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HAPPY  
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YEAR

## The Right Way To Speak Up When You Feel Wronged

Is it better to roll with the punches or to take a stand? The answer depends on the situation, but most people would benefit if they spoke their minds more often than they do. We tend to shy away from confrontation because we do not want to rock the boat...we worry about negative repercussions if we do...and we fear that we might be powerless to change things anyway.

What confrontation-avoiders fail to realize is that avoiding conflict can cause just as much trouble as voicing our complaints. When we feel wronged but say nothing, we encourage people to mistreat us again, and our suppressed unhappiness can bubble up in the form of acidic comments or unpleasant behavior, poisoning the relationship.

**Example:** A wife decides to take out the trash herself rather than confront her husband about his continual failure to do so. If the wife's anger causes her to treat her husband poorly in the days that follow, she will create the ill will she had meant to avoid.

### TO CONFRONT OR NOT

Neither your immediate emotional response nor your fear of repercussions should determine whether you stage a confrontation. Focus instead on your goals. Is a confrontation likely to bring you closer to your personal goals or move you further from them?

**Example:** A coworker arrives late for work each day. If your primary goal in this relationship is to remain friendly with your coworker, then a confrontation might not be appropriate ... but if your primary goal is to get your work done and his/her tardiness affects your productivity, confrontation is warranted.

If your initial inclination is to avoid confrontation, consider these four questions before letting the matter drop ...

**Do I really believe that not having a confrontation is the best solution...or am I just afraid?** We tend to choose the certainty of what has happened to us over the fear and uncertainty of what might happen if we tried to change things.

Do not assume your relationship will be damaged if you choose confrontation. When confrontation is handled properly, the risk is minimal.

**Is my inaction rooted in a feeling of helplessness?** When we conclude that a problem is insolvable or that a person is beyond our influence, we give ourselves an excuse for inaction. We usually do have the power to confront people over their misbehavior even when these people are in positions of authority.

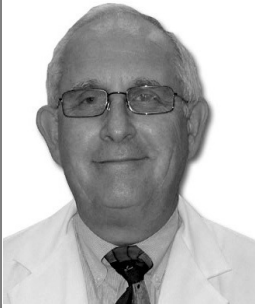
**Do I have lingering concerns?** If a few days have passed but your unhappiness over the situation has not, it probably is better to confront the situation than to let your ill will linger, particularly if the situation involves someone you deal with regularly. Your tone and behavior are likely to betray your displeasure, even if you try to let the matter pass.

**Is my conscience bothering me?** Confrontation is called for if your conscience tells you that a situation is dangerous or unethical.

**Example:** You believe that members of the staff at the



*(Continued on page 4)*



## Let's Talk

Dr. Jerry Shapiro

Happy New Year to one and all.

This month I will be writing about our unique prescription services. There will also be an insert in this issue about why prescription drugs are so expensive and why your copays and deductibles keep going up. A must read for all, especially HR people along with the CEO and CFO of your company.

We offer a variety of services at our pharmacy from compounding to synchronized fill, unit dosing and our latest reminder service, "My Dose Alert." Our compounding specialist Limor Shaye is available to discuss any special prescription. She will prepare customized medications to fulfill all of your needs. This could be Hormone Replacement Therapy for women going through menopause. Progesterone suppositories that some Pregnant women need to keep the proper hormonal balance throughout the term. There are also specialized creams to minimize the pain during laser or electrolysis treatments. This cream can also be used for patients undergoing dialysis.

Synchronized refill refers to setting up your prescriptions to be filled on one specific day so you will have only one trip to our pharmacy for your chronic medications. We basically take the remembering to order your medications out of your hands and into ours giving you more time for the fun things in your life.

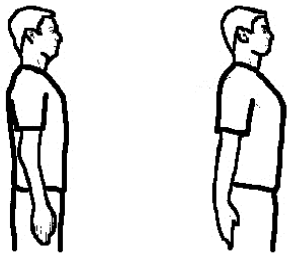
The last two items are related but slightly different. The first unit dosing is for people who either take lots of medications or have a family member that does. For a nominal fee we will put each dose in its own compartment in a blister pack. This way you or a caregiver will always know that a dose was taken. You can also have these doses set for different times of the day.

The last item is "My Dose Alert." It was developed to remind people (by Phone, Text or E-mail) when to take their medications. My question to all of you is, have you ever forgotten a loved one's birthday or your anniversary? This handy program will send you a reminder about almost anything and the best part is that it is free whether or not you get your prescriptions filled with us. Just ask one of our pharmacy staff for a complete explanation and/or sign up and you are set for as long as you want it.

