

FOCUS

Route to:

The Quarterly Newsletter for Physician Office Staff

Volume 5, Number 3

August, 1996

Breaking News

● A decision to close patient care unit 7C at Cedar Crest & I-78 on or about September 30 was announced July 18 to 7C staff, employees, trustees, and physicians. The unit's 68 staff members have been displaced and will have priority status for placement in available positions. There will be no layoffs as a result of closing this unit.

Improved length of stay, increased outpatient care, and other health care trends continue to reduce inpatient volumes, and Lehigh Valley Hospital and Health Network must act accordingly.

The decision to close 7C is part of an ongoing evaluation in which LVHHN re-examines its purpose, demand for services, and associated staff to become a more cost-effective organization.

● Beginning July 22, three enclosed smoking shelters will be erected at Cedar Crest & I-78 to limit exposure of non-smoking patients, visitors, and staff to the unsightly, offensive, and unhealthy effects of smoking. An enclosure will be placed outside the emergency department, at the northwest corner of the Anderson Wing, and behind the General Services Building. Literature about the dangers of smoking and the availability of smoking cessation assistance will be posted inside the shelters.

● Phase 3 of construction in the Cedar Crest & I-78 emergency department is complete and includes the opening of 16 monitored rooms, several that can accommodate OB/GYN and psychiatric patients. Phase 4, which will be finished in October, will add seven high-acuity patient rooms.

The ambulance entrance at Cedar Crest & I-78 will relocate to the south side of the building on August 31; however, the walk-in entrance will remain on the east side where it is currently located.

Lehigh Valley Diagnostic Imaging has extended its hours for routine diagnostic studies. Hours are now 7 a.m. to 8 p.m., Monday through Friday, and 8 a.m. to noon, Saturday. In addition, non-contrast CAT Scan appointments will be available on Wednesday evenings until 8 p.m., and also on Saturday mornings from 8 a.m. to noon.

For more information or to schedule a study, please call Lehigh Valley Diagnostic Imaging at 435-1600.



Job Posting Service

Do you have a job opportunity available in your practice? If so, you may wish to take advantage of the free job posting service which is now available to members of the LVH Medical Staff, courtesy of Physician Relations and Human Resources. This service, which is handled through the hospital's email system, lists physician office job opportunities on a weekly basis.

If you are interested in advertising a job opportunity available in your practice, please send an email to Maria.Kammeter or fax (610) 402-9858 her with the following information:

- Title of position/duties/qualifications
- Full-time or part-time position
- Hours
- How to apply (this is to be handled directly between the office and applicant, i.e., send resume, fax or call)

Please Note: This is the only approved method of solicitation for physician job opportunities via email. All employment issues are to be addressed directly between the independent job applicants and the physician office. Lehigh Valley Hospital is making no representation as to the job applicants who may contact you via this posting.

If you have any questions regarding this service, please contact Maria Kammeter in Physician Relations at 402-9857.

Announcing Open MRI at Lehigh Magnetic Imaging Center

Lehigh Magnetic Imaging Center (LMIC) is now scheduling appointments for MRI studies on a Hitachi open MRI scanner on Wednesdays and Saturdays. The Hitachi scanner complements LMIC's two existing GE scanners to provide for a full range of MRI services.

The open MRI is specifically designed for:

- Claustrophobic patients
- Large patients who cannot be accommodated in a traditional magnet
- The older pediatric patient

LMIC will accommodate patients on the open MRI unit at the discretion of the referring physician. Please keep in mind that the open MRI may be the best option for patients who express any anxiety or hesitancy about an MRI exam or whose weight exceeds 300 lbs. At the time of scheduling, referring office staff should alert LMIC of the request for an appointment on the open magnet.

If you have any questions or wish to make an appointment, please call Lehigh Magnetic Imaging Center at 740-9500.

TB Alert

by Deb Fry, Infection Control Department

A successful TB control program depends on several key factors, one of which is the prompt identification and treatment of individuals with pulmonary tuberculosis. Rapid identification of patients actively infected with tuberculosis is considered the first line of defense for reducing the spread of infectious tuberculosis. Other measures such as respiratory protection and the medical surveillance of health care workers play an equally important role in the prevention of tuberculosis but fall in order of execution behind the initial detection of the infected TB patient.

