



The Grandparent Scam: It Happens to the Best of Us

By Alisha Chan

"It feels strange inviting someone into my house to tell them how I'm stupid," Mr. Picker told me as we sat down. Just weeks before, he had fallen victim to a common, sophisticated telephone scam known colloquially as the "grandparent scam."

A man claiming to be Mr. Picker's grandson, Marcus, called Mr. Picker to tell him that he'd been in an accident in Cuzco, Peru, and needed money wired to him right away. Mr. Picker asked "Marcus" why he couldn't call his father for help, but "Marcus" gave several reasons. Mr. Picker remembers feeling some doubt, but the situation seemed urgent, leaving him little time to question what he had heard. After receiving instructions from a "Peruvian police officer," Mr. Picker wired \$3,400 to an account in Peru.

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Join us for World Elder Abuse Awareness Day!

On **Friday, June 14, 2013**, events will be held all over the country to raise awareness and take action against elder abuse. To learn more about an event near you, go to www.agelessalliance.org.



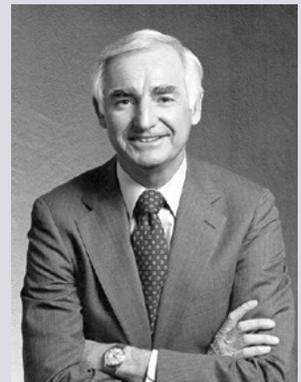
Memory & Aging: Hype, Hope & Help

Laura Mosqueda, MD, speaks at the John B. Parker Successful Aging Series on April 23, 2013

Laura Mosqueda, MD, will speak about memory and cognitive impairment at the John B. Parker Successful Aging Series on April 23. Dr. Mosqueda is the chair of the Department of Family Medicine and director of the Program in Geriatrics at the University of California, Irvine School of Medicine, where she holds the Ronald W. Reagan Endowed Chair in Geriatrics. Dr. Mosqueda oversees geriatrics clinical, research and teaching at UC Irvine. In this role, she oversees a unique and comprehensive model of clinical care at the SeniorHealth Center, staffed by the largest group of board-certified geriatricians in Orange County. Dr. Mosqueda has a special interest in patients with dementia.

This series, in honor of UC Irvine Geriatrics donor and friend John B. Parker, is designed to help older adults become savvy consumers of medical care while raising awareness about UC Irvine's award-winning programs and services. The April 23 program is the third in the series, which began in January of last year.

The event will be held at the **Sue & Bill Gross Hall** on the University of California, Irvine campus on **April 23, 2013** from **5 to 7 p.m.** and RSVPs are required. Email geriinfo@uci.edu or call **714.456.7396** to reserve your seat. Seating is limited.



"Live your life by measuring how much you are giving."

— JOHN B. PARKER

Director's Column

Are you wondering...what is a geriatrician? A geriatrician is a physician who dedicates his/her practice to caring for older people. Seniors do not have the same medical issues as younger adults. As we age, our bodies respond differently to medications and treatments. Geriatricians receive extra training and board certification in the field of geriatrics, the medical care for older adults. Reasons to see a geriatrician include:



- **Receiving a practical solution (often to a complex problem) involving older patients:** Geriatricians and teams are savvy problem-solvers, able to find sensible, patient-specific and collaborative approaches to the care of older patients who struggle with multiple chronic conditions and challenging health and life situations.
- **Experiencing cutting-edge 21st century medicine practiced with old-fashioned, patient-centered values:** Good geriatrics care is based on rigorous science and commitment to incorporating the goals and needs of patients, caregivers and families.

Empathy and medicine is what we are all about.

Sincerely,
Laura Mosqueda, MD
Chair and Clinical Professor, Family Medicine
Director, Program in Geriatrics

PATIENT TESTIMONIAL

Connie Brockway had a very difficult time when her husband passed away six years ago. At that time, she met Dr. Sonia Sehgal, board-certified geriatrician at the SeniorHealth Center. At her first visit, she felt at ease with Dr. Sehgal and Brockway chose Dr. Sehgal as her primary care physician. "Dr. Sehgal is a patient, caring doctor. She is a doctor whom you can talk to about difficult things. It was Dr. Sehgal's attention and concern for my all-around well-being that helped me get better faster. It's more than physical care. It feels good going to the SeniorHealth Center."

Teaching Medical Students Communication and Compassion for Older Adults

Sonia Sehgal, MD, board-certified geriatrician at UC Irvine's SeniorHealth Center, is passionate about patient-doctor communication. Dr. Sehgal teaches a course to medical students in their first and second years about how to interact with patients.

"Dr. Sehgal teaches medical students the basics of how to take a patient's history and perform an exam, always emphasizing good listening and communication skills that are centered on the patients' needs."

