

Bupa Healthy Living

Sharing Experiences



Bupa International Patient Reception Center at Jackson Memorial Hospital

June 9, 2008

The Bupa International Patient Reception Center

The Bupa International Patient Reception Center at Jackson Memorial Hospital opened in May 2007 to provide international patients and their families with a more individual and personalized service during their visit or stay at the hospital. It features business class hospitality amenities that include hospital registration services, waiting areas, examination rooms, coffee bar and a business center.

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When my husband and I flew from Caracas to Miami so he could undergo spinal surgery at Jackson Memorial Hospital, we certainly did not expect he would develop a perforated colon. He needed emergency surgery the night before the scheduled spinal surgery, resulting in a colostomy and an open abdominal wound. Thank goodness we were here rather than at home!

Your attentive staff visited us every week to see how my husband was progressing. Your Case Manager offered to give me a ride home all the way to Sunny Isles because no one else could come get me. That was service I never expected to get from my insurance company.

The hospital was also great. The Bupa International Patient Reception Center

was a wonderful place to relax for a few minutes and get away from the stress. The staff was very helpful and visited daily to see that my husband's needs were being met.

We are grateful for the wonderful service you provided, allowing us to focus on my husband's return to health rather than his medical costs and bills. Thanks to everyone for making this experience a little easier for my husband and our family.

Your support is really appreciated!

Ivonne Abadi de Abadi

Wife of Alberto Abadi Alhanaty
Venezuela

Dear Bupa family members,

As we enter 2009, we renew our commitment to provide quality health care and insurance services to you and your loved ones, consistently treating and caring for you as an individual.

In this first Healthy Living edition of the year, we have prepared an enticing menu for you with heaping portions of information to promote health and wellness. Among these, find out how to beat a cold, the properties of vitamin D, five ways to live a longer, healthier life, and a heartfelt letter of gratitude sent by one of our insureds.

We would particularly like to highlight the interesting article in the section From the Doctor's Office on stem cell investigation and the marvelous contributions that this controversial research can provide to humanity.

We encourage you to start the year off right and make choices that promote a healthy living.

Happy 2009!

Chief Editor

How to beat a cold

Did you know that the average adult gets two to five colds a year? Densely populated cities provide ideal breeding grounds for the common cold. Here we offer answers to some commonly asked questions.

Are some people less susceptible?

Some people claim never suffering from a cold. In reality, they probably get the infection but not the symptoms. The same symptoms in one person may range from severe to mild in other people. Why the differences? Genetic differences in each person's immune system are the key.

Why do I get cold after cold?

Just when you think you fought off the last cold, you can get another right away from a different virus. The antibodies you develop will only protect you against that specific virus. There are over 200 viruses that cause the common cold, which allow us to get a cold a few times a year, every year, over a lifetime.

Can stress can cause a cold?

The ever-increasing stress of modern city life may be one of the factors behind the very high incidence of common cold infections in our communities. Stress is associated with the suppression of general resistance to infection, making us more susceptible to catching a cold. Experiments show that people are more likely to become infected with a virus if they suffer problems at work or home.

How can I cure a cold?

Only the immune system can cure a cold, and it usually takes about four to seven days. However, if you are



suffering severe symptoms and you want relief, you can take aspirin, acetaminophen or ibuprofen to relieve headaches, sinus pain and muscle aches. Before going to bed, a nasal spray can help clear a stuffy nose to help you rest. A hot drink, soup, or spicy food may relieve coughing and sore throat.

How can I tell if I have a cold or the flu?

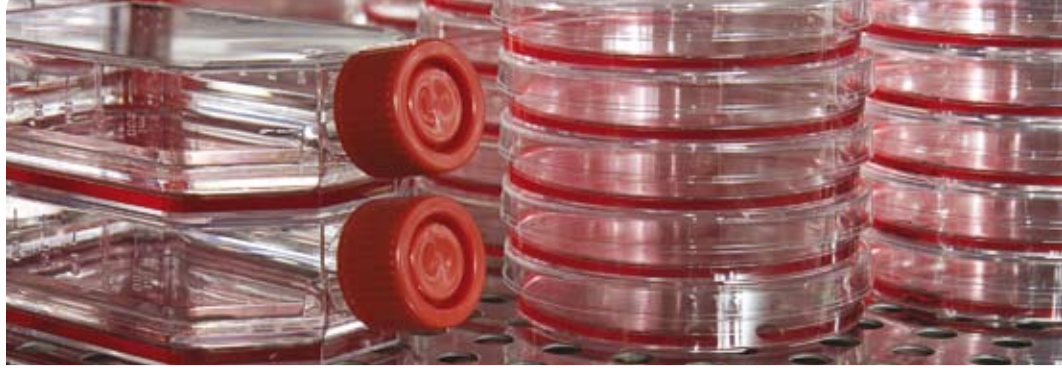
Both the cold and the flu have similar symptoms. However, the flu is characterized by an uncontrollable need to lie down, accompanied by fever and overwhelming muscle aches and pains. In any case, the best treatment is rest, hot drinks, acetaminophen and doses of tender loving care.

