



# SABACARES NEWSLETTER | FALL EDITION – 2022



Saba Cares is a healthcare provider in Saba. We feel responsible for the health of the Saban community.

We aim to provide healthcare of the best quality. For us, clear communication and information go hand in hand with good services. With this newsletter, we want to inform you about our services, activities, and new projects. We send out the newsletter twice a year. To always stay updated, follow us on Facebook @SabaCaresFoundation or visit our website [www.sabacares.org](http://www.sabacares.org)

Judith Meijer, Board of Directors

## What to expect?

We would like to inform you, by touching on a few topics that we receive questions about.

An appointment with your doctor	You can make an appointment with one of the doctors at the Clinic. The clinic is open daily from 8:00 am – 4:00 pm. Please call before visiting the clinic so that one of our nurses can best assist you with your complaints or inquiries and make an appointment to see a doctor. If you have any flu-like symptoms please take a covid self-test before visiting the medical center.
Specialist Waiting Times	During your consultations, you may be referred to a visiting medical specialist or a hospital off island. They all have waiting times. If you have not already been informed, please ask your doctor about the specific waiting times before you are able to get an appointment. If the doctor decides that there is urgency, then of course urgent referrals are made.
Assigned doctors	Please note that patients, who visit a doctor at Saba Cares on a regular basis, have been assigned a specific doctor. We expect this improves the quality, as your doctor knows you and this can benefit your health in general and the treatment. If you wish to see another doctor, please inquire about their availability when you call to make an appointment. In case of emergencies, the on-call doctor will handle the emergency.
Medication Pick Up & Authorization	Please note that when medication has been prescribed by your doctor during a consultation or you call for a refill it may not be immediately ready for pick up at the pharmacy. The doctor first has to authorize these prescriptions and the pharmacy needs time to prepare your medications. We kindly ask for your understanding and patience if this takes longer than expected.

## New Projects

### The Home + Care Facility

For the last 15 years building a new Home for the elderly and vulnerable persons in the community was one of the dreams of our organization. The current building is very old. It becomes harder to keep it in a good condition for persons to live and work. Since last year we have acquired 3 pieces of land and thus building space to make this dream a reality.

To carry out this project we have hired the architect firm IXI to help us design a nicer place for our clients to live. In the new facility, there will be 3 lifestyle groups to house 24 clients. All residents will have their own rooms. Apart from this, we intend on building 16 assisted living apartments: 8 for medical reasons and 8 for social support. To provide care and support to these residents, we will work closely with the Public Entity Saba. There will be a new restaurant, a bigger LIFE Center, garden, physio practice and underground parking. Our nurses will be using digital support devices to give even better care to our clients.

Next Spring we will put out a tender for the construction of the building project and hope to start construction before the summer of 2023. From then on it is expected to take up to three years to complete all our plans.

### Direct Referrals

As of November 21, 2022, a pilot project 'Direct Medical Referral' will be implemented by ZJCN, SEHCF, Saba Cares and SMMC. This project will facilitate medical referrals from Saba and Sint Eustatius to the Sint Maarten Medical Center without the intervention of ZJCN medical advisors. From that date, the doctors on Saba will be able to refer their patients directly to SMMC. The SMMC's IPO (International Patients Office) will handle all medical -and follow-up appointments for medical referrals from Saba and Sint Eustatius to SMMC. There still will be waiting times for the medical specialists.

### Triage in Admission

A patient that contacts the Emergency Department with a health complaint by telephone, will be assisted by a triage nurse. The triage nurse investigates the urgency level and determines follow-up action based on the presenting complaint and support from the validated website <https://www.moetiknaardedokter.nl>. Follow-up actions include telephone advice by the nurse, telephone consultation by the doctor, and, - if necessary - physical consultation by own means of transport or ambulance services.

### Lifestyle Coaches

We are very happy to announce that Saba Cares now has two certified Lifestyle Coaches: Tammy & Tiffany. They will help people with overweight to reach their goals to live a healthier lifestyle. Not only do they help with diet and exercise plans, but also by getting the mindset and motivation needed to get going and stay focused. There are also programs available for quitting smoking or drinking alcohol. Appointments with the lifestyle coaches are by doctor's referral only. Ask your doctor if our lifestyle coaching program could be something for you. For more information, you can reach out to our team via [lifecoach@sabacares.org](mailto:lifecoach@sabacares.org).

### Chronic Care

Since May 27, 2022, Saba Cares and Saba Wellness Pharmacy joined forces to provide help to persons suffering from chronic illnesses. Our physician assistant Julie is supporting people with chronic diseases, such as diabetes. Every last Friday of each month she is at the pharmacy from 9 am to 12 pm to give chronic care consultations and guidance.

### Patient & Client Council

The Client Council represents the interest of patients & clients by giving advice, feedback and providing practical and policy-related ideas. Currently, we are upgrading and training our Patient and Client Council. They are recruiting new members. For more information on this please contact CC Chairman Mr. Franklin Wilson.

## Your Opinion Matters



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We love hearing what you think about our services, what you enjoy and what we can improve. Should something go wrong while we care for your needs you can send us a complaint or a suggestion via our website or contact our complaint officer. We also conduct an annual patient satisfaction survey should you want to share more ideas with us.

If you have a specific question, you can always call us or send an email to the addresses above.