中東呼吸綜合症 (MERS) 及嚴重急性呼吸系統綜合症 (SARS) 及目前的新冠狀病毒肺炎。

中國、美國及其他國家均已出現了人與人之間傳播。目前為止，新冠肺炎在美國尚未出現社區傳播。在美國，對於不太可能接觸病毒的普通市民而言，新冠肺炎對他們的健康造成危害的風險很低。美國衛生部持續應對措施的目標是迅速檢測新個案及防止新冠肺炎進一步傳播。

症狀：

根據已確診的新冠肺炎感染，感染後的情況從沒有症狀至輕微症狀，甚至重病及死亡也有。潛伏期約2至14天，症狀可能包括發燒、咳嗽及呼吸困難。

您該做什麼：

- 留意最新消息 - CDC每天都會更新網站上有關新冠肺炎的資訊及建議。
(<https://www.cdc.gov/coronavirus/2019-ncov/>)
- 建議進行日常的預防措施，以幫助預防呼吸道病毒的傳播。
 - 避免接觸病患。
 - 患病時，請避免與人接觸。
 - 患病時，請留在家中。

- 咳嗽或打噴嚏時用紙巾遮住口鼻，然後將紙巾丟進垃圾桶。儘量避免觸摸自己的眼睛、鼻子或嘴巴。
- 經常清潔和消毒常接觸的物件及表面。
- 經常使用梘液和清水清潔雙手，搓手最少20秒。如沒有洗手設施，可使用含60%以上的酒精搓手液潔淨雙手。
- 過去14天，若您曾到訪中國或曾與感染新型冠狀病毒的病人有密切接觸，並且出現發燒、咳嗽或呼吸困難，請儘快求醫。就診前，請先致電醫院或診所及告知醫護人員您曾到過的地方及症狀。

您不該做什麼：

- 避免前往中國。
- CDC不建議普通市民使用口罩來防止新型冠狀病毒的傳播。

從中國回來後，該怎麼做？

所有來自中國的旅客，包括商務、探親及人道主義工作者，應採取以下步驟：

在離開中國後的14天，請監察自己的身體狀況。如出現發燒、咳嗽或呼吸困難等症狀，請避免與他人接觸，然後致電醫生及告知醫生您的症狀及曾到過的地方。醫生會給您一些就診前的指引，教導您如何在辦公室或候診室減低病毒傳播風險。**患病時應避免外遊。**

此文由CCHP醫學總監Craig Reich醫生提供

This quarterly newsletter highlights health topics and programs that may be important to you, your family or someone you care about. Please read, enjoy, participate in our programs and pass it along when done. If you would like additional copies or to be removed from our mailings, please call 1-628-228-3257 or email Info@CCHPHealthPlan.com. Electronic copies are available online at:

www.CCHPHealthPlan.com/public_v1/community-health-newsletter
www.cchrhealth.org/health-newsletters-2/

這季刊會注重每季度健康的主題和活動，對您，您的家人及親友都很有益。健康寶貴，分享無價。請您仔細閱讀及積極參與這些活動的同時，將這季刊在您的親友之間傳閱。如果您想索取更多副本或剔除您的郵寄地址，請致電1-628-228-3257，電郵 Info@CCHPHealthPlan.com 或上網瀏覽：
www.CCHPHealthPlan.com/public_v1/community-health-newsletter
www.cchrhealth.org/health-newsletters-2/

Help build Chinese Hospital's capacity to respond to crises, like the coronavirus with a donation today.

您的捐贈，可幫助東華醫院增強應對危機的能力如防抗新型冠狀病毒。

1-415-677-2470 | ChineseHospital-SF.org/donate-now

IMPORTANT CONTACT INFORMATION 重要聯絡資料



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CCHP 會員服務

CCHP Member Services Center - Chinatown 1-415-834-2118
CCHP 會員服務中心 - 華埠
845 Jackson St, San Francisco
www.CCHPHealthPlan.com/memberservices

CCHP Member Services Center - Daly City 1-415-834-2118
CCHP 會員服務中心 - 帝利市
386 Gellert Blvd, Daly City
www.CCHPHealthPlan.com/memberservices

Health Education
健康教育

Chinese Community Health Resource Center 1-415-677-2473
華人社區健康資源中心
845 Jackson St, Lobby, San Francisco
www.cchrhealth.org

Chinese Hospital
東華醫院

Chinese Hospital 1-415-982-2400
東華醫院
845 Jackson St, San Francisco
www.chinesehospital-sf.org

Support Health Services 1-415-677-2370
東華醫院健康服務中心
845 Jackson St, Floor B1, San Francisco
www.chinesehospital-sf.org

Chinese Hospital Outpatient Center 1-650-761-3500
東華醫院門診中心
386 Gellert Blvd, Daly City
www.chinesehospital-sf.org

Chinese Hospital Clinics
東華醫院門診中心

Sunset Health Services 1-415-677-2388
日落區華康醫務中心
1800 31st Ave, San Francisco
www.chinesehospital-sf.org

Excelsior Health Services 1-415-677-2488
外米慎區華康醫務中心
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www.chinesehospital-sf.org

Gellert Health Services 1-650-761-3500
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www.chinesehospital-sf.org

East West Health Services 1-415-795-8100
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445 Grant Ave, Ground Floor, San Francisco
www.chewhs.org

East West Health Services 1-650-761-3542
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386 Gellert Blvd, Daly City
www.chewhs.org