

FOCUS

Route to:

The Quarterly Newsletter for Physician Office Staff

Volume 2, Number 3
July, 1993

Applicant Referral Service

Do you have a job opportunity in your office? Are you looking for summer help? If so, you may want to take advantage of a free and confidential service offered by Physician Office Practice Services (POPS). The Applicant Referral Service is designed to provide physician offices with information regarding individuals who are interested in working in a physician's or dental office. This service is exclusive to members of Lehigh Valley Hospital Medical Staff.

Job classifications on file currently include billing clerks/managers, typing/filing clerks, medical receptionists, medical secretaries, transcriptionists, office managers, medical assistants, registered and licensed practical nurses, EKG technicians, phlebotomists, physician assistants, and more.

Medical Staff members, or their office managers/designee, may review the Applicant Referral Forms in the POPS Office. If they are interested in pursuing an applicant, they are given a copy of the Applicant Referral form. The original form remains on file for six months, unless POPS is notified that the applicant is no longer actively seeking employment. The physician office is responsible for contacting the applicant directly and for all employment issues.

Summer applicants include individuals with previous physician office, nursing, pharmaceutical and/or hospital experience. In addition, several college students (whose fields of study include Physician Assistant Programs and Biology) are available for summer employment.

In This Issue...

***Temporary
Employment
Discount Program
- Page 2
News from O.R.
Scheduling
- Page 3
Workers'
Compensation
Reform
- Page 3***

How does the Applicant Referral Service work?

An Applicant Referral Form, designed for physician office use, is available to independent job applicants at a number of locations including the Human Resource Department of Lehigh Valley Hospital and placement offices at local colleges/universities which provide medical office education. The completed Applicant Referral forms are kept on file in the POPS Office according to job classification and full-time/part-time availability.

Continued on Page 2

Confidentiality

The names, addresses, and phone numbers of Medical Staff members in search of job applicants are kept strictly confidential. For this reason, inquiries from applicants are not accommodated. As stated above, if a physician or dentist is interested in pursuing an application, they will contact the individual directly.

For more information regarding the Applicant Referral Service, or to set up an appointment, please call Maria Kammetler, POPS Representative, at 402-9857.

Exclusive Discount Program

As your employees begin to take their summer vacations, you may want to take advantage of the exclusive discount offered to Medical Staff members by MANPOWER Temporary Employment Service and Olsten Health Care Services. The two services were chosen from among 11 temporary employment services that were investigated by POPS for service, quality and price. Each year, POPS renegotiates the exclusive discount program on behalf of the Medical Staff.

In addition to receiving special discounted prices from MANPOWER and Olsten Health Care Services, you are also eligible for a free office visit from one of their representatives called an "office profile." The representative will briefly tour your office, meet the staff, and talk with you regarding what your requirements would be for a temporary employee. The representative will take note of the style of your office, special equipment and computers you may have, and other information that will ensure the

right employee match for your office. The office profile may be done at any time, regardless of whether you are currently in need of a temporary employee. In addition, if you choose to meet with a representative, you are under no obligation to utilize their services in the future.

For front office positions, please call MANPOWER at 395-8900. For back office positions, please contact Olsten Health Care Services at 435-5131. Please mention that you are a Lehigh Valley Hospital Medical Staff member, and you are participating in the POPS discount program.

Tip of the Day

A simple compliment has great power. It can lift spirits, boost morale, and inspire dedicated work. It pays to give compliments often, and to be specific. It shows that you really notice and are appreciative.

News from O.R. Scheduling

- Effective June 2, the incision time for the first case on Tuesdays will be at 8:15 a.m. instead of 8 a.m. This will allow physicians and nursing staff to attend department meetings and inservices.

- When scheduling patients for surgical procedures, it is important to provide the patient's last name, first name, and middle initial, if known.

- If a patient has had a procedure scheduled previously and the case was

delayed or canceled, the patient was placed on a wait list. When rescheduling the patient, please indicate that the patient was originally scheduled for a procedure on a specific date and is being rescheduled. This will eliminate the need to relay/repeat the demographic information.

If you have any questions or concerns, please contact Jody Porter, Administrator, Perioperative Division, at 402-8030.

Workers' Compensation Reform

by Colleen Burgess, Office Manager,
Allen Neurosurgical Association

On July 2, 1993, Lt. Governor Singel signed into law the Workers' Compensation Legislation (Senate Bill 1). The medical provisions, including the fee limitation of 113% of the appropriate Medicare allowance becomes effective August 31, 1993. Therefore, any service provided prior to August 31 will not be effected by the new law.

A comparison of the key medical provisions to related sections of the current law has been prepared by the Pennsylvania Medical Society and mailed to physicians.

The Society has asked that calls regarding the Workers' Compensation Law be directed to the Government Affairs Division at 1-800-228-7823.

The Society would also like to be made aware of any attempt by Workers' Compensation insurers or others to implement the medical provisions prior to August 31, especially to reduce, delay, or deny reimbursement for medical services provided.