Dr. Sehgal is also involved in UC Irvine's Student-Senior Partnership Program (SSPP). With SSPP, medical students are paired with an older adult who is a patient at the SeniorHealth Center. The students go with the senior to a medical appointment and go to the patient's home to better understand how the patient's environment impacts the senior's health. Educational theater is also a part of SSPP. Actors demonstrate interactions between patients and physicians to show students the power of compassion and communication.

UC Irvine medical students are given exposure to geriatrics early and often throughout their four-year training. Dr. Sehgal is one of a team of physicians who teaches the students about the specific issues of aging, such as memory changes and cognitive impairment, gait disorders, and much more.



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The next day, Mr. Picker received a call from a man who claimed to be a lawyer connected to the Puerto Vallarta Police Department. The man said that Marcus had been detained on his way back to the US from Peru, and that another \$3,500 would be needed to get him home. This time, Mr. Picker realized it was a scam. He made a few calls to federal agencies before calling his wife's doctor, UC Irvine's Dr. Laura Mosqueda. She directed Mr. Picker to the local police department, Adult Protective Services, and the Consumer Financial Protection Bureau.

During a police officer's visit to Mr. Picker's home, Mr. Picker received another call from a scammer. This time, the caller claimed to be an FBI agent who authorized Mr. Picker to give the scammers another \$3,200. The scammer claimed that the FBI would use the transaction to locate and prosecute the earlier scammer, and that the money would be reimbursed by the FBI.

College-educated and sharp-minded, Mr. Picker never thought that he could fall for something like this. The truth is that financial exploitation is the most commonly reported form of elder abuse. In 2010, a MetLife study found that the annual financial loss by victims of elder financial abuse is estimated to be at least \$2.9 billion dollars, a 12 percent increase from the \$2.6 billion estimated in 2008. "As a physician, I also worry about the impact on the older adult's health and well being after an incident of financial fraud," said Dr. Mosqueda. "Medical conditions such as high blood pressure, anxiety, depression or heart disease can become even worse after an older adult is a victim of financial fraud. Unfortunately, they can lose confidence and become more isolated as well. It's important that the victims know they are not alone."

Learn how to protect yourself and your loved ones from elder abuse at www.centeronelderabuse.org. Thank you, Mr. Picker, for your courage in telling your story.

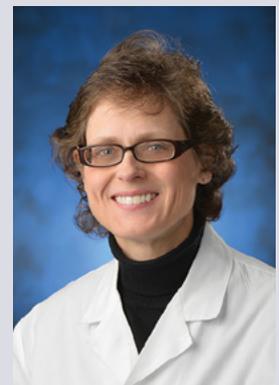
PATIENT TESTIMONIAL

Dr. Larry Marsh highly recommends the SeniorHealth Center after his own family's experience receiving care. Dr. Marsh, a professor of Developmental and Cell Biology at UC Irvine, recommended UC Irvine's SeniorHealth Center for his father-in-law, who was visiting from Wisconsin. "They had the total package of care. The SeniorHealth Center was doing cardiac tracking on my father-in-law every other day. It was a really complex situation. Each time we went to the SeniorHealth Center, they were accessible and responsive." Dr. Marsh continued, "I would recommend them to anyone. At the SeniorHealth Center, you get what you hardly ever get in health care, which is someone willing to take the time to think about the problem and explain it to all involved."

Congratulations to Lisa Gibbs, MD, Fellow in the American Geriatrics Society



Fellowship in the American Geriatrics Society (AGS) is awarded to AGS members who have demonstrated a professional commitment to geriatrics, contributed to the progress of geriatrics care, and are active participants in the Society's activities. Attaining AGSF status places members in a specially recognized group of healthcare providers who are dedicated to geriatrics education, clinical care and research, as well as to their own continuing professional development. Fellows have distinguished themselves among their colleagues, as well as in their communities and in the Society by their service. Their dedication and longstanding commitment to AGS is recognized by this mark of distinction. Congratulations, Dr. Gibbs!





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Inside:

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- *John B. Parker Successful Aging Series*
- *Patient Testimonials about the SeniorHealth Center*
- *And more*

Dr. Phil Talks About Elder Abuse



Kerry Burnight, PhD, clinical professor, UC Irvine, appeared on the Dr. Phil show on January 8, 2013, to raise awareness about elder abuse.

PATIENT TESTIMONIAL

Gay Serway is very thankful to Dr. Steven Tam, her primary care physician at the SeniorHealth Center. Dr. Tam's astute assessment of Serway's initial blood clot symptoms led her to being admitted to the hospital. When the clots continued, she called Dr. Tam and asked what to do. He directed her to the Emergency Department and on that day, August 3, she was again admitted. This time, a diagnosis of ovarian cancer was made. "Dr. Tam's staff is so nice. Dr. Tam and his staff listen well. Dr. Tam asks targeted questions and gets to the root of the problem. His immediate actions based on my symptoms saved my life."