In a continual effort to enhance Lehigh Valley Hospital's TB control program, the Infection Control Department is introducing the use of a TB self-screening tool into the Emergency Departments and Clinic areas. A small reusable laminated card will be presented to patients in these areas by the registrars or triage personnel. Patients answering yes to TWO or more of the questions will be directed to a private room where a trained medical person will provide further evaluation.

The intent of the TB self-screening tool is to reduce the number of potential contacts in general waiting areas. It will also expedite the initiation of isolation precautions and facilitate communication of this information to all health care workers coming in contact with the patient. In addition, all transport personnel should be informed of the necessity for isolation precautions for the transfer of the patient.

Physician office practices should also have an acute awareness that patients may be entering their facility who are at risk for infectious tuberculosis. Personnel who register the patient upon their arrival in the office may review the patient's major

complaints based on the items in the self-screening tool. Patients with symptoms suggestive for TB should be quickly processed and immediately placed in an examination room until evaluated further by a physician. Admitting physicians are reminded to consider the possibility of TB based on the patient's clinical syndrome and proactively begin isolation upon admission to the hospital until further testing can be completed.

From January to June 1996, four patients were admitted to Lehigh Valley Hospital who subsequently were identified with pulmonary tuberculosis. Although there was a substantial decline (14.5%) in the number of TB cases reported annually in the United States from 1992-1995, it is apparent that TB continues its presence in the Lehigh Valley. It is, therefore, imperative that we continue our efforts to reduce the number of contacts with infectious tuberculosis within all health care settings.

PLEASE HELP US SERVE YOU

Please notify nurse or receptionist **IMMEDIATELY** if you answer "YES" to two or more of the following questions

1. Have you been sick with a cough for more than 2 weeks?
2. Have you had contact with anyone with Tuberculosis or Consumption?
3. Have you yourself ever had Tuberculosis or Consumption?
4. Do you have night sweats?
5. Do you cough up blood?
6. Have you lost weight recently for no reason?

Thank you. **LEHIGH VALLEY**
HOSPITAL

Pictured above is the new TB self-screening tool which will be used in the Emergency Departments and Clinic areas.

Pic & Pac Requisition Improved

If you have been ordering, or have a need to order, History & Physical forms, Progress Notes, Doctor's Orders, etc., from the hospital's Pic & Pac system, we have good news for you. In order to better serve your needs, Consolidated Graphic Communications, the hospital's document management prime vendor, has revised the Pic & Pac requisition. The new requisition is dated February, 1996. Please discard any old forms you have, and order new forms, # MM-35. There's no charge to you for new forms.

In response to many inquiries and suggestions, the following improvements were made to the form:

- Added basic instructions for use of the requisition, including "return" information.
- Added column for Unit of Issue.
- Added column to show Total Quantity Ordered.
- Significantly increased the number of items printed on the requisition to reduce "write-ins."
- Added an area to specify Special Routing Instructions.

For your convenience, listed below are the guidelines to follow when completing your Pic & Pac requisitions:

LOCATION: Check the nearest location which is deliverable by the Storeroom personnel. E.g., if your office is located in the John and Dorothy Morgan Cancer Center, and your supplies are normally delivered by Storeroom personnel, check "Cedar Crest & I-78." If your department or office is located off campus in an area

which is **NOT** deliverable by the storeroom, check "Other," indicate your **complete** address, and your shipment will be delivered by UPS.

DEPARTMENT and COST CENTER: Indicate the Department and Cost Center to be charged. (See special Routing Instructions) **Please Note: If your practice is part of LVPG, please list your department and cost center. All other practices should list Medical Staff Services as the Department and 907 as the Cost Center.**

COMPLETE PHONE NUMBER: Enter your telephone number in the event the vendor needs to contact you regarding your order.

REQUISITIONER: Please print your first and last name, for two reasons: (1) in the event the vendor needs to contact you regarding your order, and (2) your name will appear on the shipping label.

DATE: Enter the date your requisition is submitted.

SPECIAL ROUTING INSTRUCTIONS: If the department to be charged (i.e., an LVPG practice) is the location where you want your order to be shipped, no entry is necessary here. However, when the department to be charged is Medical Staff Services, please complete this section as to where the order should be shipped.

QUANTITY UNITS: Indicate the number of packs or cases for the items you wish to order.

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TOTAL QUANTITY: Enter the total quantity of the items you wish to order, i.e. the total quantity of your order for 2 packs/100 is 200.

