



## Ever wish there was a better way? At Village Family Medicine, there is



Imagine a doctor's office where waiting is reduced to a bare minimum. Add a soothing, patient-centered environment. This is the future of family medicine.

The first of its kind in the Upstate, and possibly the state, patients are greeted and shown directly to their own private room that has been readied for their visit.

Designed for patient comfort, the room is not like traditional exam rooms, but has a couch and furniture which allows patients, physician or office staff to interact comfortably.

"In rethinking how family medicine is provided, new concepts have been adapted from the worlds of business, entertainment, architecture and manufacturing," says Christopher A. Smith, M.D. "Looking at a primary care office from the patients' viewpoint and experience, efficiency and quality of service are as important as the personal attention from the healthcare team."

"Village Family Medicine has worked with leading researchers in health care to design a practice that meshes technology, architecture and efficiency, while continuing the core value of patient-centered care," adds Dr. Smith.

The practice was designed to be a community-friendly environment without a traditional waiting room. An open, spacious concourse allows patients to move fluidly throughout the public areas during the visit. Views to the outside, or translucent windows, provide natural lighting.

More than just architectural detail has been improved through research. Staff efficiency has been carefully observed to improve patient flow.

### Assessment Rooms

The assessment room encourages patients to feel at ease in a relaxed atmosphere. A sofa replaces the examination table. In comfort, the patient can discuss details with staff and the physician. The sofa easily converts into an exam table if needed.

Since the office staff have already contacted the patient and discussed his or her condition before the appointment, staff are better prepared for issues that might arise during the visit. Test results can be displayed on a large, flat-screened monitor - the assessment room has been "programmed" for the patient. Wellness information for a specific age or medical condition is screen-ready for any needed patient instruction.

### Procedure Rooms

For more involved examinations, there is an adjacent procedure room that accommodates detailed examinations, as well as minor procedures. The onsite lab and X-ray are right down the hall to ensure that diagnoses can be made quickly.

Much rethinking of family healthcare delivery has given rise to the redesign of the physical layout and total atmosphere of family medicine facilities. To further enhance the patient experience, the practice has been laid out in a concept that keeps staff and equipment "behind the scenes" with patients and visitors seeing only guest and patient areas. This innovation will increase privacy and improve the overall visitor experience, research shows.

A combination of changed processes, smoother flow and technology improve efficiency. Significant reductions in patient wait times, greater customization of care and better staff satisfaction are possible, thanks to research done right here in the Upstate.

Appointments that are easy to schedule, a welcoming environment, physicians who take their time while respecting yours. It's a new approach, and it's about time.

To make an appointment, please call 864-849-9170 or visit [villagefamilymed.com](http://villagefamilymed.com).





# VILLAGE at pelham

A division of Spartanburg Regional Healthcare System

250 Westmoreland Rd.  
Greer, South Carolina 29651

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## Featured Events

As part of our commitment to keeping you healthy, active and informed, the Village at Pelham offers a wide selection of health education classes, seminars and events. Register today at [villageatpelham.com](http://villageatpelham.com) or call 864-849-9470. Programs are held in the Village at Pelham Community Center (located within the Medical Office Building, Entrance B), unless otherwise noted. The Village at Pelham is located at 2755 S. Hwy 14, Greer.

### VILLAGE AT PELHAM HEALTH FAIR

**Thursday, April 7 • 6-7:30 p.m.** • Medical Office Building

Maintaining good health can be complicated by work, busy schedules and family obligations. To help you, we're offering multiple screenings in one day, under one roof. Screenings include blood pressure, head and neck cancer screenings, body fat percentage, body composition and more! To make an appointment to get your mammogram, please call 864-849-9399. Insurance will be filed.

You will receive a form so you can track your results and share them with your physician. Refreshments will be served. To register go to [villageatpelham.com](http://villageatpelham.com).

### STAY ACTIVE WHILE AGING: A FOCUS ON JOINT REPLACEMENT

**Thursday, April 14 • Community Center**

**12-1 pm, lunch served or**

**6:30-7:30 p.m., coffee and dessert served**

Joints take a lot of wear and tear as you age. Frank Armocida, M.D., of Village Orthopaedic Surgery will discuss keeping your joints healthy, reasons for joint replacement and the latest procedures available. Registration is required for this free event. Please choose the class time that fits your schedule best.

### DIABETES SELF-MANAGEMENT EDUCATION

**Wednesday, April 20 • 9 a.m.-4 p.m.** • Community Center

Diabetes affects every organ in your body, so that means learning as much as you can. Join Carolina's Center for Diabetes and Endocrinology to gain the skills you need to be healthy. You must have a physician referral to participate and insurance will be filed for program cost. Participants receive a free blood glucose meter and diabetes reference book. Please contact Erica Moore at 864-560-6465 for more information and to register.

### THEM BONES - OSTEOPOROSIS CAUSES AND TREATMENTS

**Tuesday, May 10 • 12-1 p.m.** • Community Center

Do you have "brittle" bones? Are you caring for what holds you up? Please join John Henry, M.D. of Internal Medicine of Greer, as he discusses the causes of osteoporosis and the latest treatments for this common condition. Registration is required for this free event, and a light lunch will be served.

### DIABETES SELF-MANAGEMENT EDUCATION

**Wednesday, May 18 • 9 a.m.-4 p.m.** • Community Center

Diabetes affects every organ in your body, so that means learning as much as you can about it. Join Carolina's Center for Diabetes and Endocrinology to gain the skills you need to be healthy. You must have a physician referral to participate and insurance will be filed for program cost. Participants receive a free blood glucose meter and diabetes reference book. Please contact Erica Moore at 864-560-6465 for more information and to register.

## Community Health Talk

Toni Conner, R.N. | community resource nurse,  
the Village at Pelham



Spring is here and, as we begin spring cleaning our houses, I challenge you to do a little spring cleaning for yourself too. Is there something that you want to change about yourself or your health? Now is the perfect time to get started. Is there a hobby or pursuit that you have always wanted to try? There is no better time to start than now! Do you need to take better care of yourself and pamper yourself a little more? If you don't do it, who will?

Albert Einstein said that insanity is doing the same thing over and over again and expecting different results. If that is true, then I must admit there are areas in my life where I have been insane! Throughout my life, I have done the same things over and over again to achieve a goal and, although I have been unsuccessful, I stuck to it.

An example of this has been my longtime goal to get physically fit. Over and over I have made plans to walk on a daily schedule; but time passed, I got busy and did not follow through with my plan. I finally decided that this method was not working for me. So a few months back, I did something totally new and began working with a personal trainer. I am now on the road to achieving the goal that has been so elusive all these years.

So how about you? Is this a time of new beginnings? Is there an area in your life that you want to change? Why not try reaching that goal in a totally new way? Who knows what success you might have!

At the Village at Pelham, we want to help you reach your goals for better health. Let me know if I can help you: [tconner@villageatpelham.com](mailto:tconner@villageatpelham.com) or 864-849-9131.