



Family Health Center News

November 2008

Employee of the Month

**November 2008
Employee of the Month**

LaChona Dallas

LaChona works at the Piketon site as Medical/Dental office specialist I. She works in medical records.

**Congratulations,
LaChona !!!!**

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Front Office

FRONT OFFICE

During the last month there have been several changes in the front office. They are as follows:

Waverly Office

Amanda Jo Elliott, Medical/Perinatal Records Clerk from Waverly, has been promoted to a Medical Assistant I.

Tabitha Hawkins from Home Health has been hired. She will start on Monday, November 17, 2008.

Nancy Parker, currently registration clerk will move to the Medical Records Department as **Tara Elliott** (Medical/Perinatal Records Clerk) has been promoted to a Medical/Dental Office Specialist I. She will continue to work at the Waverly office performing the duties of a registration clerk. Our goal is to move her to the front office on Monday, November 24. Basically Nancy & Tara are switching positions.

Amy Ault has also been hired as a Medical/Dental Office Specialist I performing the duties as a registration clerk. She comes with twelve years of customer service experience and over five years experience working at a private physician's office and hospital.

We have rehired **Paula Childers** as a Medical/Dental Office Specialist I. She will start on Wednesday, November 19 working Perinatal and the evening hours in the registration area.

West Portsmouth

Sue Davis has been hired as the Satellite Health Center Supervisor. She has over twenty years experience working in private practices and hospital settings; most recently working for Dr. Saab

Angela Williams has been hired to replace Jill Laney as a Medical/Dental Office Specialist I. She will be at the West Portsmouth site. She has over a years experience working in the medical field, home health care training and is a state tested nursing assistant.

Please welcome each new employee and offer to assist them during the training process. We have several new employees so there may be scheduling errors and patients may be worked up late occasionally. We were all new employees at one time or another. No one is perfect, have patience with each other. Remember working as a team always works better than against each other.

Submitted by: Cheryl Tackett

Welcome: **Nursing**

Amanda "Jo" Elliott, she is a Medical/Assistant I at the Waverly site.

Nettie Rigsby, she is a Medical Assistant I at the West Portsmouth site.

Angie Boggess, LPN is now working with Dr. Vu at the Jackson site. She began working with him on November 3, 2008.

The **Waverly nurse's station** will receive a fresh coat of paint in the coming month.

Medical Equipment Calibration will be conducted on November 14th, 2008. Each site will need to make sure all equipment is available to be serviced at that time. This would include EKG machines, lab equipment, and microscopes, etc; please make sure to check in cabinets and unused exam rooms for equipment to be serviced.

OSHA/Safety

It is flu season again... Let's be proactive in preventing the spread of germs. We need to use universal precautions at all times.

Please clean the tables after each patient. The table paper is only a barrier; it does not keep the tables clean from the spread of disease.

Think about all the everyday items, like the intake desk, door knobs, telephones, stethoscopes, etc, when was the last time those items were cleaned or sanitized?

We as the health care providers need to be on the forefront to prevent the spread of the infection. Universal precautions are the best defense. Use gloves for all patient body fluid contact. Please wash your hands before and after patient contact. Dispatch wipes/spray is available at each site.

We have new hand sanitizers installed at each site. They are located in the general medical area and the front office. Please utilize hand sanitizers. You are required to wash your hands after 5 uses of hand sanitizer. It does not replace hand washing.

If you have any other safety issues or any concerns, please contact Lisa Walker, the Safety Representative for the Family Health Centers.

Submitted by: Lisa Walker



Practice Management

Super User's were in training during the week of October 27 – November 1. The training consisted of setting up each facility, adding providers, insurance companies, ICD-9 and CPT codes, sliding fee scales, etc. into the new system. Currently training was completed to set up contracts for Medicare, Medicaid, Medicaid Managed Care and commercial insurance companies.

The servers have been ordered to accommodate the new system and plan to be installed for a test run on Monday, December 1. We will test the log-in system for any technical errors, test printers, verify schedules and templates, test contracts are working correctly, test medical and dental sliding fee scale.