Source: <http://www.independent.co.uk/life-style/health-and-wellbeing/features/how-to-beat-a-cold-953372.html>

Comments and Suggestions

Your feedback allows us to be in touch, keeping you up-to-date on current medical issues and our role as your health's caretaker. If you have any comments or suggestions, please forward them to Bupa Marketing Department, 7001 SW 97th Avenue, Miami, FL 33173, by email at bupa@bupalatinamerica.com or by phone at +1 (305) 398-7400.

From the Doctor's Office



The potential of stem cells

Stem cells are our body's master cells. They have the ability to grow into any one of the body's more than 200 cell types, and take the place of cells that die or are damaged. They can be found in adult bone marrow, umbilical cord blood, human placental tissue, and early-stage human embryos.

Researchers from the University of Miami Miller School of Medicine are exploring the incredible regenerative power of stem cells, including major work at the Diabetes Research Institute and The Miami Project to Cure Paralysis. Here we offer a glimpse into the promising effects that cell-based therapy research is showing for heart disease, diabetes, spinal cord and traumatic brain surgery, and bone and cartilage replacement, among others.

On heart disease

If successful, the clinical trial led by Joshua Hare, M.D., Director of the Interdisciplinary Stem Cell Institute at the University of Miami Miller School of Medicine, could add years and improve the quality of life for millions of people who suffer from heart failure. In previous trials, patients who received stem cell treatment had lower rates of side effects, and their heart, lungs and general functions were improved. This study could potentially address a major public health issue.

On diabetes

Investigators from the Cell Transplant Center at the Diabetes Research Institute (DRI) in Miami have been able to reverse type 1 diabetes by transplanting cells from donors into patients, but supply is scarce, and cells lose some function over time, needing replacements.

"I think this [stem cell insight] ranks among the most important new therapeutic developments of our time."

—Joshua Hare, M.D.

Director of the Interdisciplinary Stem Cell Institute, Miller School of Medicine

They are trying to get embryonic stem cells to become insulin-producing cells by culturing them in the lab. However, there is a limited amount of embryonic cells available for research. Although work is still preliminary, it shows promising results.

On spinal cord injuries

The Miami Project to Cure Paralysis has employed cell-based therapies to successfully restore movement in animals with damaged spinal cords. It hopes to get approval from the U.S. Food and Drug Administration to begin clinical trials in humans later this year. Trials will be based on successful work with lab rats. Twelve weeks after treatment began, the rats were able to walk at about 70 percent of their normal ability.

The Miami Project researchers are also trying to come up with cellular-based treatments for millions of patients who suffer brain injury, including soldiers injured in war. The U.S. Department of Defense is funding some of the work.

On generating replacement tissue

For several years, surgeons have been able to use bone, cartilage, and tendon from donors to repair damaged tissue areas. However, healing may take a long time.

H. Thomas Temple, M.D., Director of the University of Miami Tissue Bank, removes large segments of bone and cartilage and replaces them with a metal implant. He says "if we were able to implant that bone with the patient's own stem cells, we think the healing would be shorter and more complete." He is very excited with the possible contribution of stem cells to medicine, offering new hope for patients.

Did you know?

Vitamin D-ficiency

Vitamin D is essential for promoting calcium absorption and bone growth. Without sufficient vitamin D, bones can become thin, brittle, or lose their shape.

Vitamin D deficiencies are more common in those who:

- are over 50
- get very little sun exposure
- have kidney disease or diseases that affect the absorption of minerals
- have darker skin
- are lactose intolerant
- are vegan
- are infants fed only with breast milk

It is important to consult with your doctor to determine if you need a supplement.



5 ways to lead a longer, healthier life

To live a longer, healthier life, we should engage in prevention care. These preventive tips will help you start the new year on a healthy note.

Quit smoking: If you can't stop smoking on your own, try available medications to help you quit.

Colorectal screenings: It is recommended that people 50 years or older have a colorectal cancer screening, especially if they have relatives with colorectal cancer. Please consult your doctor.

Get a flu shot every year: Many health plans cover flu shots. If so, take advantage of that benefit.

...and women should also include

A Pap test: Women should begin scheduling routine Pap tests about three years after becoming sexually active. This test has helped lessen cervical cancer deaths in the U.S. by nearly 75 percent.

A mammogram: Women 35 years old should get a baseline mammogram. Routine screening mammograms should be scheduled every one to two years after reaching their 40s, and once a year after age 50. Some may need to get screened earlier and more often based on family history of breast cancer.

Source: "Preventive care: A national Profile on Use, Disparities, and Health Benefits" by the National Commission on Prevention Priorities, August 2007.

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