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 Dispensing Wellness with Trust  
**Uptown  
Downtown**  
 Happy New Year!

## Stop Gossiping and Complaining!

Most of us gossip or complain on occasion, whether it's in the workplace...with family...or among friends. It can seem like a harmless way to make conversation or let off steam, particularly when we have valid complaints that we feel deserve to be heard.

Whatever our reasons, gossiping and complaining usually are mistakes. They can undermine the trust, unity or morale of a group...make us seem negative and/or disloyal...and cause those around us to pay us less heed when we voice more important complaints in the future.

**Exception:** Complaints can be useful and constructive if they are directed to those in a position to do something about them. For example, it is futile to complain to your spouse about your employer's new billing system, but complaining to the head of the company's billing department could solve the problem.

### Why We Do It

Gossip is rooted in insecurity—we are most likely to gossip when we feel hurt, offended or frightened. Gossip really is a form of manipulation, a way of building a case against someone by bringing individuals into cahoots to adopt the new theory.

**Example:** John hears that Sam, a coworker with whom he doesn't get along, is late to a client meeting. Rather than find out the facts and deal directly with Sam, John reports to his colleagues that Sam was late to the meeting, saying that this is just another example of Sam's carelessness and lack of leadership skills. John wants his colleagues to "buy into" his theory that Sam is not a strong leader. In reality, Sam had car trouble and called the client to leave a message that he would be late.

In truth, gossip is a coward's way of dealing with something or someone. The individual doesn't have the

courage to confront the situation head-on but instead goes "underground."

That's unfortunate, because gossip often represents important issues that need to be addressed.

Complaining can be a response to feelings of insecurity as well. The complainer's goal is to draw sympathetic responses from listeners, validating the complainer's belief that he has been treated poorly.



### Break the Habit

When you feel like gossiping and complaining...

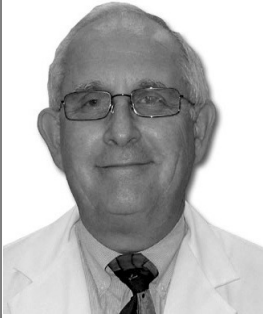
Remind yourself that gossiping/complaining is a cowardly response to a problem. Moaning about a problematic person or situation to a third party can seem safer and easier than taking action to solve the problem, but this moaning will not improve your life. At best, it might make you feel better for a moment.

Recognize that gossiping is a sign that you need to make a change, and then summon up the courage to do it.

Determine who has the power to solve your problem (or to help you solve it). This person might be your boss... your spouse...the individual engaged in behavior that is bothering you...a close friend or associate of this person...a trusted ally who has a knack for problem solving...a local government official or politician, etc.

**Examples:** We might have to tell a boss that his new policy is flawed...or our spouse that his behavior is inappropriate. Once you have identified the person you need to talk with and resolve to speak to him, your newfound sense of control should help dissolve the insecurities that might have led to gossiping or

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## Let's Talk

Dr. Jerry Shapiro

A very Happy New Year to one and all! It is hard to imagine that 2010 went by so fast. The topic of this month's column is why everyone who works and lives in our area should have their prescriptions filled

at Uptown Pharmacy, your locally-owned neighborhood pharmacy. The reasons are varied, but can be narrowed down to two. The first is unique ways to save you money. Just this past year, we have saved our customers over \$10,000...and the savings continue to grow. The second is convenience coupled with outrageous customer service. Did you know that your co-pay for prescriptions, in general, is no different here at Uptown than any other store (even those big chains)?

How many of you have been prescribed a new drug that had a high co-payment and then shortly after starting it, you found out that you could not tolerate the drug? At Uptown Pharmacy when you are prescribed a new brand name drug, we will search the internet for a coupon that is good for a trial amount. This way you get to try that new drug your doctor wants and aren't out anything if it doesn't work. Next, we have a generic program that is simple to use and covers a great majority of generics (not just a few selected

## The Right Bandage

Despite the many types of bandages on the market now, all you need is traditional plastic strips in multiple sizes. Basics of wound care: Wash the wound with soap and water... dry with a clean, dry cloth or air-dry...treat it with an antibiotic ointment...then protect it with a bandage.



Don't buy bandages with antibiotics—they cost a lot and could contain medicine to which some people are allergic. Also, avoid bandages with painkillers—pain that continues after you treat a minor wound is a sign to see a doctor.

