



Family Health Center News September 2008

Employee of the Month

September 2008 Employee of the Month

Jennifer Perdue

Jennifer has been with the Family Health Centers since December 17, 2007. She lives in the Pebbles area with her husband, Chad and their 15 month old daughter, Emma.

**Congratulations,
Jennifer !!!!**

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The newsletter is submitted 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, walker@pikecac.org or contact me at the Waverly Family Health Center. 740-947-7726

Waverly

Construction- The Behavioral Health Intake/Registration and the Behavioral Health waiting room have officially been moved to new offices. The new offices are located in the area of the previous nurse's station.

The old BH registration and waiting room will become exams rooms for the providers in Waverly.

The Waverly employee door will be unlocked every morning at 7:30 a.m. It used to be unlocked at 7:00 a.m. The time change is a preventative safety measure for the Waverly site.

Nursing

Mock codes were completed at the sites. Great job to all of the staff involved, the mock codes went smoothly and efficiently.

Team work was the key ingredient at each site.

A Big Thank You goes out to the front office staff, nursing staff and providers.

Triage – The triage nurse, Kari Christman, was moved to a desk outside of the medication room in Waverly.

Front Office

New Employees:

Paula Childers has been hired as the Medical/Dental/BH office specialist 1. She will be working at the Waverly site in patient registration covering the evening hours.

Marianne Borders has accepted the Data Entry clerk position. She will be entering the data collected for the Health Disparities Collaborative.

Medicaid Eligibility

The front office is checking for Medicaid patients using the Ohio Medicaid website. The site informs you of active eligibility, the Managed Care Company, the provider number of the Managed Care Company, primary insurance information and the time spans of coverage for each managed Care Company. The eligibility information is being printed and filed in the patient chart under the insurance tab.

Submitted by: Cheryl Tackett

Ruth Raison's Retirement Send Off

A party will be held on September 5, 2008 at Dakota's in Waverly. The festivities will be at 4:30 p.m. The Family Health Center will provide hors d'oeuvres. You will be able to purchase drinks and dinner at your own expense.

Please attend to say your goodbyes to Ruth. She will be greatly missed by all.

OSHA/Safety

OSHA compliance and Safety have become a large part of our work environment on a daily basis. We need to do our part for our fellow co-workers to keep each other safe.

Employees need to monitor their worksite for any safety concerns. OSHA site checks are done on a monthly basis by the Nurse Manager/Assistant Nurse Manager. These checks monitor safety issues and OSHA compliance.

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

Baby News

Congratulations

Tiffany Predragovich, LPN, and family welcomed a baby boy, Camden, on August 20th, 2008. He weighed in at 7lbs 15oz and 21 inches long.

Bobby Denner and family welcomed a baby boy, Austin Bryant, on August 19th, 2008. He weighed in at 7lbs and 21 and 1/2 inches long. Bobby is the daughter of Penny Pinkerton, CMA.

Dr. Aviles and his family welcomed a baby boy, Isaac, on August 19th, 2008. Isaac weighed in at 7lbs and 7.5 oz.



CQI

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.

Thank you.

Mileage Reimbursement

The Policy, effective 9/1/08, will increase the mileage reimburse rate for agency staff. The rate will increase from .35 cents to .45 cents.



Piketon

Dental

Dr. Tomelin's last day was 8/21/08. The Family Health Center's are actively recruiting another dentist to work at the Piketon Dental Center. Dr. Lee is our newest dentist in Piketon.

Closings and Holidays

Offices Closed:

November – Veteran's Day – 11th
November-Thanksgiving-27th
and 28th

IT

Department/Maintenance

We just wanted to remind everyone again how important it is that all users use our computer and maintenance helpdesks for ALL computer/maintenance requests. It doesn't matter how small or large the problem, all problems need a helpdesk ticket. This allows our staff to prioritize problems/tasks so we can better serve you and correct your problems in a timely manner.

Thank You,

The IT and Maintenance
Departments

Waverly Server Room

The server room at the Waverly site is being kept locked at all times. The servers store sensitive patient information. The information needs to be kept confidential under HIPPA regulations. If you need to access the server room, please see Cheryl Tackett for access.

Practice Management and EMR Update

The practice management system has been purchased and transition will begin in September 2008. The process will last several months. There will be many changes in scheduling patients, demographic information and billing areas. Staff will be kept update with the status.

Electronic Medical Records

The system has been agreed upon and should go live by the end of the year. At least **one site** will go live with EMR by the end of the year, with the potential of all sites.

These new systems will take time to learn but overall the systems are very user friendly. It may take about a year to get through the transition but will be well worth it at the end of the process.



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