The front office training is also scheduled for the first week of December. This will involve watching a training video (3.18 training hours). Each employee will be required to take and pass a test at the completion of viewing the video. The training will cover setting up the patient account, entering demographic information, viewing the provider schedules, scheduling of appointments, printing encounters and checking out a patient. Hand-on training is scheduled for the week of December 8; Super Users will work with the front office staff. We will also start to transfer patients scheduled in Medical Manager over to Chorus. The go live date is scheduled for Monday, January 5.

Should you any questions regarding the new software, feel free to Cheryl Tackett.

Submitted by: Cheryl Tackett

Electronic Health Records

Electronic Health records are on track to go live mid 2009. January, we will begin reviewing the system and training of Super Users, (these people will be the resource persons for staff members and setting up the EHR system), should begin in February.

Staff will continue to be updated as new information is comes into the Health Center.

If you have any questions, please contact Lisa Walker or Cindy Balzer.

Submitted by: Lisa Walker

Remembering Stephanie

A remembrance ceremony took place at the Waverly site on early October to honor Stephanie Knipp. Many staff members attending the ceremony read poems and shared stories to honor her life. She was a gift to everyone who had the pleasure of knowing her.

A beautiful plaque and the American Red Cross flag, flag used for nursing ceremonies were presented by Cindy Balzer to the Family Health Centers, in honor of Stephanie. The plaque and flag are displayed in the nurse station at Waverly.

The newsletter is created by Lisa Walker on a monthly basis. If you have a newsletter posting, submissions are due the last day of the month. Email is preferred, lwalker@pikecac.org or contact me at the Waverly Family Health Center. 740-947-7726

IT Department

Computer Awareness

We have recently had an increase in viruses and spyware throughout FHC. Viruses and spyware can come from a variety of sources, including emails and attachments, websites and downloaded programs or software, to name a few. Please be cautious when opening email attachments.

We have noticed on several computers throughout FHC, that there have been programs installed that shouldn't be. Please remove any software from your computer that is not CAC or FHC work related. This includes screensavers, games, weather programs, etc. This should help speed up your computer and protect you from potential viruses.

It is in the agency's IT policy that these programs are not to be installed on any CAC computer. If we find this software on your computer in the future, we will have to notify your supervisors.

Thank you.

IT Department

Holiday Gathering

The CAC of Pike County holiday gathering will be on Friday, December, 12th, 2008. It will be conducted from noon until 4:00 pm.

It will be located at the Eagles' in Waverly.

It would be great to see all of you at the Holiday gathering. We can celebrate the holidays as a group.

See you there!!



CQI Reminder

The **Red CQI suggestions and comments folder** is located at each site by the employee time clock. If you have any comments or suggestions place them in the folder or send it to Cindy Balzer.

The monthly CQI board report is posted at each site for all employees to review. The report contains information about topics discussed and resolutions. Please take the time to review it every month.

Please submit all suggestion, no matter how large or small.

Thank you.

Closings and Holidays

Offices Closed:

November –Veteran's Day – 11th

November-Thanksgiving-27th and 28th

December 24th and 25th

January 1st, 2009

Drug Enforcement Agency Anonymous Reporting

A person suspected of selling, sharing, or diverting controlled substances can be reported anonymously to the DEA. However, if you are an employee of CAC-Family Health Centers, please do not report patients of CAC-Family Health Centers, which may be a violation of patient confidentiality.

All calls are anonymous and will be investigated by the DEA. This service will help to protect our community.

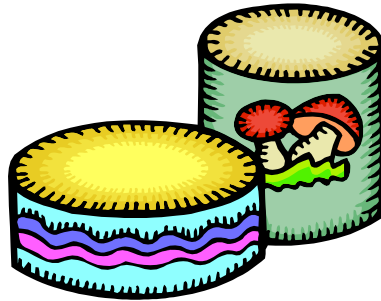
Anonymous Contact Numbers:

Columbus – 1-614-255-4200

Cincinnati – 1-513-684-3671

Submitted by: Dr. Lilly Kao

2008 Community Action Food Drive Competition



All canned items will be sent interoffice to the Waverly Family Health center, send to the Attention of Cindy Balzer or Lisa Walker.

Each site will have a box available in the front office area to drop off canned items.

If you prefer to do make a monetary donation forward it interoffice to Cindy or Lisa.

All items are due at the Family Health Centers
by Dec. 10, 2008

The Winner announced at the Holiday gathering on
December 12th, 2008.