



Family Health Center News

August 2007

Change is inevitable; the key to successful change is communication. This monthly newsletter will be the communication solution. The newsletter will be sent monthly to the Family Health Center employees. The information will include staff changes, facility developments, and EMR updates.

EMR Update

The Practice Management system should be up and running by January 2008. Practice management is the billing, insurance information and appointments side. Specific staff members will use PM for example Front office and billing. The Practice Management Committee is having weekly meetings to plan the implementation.

EMR will go live in Spring 2008. An electronic medical record is the patient's medical chart in electronic form. EMR will be utilized by nurses, providers and other selected staff members related to the job position.

Basic computer training will begin in the near future. Meka will review basic computer skills and email operations. This training will help ensure a smooth transition to Practice Management and EMR.

We are accepting participants for the computer training class. Please contact Lisa Walker (lwalker@pikecac.org or 740-947-7726) if you would like to attend the class.

Waverly

Elizabeth Nathan, CNP has accepted a position in Alaska. Liz's last scheduled day was July 30th, 2007.

Debra King, CNP started with the Waverly Family Health Center and is accepting new patients.

Dr. Mosalem will start seeing patients full time on August 14, 2007.

Dr. Philip Roberts will start fulltime August 1, 2007. He is accepting new patients.

Behavioral Health Update

Missy Hughes is the Behavioral Health Clerk. She is responsible for appointments, insurance verification and assisting with intake. She will be located at the Waverly office.

Dr. Ali schedule change
Effective 8/6/07

Monday - 9:00 a.m. – 8:00 p.m.

Tuesday - 8:30 a.m. – 5:00 p.m.

Wednesday - 9:00 a.m. -7:00 p.m.

Thursday – OFF

Friday – 8:30 a.m. – 5:00 p.m.

Dental

Dr. Lamielle will be making a slow transition leaving the Piketon dental clinic. He will be working part time, 2 days a week until the end of August.

Dr. William Swinderman will be filling his shoes at the Piketon Dental Clinic. He will start August 1, 2007.

Front Office

Meet the New Front Office Staff:

Marianne Borders – Medical Records Clerk

Nursing Department

Meet the New Nursing Staff:

Stephanie Lunsford, LPN – Float
Jessica Broughton, LPN – Float
Elizabeth Whitt, RN, - Site Manager for Jackson and West Portsmouth Sites.

Elizabeth Whitt, RN and Lisa Walker, LPN and Lisa McCoy, LPN are certified CPR instructors.

Piketon

Ruth Raison, CNP schedule will change in December 2007. She will be taking off 12/15/07 – 3/15/07. She will return in March as a float provider. She will be providing coverage as needed for other provider's scheduled time off.

West Portsmouth

Anne Nickerson is seeing patients one day a week, Friday, in West Portsmouth.

Technology Corner

Staff members will be able to access policies and procedures through a shortcut on the computer desktop. You received an email with instructions to create the shortcut for you computer. Please make sure your computer has the shortcut on the desktop.

Medical Insurance Coverage/Benefits

Please submit original EOB's (Explanation of Benefits) to Vela Hannah at CAC. United Health Care does not handle the deductible portion. We have third party insurance company to assist with the deductible billing. If you have any questions, contact Vela Hannah at the Main Agency.

Website

Meka has designed a new website for CAC; it includes the Family Health Centers. The Family Health Center is currently working on a Patient Education Library attached to the Main website. It is still under construction. Please take a moment to review the redesigned site.

www.pikecac.org

Directions to the Jackson and West Portsmouth Family Health Centers are now on our website. If patients need a map, it can be easily printed. This is the link.
<http://www.pikecac.org/FHC/html/directions.html>

Kroger's

Kroger and the Family Health Centers partnered to assist patients with a discount prescription program. We offer the 340-b program at Kroger's pharmacies in Waverly, Jackson and Portsmouth. The exams rooms have green pamphlets in each room with information about the discount pharmacy program. Please encourage patients to use the service for competitive prescription prices.

Kroger Diabetes Meter

Precision Xtra Meter is provided free and 50 test strips will cost the patient \$19.99.

If you have a newsletter posting/submission, please contact Lisa Walker. Email is preferred. lwalker@pikecac.org or contact me at the Waverly Family Health Center. 740-947-7726.