FYI - ♥ Healing Hearts ♥ a new support group for parents of children with heart defects or diseases, has been organized. For more information, contact Terri Wells in Dr. Hansrote's office at 437-6687.

High Anxiety!

by Ronnie Rockovits, CMM, Office Manager
Surgical Associates of the Lehigh Valley
and Bonnie Miller, CMM, Office Manager
Panebianco-Yip Heart Surgeons

March 17, 1993 -- for some it was a time to celebrate the wearing of the green, but for us it was a day of high anxiety -- the day to take PAHCOM's Medical Office Manager Certification exam in Washington, D.C.

The exam took approximately three hours to complete, but was not as difficult as we had anticipated. The questions covered issues addressed in the daily routine of medical office managers, as well as common sense issues. The review course offered the day prior to the exam was beneficial in that it covered issues with which we were not familiar, as well as reinforced those areas in which we were not absolutely confident. The review

course does take into account that not everyone is knowledgeable about all of the specific details and concerns that pertain to the many different specialties in health care.

Monday, April 26, we anxiously opened the confidential envelopes from PAHCOM and received the good news that we had become Certified Medical Managers! A certificate suitable for framing and a CMM pin were also sent, as well as a letter to our physician-employers informing them that we had passed the exam.

We encourage you to set aside any apprehension you may have and take the exam -- it is a good learning experience and a feeling of tremendous accomplishment when you receive the certificate.

Feeling Tired?

Do you ever wonder why you feel so tired at night? It may be because you're very busy, even when you think you're not! Here's a partial list of the accomplishments of an adult of average height and weight during a 24-hour period:

- Your heart beats 104,000 times.
- You breathe 32,000 times.
- You inhale 440 cubic feet of air.
- You eat 3 1/4 pounds of food.
- You drink 2.9 quarts of liquid.

- You lose 7/8 pounds of waste.
- You speak 4,800 words.
- You move 750 muscles.
- Your fingernails grow .000046 of an inch.
- You exercise 7,000,000 brain cells.

NO WONDER YOU'RE TIRED AT NIGHT!

Observances & Dates to Remember

July: National Hot Dog Month, National Tennis Month, National Ice Cream Month, and National Recreation and Parks Month

August: National Eye Exam Month, National Catfish Month, National Water Quality Month, and Romance Awareness Month

August 1: Friendship Day - A time to focus attention on friendships, more important than ever in this fast-paced, highly mobile age. Since 1935, Friendship Day has been observed on the first Sunday in August.

August 7: Halfway Point of Summer

August 13: International Lefthanders Day - In honor of all southpaws, who often tend toward creative genius. Michelangelo, Leonardo da Vinci, Pablo Picasso, and Charlie Chaplin were all left-handed.

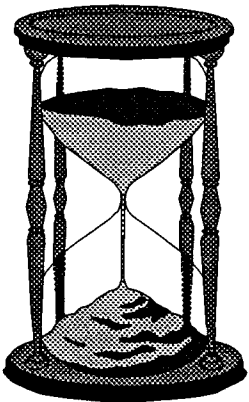
September: National Courtesy Month, National Piano Month, Library Card Sign-Up Month, Baby Safety Month

September 12: National Grandparents Day - We all benefit from the strength, information, wisdom, and guidance offered by our grandparents. Celebrated annually the first Sunday after Labor Day.

September 22: First Day of Autumn - In the Northern Hemisphere, the autumnal equinox occurs at 8:22 p.m. EDT. People everywhere -- except near the poles -- will experience approximately 12 hours of daylight and 12 hours of darkness.

September 22: American Business Women's Day - This is a day for recognizing the vital role that more than 53 million working women play in the U.S. economy, contributing to the welfare of private and public sectors.

Tick Tock



Where does the day go? Does it seem that you work hard all day and have less than you hoped to show for it at quitting time? These tips may help you become more time efficient.

■ **Keep interruptions to a minimum.** This can be hard, but there are steps you can take. Ask your visitor if the issue is time-sensitive. Can it be discussed later? Set aside a specific block of time during which you'll be glad to return phone calls or visits.

■ **Make lists that rank the tasks you face by priority.** They can help keep you from getting overwhelmed. Check off items as you complete them.

■ **Organize your desk.** If you spend a few moments at the beginning or end of each day organizing your desk, you'll have a better idea of exactly what you have to do.

■ **Just say no when you find yourself tempted to do too much.** If you are already behind schedule, you don't need another project to set you further back. If a request comes from a superior, explain your problem, and ask for guidance on setting priorities.

■ **Don't worry about things you can't control.** It's a waste of time. Focus on the present and the future -- not the past.

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FOCUS is published quarterly for the office staffs of physicians on the Medical Staff of Lehigh Valley Hospital. Articles for the next issue should be submitted by October 1 to Janet M. Laudenslager, Physician Office Practice Services, Lehigh Valley Hospital, 1243 S. Cedar Crest Blvd., Allentown, PA 18103. For more information, please call Ms. Laudenslager at 402-9853.