Have a great year!!

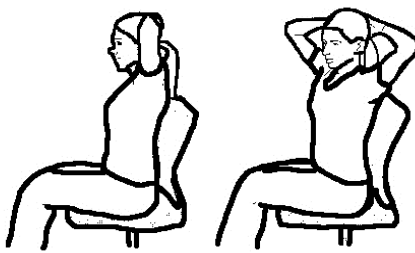
## 3 exercises to ease chair fatigue

Sitting for hours in front of a computer at work or at home can do a surprising amount of damage to your hips, back, shoulders, and neck. But you can prevent the discomfort by spending a few minutes a day on these exercises from Scott Quill, a Boston-based certified strength and conditioning specialist.



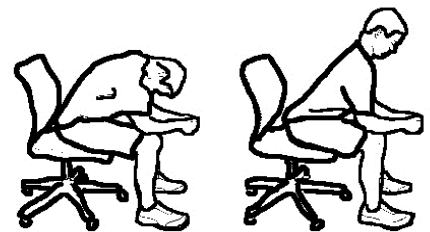
### 1. Problem: Hunched shoulders

Fix: Stand or sit with your arms at your sides, your feet shoulder-width apart, and your head up, facing forward. Then breathe deeply, lift your chest, and pull your shoulders back, squeezing your shoulder blades together for 3 seconds. Relax, and then repeat eight to 10 times.



### 2. Problem: Stiff upper back

Fix: Sit with your feet flat on the floor and your hands interlocked on the back of your head so that your elbows are in line with your ears. Rotate your trunk to the left as far as possible, keeping your hips still and posture rigid. Then, keeping your back straight and chest up, tip your right elbow downward. Return to the starting position and reverse the direction. Perform three reps on each side, rotating a bit further each time.



### 3. Problem: Neck pain

Fix: While sitting in a chair, place your elbows on your knees and keep your hands wherever they are most comfortable. Tuck your chin into your chest so that your back is rounded. With your knees, elbows, and chin still in the same positions, reverse the curve in your back by arching your spine. Hold, and then return to the starting position and repeat eight times.



## Hints from JoAnn

- When running errands, make a list of all the stops you need to make, then start with the one farthest away. This way, if you don't complete your list, you can always squeeze in the "close to home" stops on another day.
- Use clothespins to re-close plastic food packages such as cereal bags, snack bags, cracker packages, etc. Children can manage clothespins more easily than zip-top bags, twist ties, or rubber bands. If you have wire shelving in your pantry, clip clothespins to the shelves so they're always handy.
- Keep sponges fresh and germ resistant. Put them in the microwave for one minute or run them through the dishwasher on the top rack.

- How to fix hinges and stripped screw holes from daily use: From your nearby hardware store, pick up a length of 3/8th inch wooden dowling and some white or yellow wood glue. Drill out all the loose screw holes with a 3/8th inch drill bit. Now cut short sections of the dowel, sand lightly and glue them into the enlarged screw holes. When the glue has firmly dried, the ends of the dowels can be sawn off and sanded flush. Now drill new pilot holes for the hinge screws, using a drill equal in diameter to the shank of the screw. Reinstall the hinges and rehang the doors. Another method is to break off small lengths of toothpicks the approximate depth of the existing screw holes, stick them into the holes along with a generous amount of wood glue, sand flush when you are sure the glue is dry, and re-insert the screws.
- Cleaning cobwebs: For hard to reach spots, slip a sock over the end of a yardstick and secure with a rubber band, then sweep the area. This method works well for cleaning under radiators and refrigerators also.

## Very Useful Web Sites



### New-car negotiating tool:

Look up how much people actually paid for a particular make and model in your region. Prices are updated weekly.

[www.truecar.com](http://www.truecar.com)

**Safer home:** Look up safety and proper use of potentially toxic air fresheners, computer cleaners, paint primers, stain removers and other household products.

<http://hpd.nlm.nih.gov>

**Free movies and TV shows:** Choose among more than 1,000 prime-time TV programs, clips and full-length films to watch online.

[www.hulu.com](http://www.hulu.com)

**Free word games that make a difference:** Sponsors donate a small charitable contribution for each correct answer you provide.

