



Fort Bend County Podcasts

Podcast Episode 31- Meet The Doctor

January 30, 2025

Gina- Welcome to this week's Benefit Detective podcast. I'm Gina.

Wendy- And I'm Wendy. ****Doorbell**** Let's welcome Doctor Lu with Concentra.

Gina- Hey, Doctor Lu. How are you?

Dr. Lu- Good. Thanks for having us over.

Gina- Perfect. I know you have a busy schedule so let's just jump right in it, shall we? So, tell us a little bit about yourself like how long have you been with Concentra?

Dr. Lu- It's been sixteen years now.

Gina- Wow. Wow. That's awesome. Can you tell us a little bit more about yourself? Any hobbies or anything?

Dr. Lu- Well, hobbies, my recent passion is pickleball. It's gotten very popular.

Gina: Oh, Yea?.

Dr. Lu- I also like golf, but pickleball's a lot shorter time. So, I get to do that more.

Gina: Awesome. And for those that are not aware, Dr. Lu used to be here when we first stated the employee clinic.

Wendy: Dr. Lu, can you tell us who works with you at the clinic and what they do?

Dr. Lu-Yes. So, there are 2 nurse practitioners. The full time one, her name is Erlene Terlong and the part time one is Esther Li Fafe. And then among the remaining staff, they're all actually LMRT, so they can do x rays as well as work as medical assistants. And so Dania Torres is the lead and then Aaron Battle and, Beatrice Gonzales is the third one.

Gina- Nice! We know for a fact that you guys have been super busy since the reopening of the employee clinic. Can you tell us about approximately how many patients y'all are seeing per day?

Dr. Lu-Well, we definitely have been very busy. And since pretty much everyone's new to us at this point, they're definitely taking longer per visit because we have to enter all the new information into the new system.

Gina-Yeah.



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Dr. Lu-So typically seeing about thirty minutes to an hour per patient and trying to, of course, get that down a bit as we get more streamlined and accustomed to everything.

Gina- Sure.

Dr. Lu-That should shorten. And it really depends on what the patients are coming in for as well. So certain visits, concerns, may take longer than others, and so it just varies.

Gina- So about how many patient patients do you usually see? Like, thirty, twenty?

Dr. Lu-I don't know the exact ranges. I would guess at this point probably around 20 to 30 per day, I think is a rough estimate.

Gina-That's a good amount.

Dr. Lu-Yeah.

Gina-That that is a good amount of people, especially for 1 provider, you know.

Dr. Lu-Well, that's for it depends on the day. I think most days we most weekdays, I think we have 2 providers. There may be some occasional single providers and then Saturdays as well as a single provider.

Gina-Wow! Good to know.

Wendy-I know you prefer appointments. So, what is the best way to make an appointment, and do you accept walk ins?

Dr. Lu-Good question. So, yes, the appointments definitely get priority. Obviously, that helps us to manage the schedule better so that we don't have people waiting as long. And so that is really our strong preference, and the best way to make those is to come in or call. You really want to speak with someone. I think there is some feature on the MyChart app, but it's not functionally functioning properly right now. So really the best way is to call or come in to make that appointment.

Gina-And that phone number is (281) 633-7750 for the clinic.

Wendy-So what days or, or time of the days are you least busy? If there is.

Dr. Lu- Never. *everyone laughing* I can tell you when we're the most busy, that's right when we open. There is always a line of people trying to walk in and as well as the appointments that are already scheduled. So, that is definitely the busiest.

Wendy-Mhmm, Good to know.

Gina-What are the clinic's days and hours of operation, Dr. Lu?



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Dr. Lu-So, from Monday to Friday, we are open from 07:00AM to 06:00PM.

Now that's the closing time. So, our last appointment is before that, of course.

Gina: Okay.

Dr. Lu-And then Saturday is 08:00AM to 4PM.

Gina-Awesome.

Dr. Lu-And same thing. Doesn't mean come in at four *Dr. laughing*, but yes.

Gina-Right.

Dr. Lu-Yep.

Gina-Right. Okay.

Wendy-Now I know you see eligible employees, retirees, and their dependents. At what age of children do y'all see?

Dr. Lu-5 years older. 5 years and older.

Wendy-I know some of the services provided at the clinic, include minor emergency care or primary care, written prescriptions, immunizations, sports physicals, x rays, case management, disease management, pre-employment physicals, and post-accident treatment.

Wendy-I know there are some health and wellness programs offered. Can you tell us about those?

Dr. Lu-Yes. So, the one that is already operating currently is called the On-site Weight Management through Individualized Treatment Program, also known as OWNIT. And so that is to help patients with weight loss and that is through a combination of meeting with the providers as well as the dietitian. And they will discuss, of course diets as well as exercise and things that they can do to kind of meet those goals. Okay? And so that one is already in place, open for business. The other one is the smoking cessation program which starts, very soon, on Monday, Feb.3. And you patients will need to schedule specific appointments for that smoking cessation program, especially the initial encounter. And then they will have, follow-up visits as well to continue the program.

Gina- And new for the employee clinic, I hear we have the dietitian as you were just saying. So, can you tell us who she is and what she does?

Dr. Lu-Yes. So, her name is Rebecca Miller. She's a registered dietitian, and she helps the patients to optimize their lifestyle, to match their health goals. And that includes, disease specific diet recommendations as well as also discussing exercise options for the patients.



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Gina-So you're talking about like diabetes or high cholesterol or nutrition, anything like that?

Dr. Lu-All of that. I even I even asked her specifically some additional things, like those are the more common ones and hypertension, low salt diet type things, but also even, really anything diet related. So, occasionally, I'll get patients who have acid reflux or heartburn and there are certain things that they have to avoid. I always tell them, I'm sorry. Yes. That means a lot of foods that you like are not good for it. But also, like gout is less common, but also there's a specific list of things to avoid, so she can help them with any of those things.

Gina-Oh, that is wonderful! Thank you so much for joining us for this week's podcast, Dr. Lu. We really appreciate you coming by.

Dr. Lu-Great. Thank you.

Gina-Especially during a busy time right now. So, thank you.

Dr. Lu-You're welcome.

Gina-Well, that's a wrap for this week's Benefit Detective Podcast. I'm Gina.

Wendy- And I'm Wendy. And remember to listen to our podcast every other Thursday.

Gina-And remember, the Benefit Detectives are here to help.