One worthwhile addition: Liquid bandages, such as New-Skin and Band-Aid Liquid Bandage, available at drugstores for about \$7. These can be used where ordinary bandages cannot—for example, on fingertips. But do not use antibiotic ointment with liquid bandages—it will dissolve the adhesive.

ones). The co-pays on this program range from \$15.00 to \$20.00 for a three month supply, depending on the drug. Lastly for those patients who earn \$40,000 (or less) for a single person or \$70,000 (or less) for a family with no prescription insurance and are not on Medicare, we have a plan for you. Our new plan will save you 50% on average per prescription for a one month supply. Unfortunately we cannot quote these prices over the phone, but if you are serious about saving money, then come in and we will get you started.

In regards to our outrageous customer service, most prescriptions at Uptown Pharmacy are filled in 20 minutes or less. For those of you who work or live within a 1 mile radius of the store, we will gladly deliver to your business or home at no additional charge. Yes, that is free local delivery! Our pharmacy staff is always available to answer any questions and welcome the chance to share their vast knowledge. So why not take advantage of a store that "Dispenses Wellness with Trust" to its patients?

## Five Ways to Cut Calories

You don't have to starve yourself. Instead, try these methods for eating well while eating right.



Many of us struggle to cut calories from our daily diet. Here are five tips to help:

1. Don't drink a calorie. Instead of apple juice, eat an apple. Instead of orange juice, eat an orange. Besides giving you something to chew on, the fiber will help to fill you up.
2. Re-hydrate with water. Unless you are exercising most of the day, water is all you need to adequately restore your body's fluids. To add zing, flavor your water with a small amount of lemon or orange juice.
3. Drink a glass of water when you feel tired or hungry. Feelings of fatigue and hunger often mean your body is thirsty. A glass of water can boost your energy and eliminate hunger pains.
4. Eat regularly. If you allow yourself to get overly hungry, you'll fall into the "see food, eat food" mode, grabbing whatever is in the refrigerator or cupboard. Small, frequent—and nutritious—meals help to manage hunger and prevent overeating.
5. Replace shortening with applesauce. When baking cakes, brownies or muffins, replace oil with equivalent amounts of applesauce. This enhances flavor, locks in moisture and reduces calories.



## Hints from JoAnn

**Stains.** If you are wondering how old a stain is—a week, a month, a year or more—I can't tell you. What I do know is that this remedy is worth trying. It should work, but even if it doesn't, it will not make

the stain worse.

Combine 1 tablespoon of liquid laundry detergent, 1-1/2 tablespoons of distilled white vinegar and 2 cups of water. Gently work the mixture into the stain, then blot it dry.

**Red Wine stain.** Quickly blot off the red wine with a paper towel, then neutralize it with white wine. Next, wipe it clean with a cold, damp cloth. If you don't have any white wine, work some table salt or baking soda into the stain, and dab it off with club soda.

**Cut down on clothes drying time.** Cut drying time considerably by tossing in a dry hand towel with each dryer load. The dry towel will keep absorbing water from the

wash, then dry quickly and continue to absorb more water.

**Revive Stored Woolens.** When you take sweaters and other wool clothing out of storage, throw them in the dryer with a couple of fabric-softener sheets. Dry on low heat for 30 minutes. The sheets absorb odors and the dryer action fluffs up fibers. The wool items will come out looking and smelling good.

**Unwrinkle Your Sheets.** When you take a bed sheet out of the washing machine, shake it out a bit, then fold it before you put it in the dryer. The folded sheet will dry faster and come out less wrinkled.

**Unsealing Envelopes.** How many times have you sealed an envelope and then realized that you forgot to enclose something...usually the whole reason you needed the envelope in the first place! Place the sealed envelope in the freezer for about 3 hours. When you take it out, slip a knife under the flap and you should be able to open it neatly, then repackage it and reseal it.

**Zippers.** If the teeth are properly aligned, but the zipper doesn't go up and down smoothly, rub the teeth with a bar of soap or a candle. It should make a difference.



Uptown Drug and Gift Shop carries a variety of beauty products from:

MILANI  
PRESTIGE COSMETICS  
COVERGIRL  
MAYBELLINE NEW YORK  
wetwild cosmetics  
REVLON  
PHYSICIANS FORMULA

## A Baby Picture Can Protect Your Wallet

In a recent study, 88% of people who found wallets with photos of a smiling baby returned them... compared with 53% of people who found wallets with a photo of a cute puppy...48%, a happy family...and 28%, a contented elderly couple.