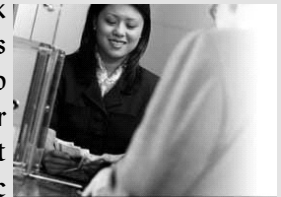
<http://charitii.com>

**Science in the news:** Free daily or weekly e-letter from Sigma Xi, the scientific research society.

[www.sigmaxi.org/enevs/signup.htm](http://www.sigmaxi.org/enevs/signup.htm)

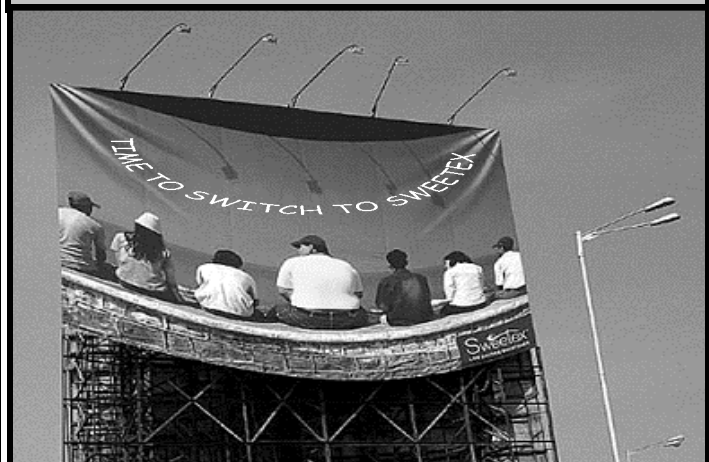
## WANT TO CHANGE YOUR BANK BUT IT'S TOO MUCH OF A HASSLE?

Make the switch to a new bank easily with a switch kit. Banks provide these marketing packets to lure new customers from other banks. The kits help you collect data on all recurring electronic deposits and withdrawals on a



single form so that the new bank can continue the transactions without interruption. Some kits include letters that you can use to change direct-deposits and automatic payments as well as close previous accounts. The kits are available at bank branches and banks' Web sites.

## A SIGN OF THE TIMES



(Continued from page 1)

medical facility where you work are not washing their hands vigorously enough between patients.

### FIVE SIMPLE STRATEGIES

These steps can increase the odds that your confrontations will lead to productive dialogue rather than anger...

**1 Assume the best.** When we imagine nefarious motives behind people's actions, our confrontations are likely to become emotional. Cull the self-righteousness and indignity out of your thoughts, and tell yourself it was an honest mistake.

**Example:** When you assume the best of a line-cutter at the movie theater, you say things like, "I'm sorry, but were you aware that we've been standing here in line?" This presumption of innocence avoids an accusation and starts the conversation on the right foot.

**2 Think about how this person is like you.** This should make you more understanding, reducing the odds that your confrontation will be taken as an attack.

**Example:** If someone lies to you, consider occasions when you have been less than 100% forthright before confronting him.

**3 Gather the facts.** Perhaps there were legitimate reasons why this person did what he did. Do what you can to find out before the confrontation.

**4 Ask for "permission" to raise the difficult subject,** then present the situation factually and unemotionally. This minimizes the odds that this person will become defensive, improving your chances for a positive outcome.

**Example:** "I wonder if we could talk about something that has been bothering me."

**5 Invite dialogue.** Ask, "What's your position on this?" or "How do you feel about what I've just said?" after presenting your case. This turns criticism into conversation.

## MEDICATION MISTAKES STORING DRUGS INCORRECTLY

No doubt you have already heard that heat and humidity degrade drugs. Yet most of us continue to store our medications in the bathroom—the hottest, most humid room in the house.

Even if you cannot discern any degradation, your pills probably are becoming less potent.

**Self-defense:** Store all prescription and OTC drugs in a cool, dry spot—your bedroom closet, for example. If you have children in your house, make sure to keep the drugs out of their reach.



## Stop me if you've heard this...

An elderly couple had dinner at another couple's house and, after eating, the wives left the table and went into the kitchen. The two gentlemen were talking, and one said, "Last night we went out to a new restaurant and it was really great. I would recommend it very highly."

The other man said, "What is the name of the restaurant?"

The first man thought and thought and finally said, "What is the name of that flower you give to someone you love? You know...the one that's red and has thorns."

"Do you mean a rose?"

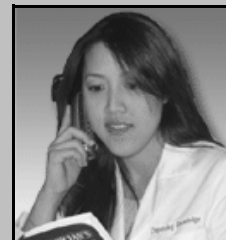
"Yes, that's the one," replied the man. He then turned towards the kitchen and yelled, "Rose, what's the name of that restaurant we went to last night?"

## Uptown Pharmacy



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