We are excited to have Dr. Patricia Aguayo, MD as HOME psychiatrist. Welcome Aboard!

Dr. Aguayo earned her medical degree at Universidad Anahuac in Mexico City, Mexico, and a Master of Public Health degree at the University of Arizona in Tucson, AZ. She completed her Psychiatry residency at New York Medical College, where she served as chief resident and then went on to pursue a fellowship in Child and Adolescent Psychiatry at Yale University School of Medicine in New Haven, CT. Before joining the University of Utah, she worked in Connecticut in both outpatient and inpatient settings focusing her practice on patients with autism with challenging behaviors. Her interests include autism spectrum disorders and related disabilities, and advocacy for children, young adults, and their families. She is fluent in English and Spanish.

We were sad to say goodbye to Court Allred, LCSW (therapist), Dr. Patrick Shea, MD (Psychiatrist), and Melissa Smith, BCBA (Behavior Specialist). We wish them all the best in their future endeavors.

FREQUENTLY ASKED QUESTIONS

I need another copy of member handbook
- Call HOME at 801-585-1960
- Request one at your next visit

I have difficulty reading
- Ask for a handbook in larger print

I want HOME to review a coverage decision regarding my healthcare
- You may file an appeal
- The Appeal Request Form is available at https://app.secure.uuhsc.utah.edu/uhealthPlans/forms/appeal/
- We will mail/fax a copy of the form at your request
- Call us at 801-585-1960 or 1-800-824-2073

I am not satisfied with my HOME services/staff experience
- Speak to your case manager or an administrator
- Call HOME Member Services at 801-585-1960
- Write a letter explaining your problem
- Call us at 801-585-1960 or 1-800-824-2073

I am in crisis and need help, but it does not feel like a life threatening emergency
- During office hours, Call 801-585-5515 and ask for an appointment or your Case Manager
- Outside office hours, call 801-587-3195 and tell the crisis worker you are with HOME and explain your problem or you may visit one of the urgent care centers listed in your provider directory

I feel I am in a Life Threatening Emergency
- Call 911 or go to ER immediately

EMERGENCY AND DISASTER PREPAREDNESS: ARE YOU READY?

Because of its varying climate and terrain, Utah can experience a variety of disasters. Wildfires can strike during the hot, dry summer months and severe storms during the winter season can blanket parts of the state, causing power outages and increased avalanche danger. There are several local, state and federal agencies that provide information and guidance on emergency preparedness.

There is no substitute for personal preparation. It is important to make a back-up plan based on your functional abilities and possible needs during an emergency in advance with your family and care attendants.

- Division of Emergency Management, Utah Department of Public Safety offers services for Utahns on emergency preparedness, response, recovery and mitigation. “Be Ready Utah” program is a valuable resource for educational material and information for self and family preparation. (https://www.utah.gov/beready/index.html)
- Utah Special Needs Registry allows residents with access and functional needs an opportunity to provide information to emergency response agencies so those agencies can better plan to serve them in a disaster or other emergencies. The information collected is only shared with emergency response agencies to improve their ability to serve.

Here are some important tips on emergency/disaster preparing and planning for individuals with special needs (https://specialneedsutah.org/).

<table>
<thead>
<tr>
<th>Disability/Special Need</th>
<th>Additional Steps</th>
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<tbody>
<tr>
<td>Visually impaired</td>
<td>May be extremely reluctant to leave familiar surroundings when the request for evacuation comes from a stranger. A guide dog could become confused or disoriented in a disaster. People who are blind or partially sighted may have to depend on others to lead them, as well as their dog, to safety during a disaster.</td>
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<tr>
<td>Hearing impaired</td>
<td>May need to make special arrangements to receive warnings.</td>
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<tr>
<td>Mobility impaired</td>
<td>May need special assistance to get to a shelter.</td>
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<tr>
<td>Single working parent</td>
<td>May need help to plan for disasters and emergencies.</td>
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<tr>
<td>Non-English speaking persons</td>
<td>May need assistance planning for and responding to emergencies. Community and cultural groups may be able to help keep people informed.</td>
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<tr>
<td>People without vehicles</td>
<td>May need to make arrangements for transportation.</td>
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<tr>
<td>People with special dietary needs</td>
<td>Should take special precautions to have an adequate emergency food supply.</td>
</tr>
<tr>
<td>People with medical conditions</td>
<td>Should know the location and availability of more than one facility if dependent on a dialysis machine or other life-sustaining equipment or treatment.</td>
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<tr>
<td>People with intellectual disabilities</td>
<td>May need help responding to emergencies and getting to a shelter.</td>
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<tr>
<td>People with dementia</td>
<td>Should be registered in the Alzheimer’s Association Safe Return Program.</td>
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We all look forward to sunny days filled with fun and frolic. Check out the 2018 list of summer activities compiled by Utah Parent Center at their website: http://www.utahparentcenter.org/summer-activities-resource-list/ It is important to plan ahead and stay safe to enjoy summertime. Here are some tips to be safe during hot weather:

(https://www.cdc.gov/Features/ExtremeHeat/)

• Stay in an air-conditioned indoor location as much as possible.
• Drink plenty of fluids even if you don’t feel thirsty.
• Schedule outdoor activities carefully.
• Wear loose, lightweight, light-colored clothing and sunscreen.
• Take cool showers or baths to cool down.
• Check on a friend or neighbor and have someone do the same for you.
• Never leave children or pets in cars.
• Check the local news for health and safety updates.

HAVE A WONDERFUL AND SAFE SUMMER!