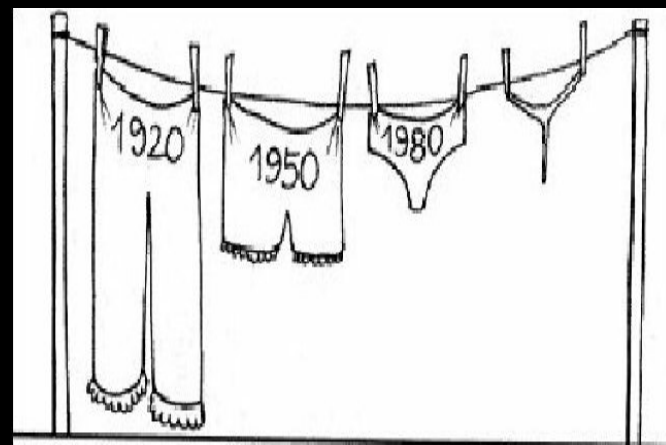


## Sitting at a Desk All Day Can Cause Sleep Apnea

When you sit for long periods, blood and water pool in your legs. If you sit long enough and collect a great deal of fluid in your legs, when you lie down to go to sleep, gravity causes this fluid to flow to your neck. In some people, so much fluid moves to their necks that it puts pressure on the throat, causing it to collapse from the pressure, leading to obstructive sleep apnea and making it difficult to breathe and get a good night's sleep.



## A Sign of the Times



(Continued from page 1)  
complaining.

Frame your conversation with this person in a way that increases the odds of a positive result. Avoid accusations, righteous speeches and blame, which trigger defensive or angry responses.

Consider the issue from the opposite side before saying anything to the person, then present your complaint as something you, personally, think should be done differently, not as a matter of black and white.

Wait until this person is alone before raising the subject to minimize the chance of embarrassing him. Open the conversation by asking for permission to discuss a difficult issue.

**Example:** Each time a former boss handed me my paycheck, he said to me, "I can't believe that I'm paying you this much." He seemed to be saying that I wasn't worth the money, which really rankled me. I caught myself before I complained to my coworkers. Instead, I walked into the boss's office and asked, "Can I talk to you about something that I have a problem with?" When he said "yes," I told him that the quip seemed to imply that I wasn't earning my money. The boss quickly apologized and explained that he simply meant that he had never before paid any employee what he was paying me. He thanked me for speaking up rather than letting the problem fester, and he never made the remark again.

At the end of each day, ask yourself if there was anything that bothered you that day that you failed to take steps to correct. Then make a point to confront these issues head-on the following day so that they don't have a chance to intensify.

Refuse to listen to gossip or complaints. Listening only encourages those around us to continue to gossip and complain...and the more those around us gossip and complain, the greater the odds that we will be tempted to join in.

If someone complains or gossips to you, ask how he would like you to help correct the situation. This can turn complaints into problem-solving sessions.

If someone continues to gossip or complain, say that this really isn't any of your business and that you would prefer not to discuss it. Be polite, but leave no doubt about your position.

Encourage openness in the groups that you lead. Ask other group members for their input. When group members feel that they can bring problems to those who can correct them, they have less reason to complain and gossip to others.

## Pill packages



Did you ever wonder why some over-the-counter medications come in foil bubbles that you have to push the pills through? The bubbles, or "blister packs" offer some advantages over pill bottles. Drugs can be packaged by individual dose, which might help reduce the risk of accidental overdoses. The packs might also help people adhere to a medication regimen, especially if they label each dose by day or meal. And the perforations on some packs make it easy to separate a dose from the overall pack, improving portability.

## Time for a Smile



A couple in their nineties are both having problems remembering things. During a checkup, the doctor tells them that they're physically okay, but they might want to start writing things down to help them remember. Later that night, while watching TV, the old man gets up from his chair. "Want anything while I'm in the kitchen?" he asks. "Will you get me a bowl of ice cream?" "Sure." "Well, I'd like some strawberries on top, too. Maybe you should write it down, so's not to forget it?" He says, "I can remember that. You want a bowl of ice cream with strawberries." "I'd also like whipped cream. I'm certain you'll forget that, write it down?" she asks. Irritated, he says, "I don't need to write it down, I can remember it! Ice cream with strawberries and whipped cream—I got it, for goodness sake!" Then he toddles into the kitchen. After about 20 minutes, the old man returns from the kitchen and hands his wife a plate of bacon and eggs. She stares at the plate for a moment. "Where's my toast?"

## Uptown Pharmacy

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