Please note that many forms have multiple pages (i.e., DO-09 is a 2-page Doctor Order form). In these situations, please write in the quantities of each page you wish to order (i.e., the amount of DO-09-1 and the amount of DO-09-2).

When you have completed your Pic & Pac requisition, retain the pink copy for your records and return the white copy to

Consolidated Graphic Communications,
c/o Materials Management, Lehigh Valley
Hospital, Cedar Crest & I-78, P.O. Box
689, Allentown, PA 18105-1556.

Your cooperation in properly completing the Pic & Pac requisition will help to ensure that your order will be processed and delivered as you would expect. If you have any questions regarding this process, if you need a form which is not listed on the requisition, or if you do not receive your order within a week, please contact Craig Lafreniere at Consolidated Graphic Communications at (610) 566-1515.

What is ACMPE?

The American College of Medical Practice Executives (ACMPE) is a sister organization of the Medical Group Management Association (MGMA) which was founded in 1926 and is located in Englewood, Colo. MGMA is the oldest and largest organization serving the field of group practice and medical group management throughout the United States, Canada and elsewhere. With today's concern over the cost and quality of medical care, group practice represents an increasingly important form of effective and efficient health care delivery.

Participation in the ACMPE provides members with an opportunity to develop their professional competency and acquire formal recognition of their achievements.

By earning continuing education credits, passing a comprehensive examination, and meeting a professional paper requirement, an individual may advance from Nominee to Certified Member to Fellow status within the ACMPE.

FOCUS congratulates Lisa Shearer, Office Manager, Urologic Associates of Allentown, Inc., who gained admission as a Nominee in the ACMPE in April. For more information regarding ACMPE, please call (303) 397-7869. Lisa also welcomes your calls if you would like a more personal viewpoint about what membership in the organization has meant to her on a professional basis. She can be reached at (610) 437-9988.

FOR YOUR CALENDAR

On Tuesday, October 22, beginning at 12:10 p.m., I/S will provide a demonstration/overview of the new PHAMIS LastWord release 3.11 as part of a POPS Forum.

Stay tuned for more details!

Upcoming Seminars and Educational Programs

Medicare Compliance - Focusing on the National Medicare Correct Coding Policy

will be held on Thursday, August 15, from 8:30 a.m. to 4 p.m., at the Sheraton Inn Jetport, 3400 Airport Road, Allentown, Pa. (Code #M304G) \$185.00 per person. The years of grace have passed. Comparative Performance Reports are back again. It is imperative that you know how to respond to avoid audit or overpayment review. Be proactive! Know in advance the danger signals to observe and heed. The successful practices of the future are going to be those not willing to "float along," settling for the status quo, but rather those who learn all that contributes to a state-of-the-art practice. You choose -- this program is guaranteed to be a step in that direction. For more information, call the Medical Management Institute at 1-800-334-5724.

Handling Employee Discipline & Performance Mistakes

will be held on Monday, August 19, from 9 a.m. to 4 p.m., at the Sheraton Inn Jetport, 3400 Airport Road, Allentown, Pa. (Code #SE002) \$59.00 per person. This one-day seminar for supervisors, managers, and team leaders will provide you with a host of information including how to manage behavior in the workplace, how to confront unacceptable behavior, and how to manage by objective, not by reaction. For more information, contact Seminars International at 1-800-843-8084.

Collection Law in Pennsylvania will be held on Wednesday, August 21, from 8 a.m. to 12:30 p.m., at the Allentown Hilton, 904 Hamilton Mall, Allentown, Pa. \$135.00 per person. This program is intended to give a practical approach to the collection process. The speakers are

actual practitioners involved in every aspect of the day-to-day practice of collection law. The program will review each step in the collection process from pre-suit considerations through post-judgment executions as well as the effect of a debtor's bankruptcy on your collection efforts. For more information, call Lorman Education Services at (715) 833-3940.

Upcoming PAHCOM Meetings

Upcoming meetings of the Professional Association of Healthcare Office Managers (PAHCOM), Lehigh Valley Chapter, include:

Tuesday, August 20

Evening Meeting
Spice of Life Restaurant
Networking - Roundtable Discussion
"Staffing Stress" - Recruiting, Interviewing, Orientation

Tuesday, September 17

Morning Meeting
Spice of Life Restaurant
"Employment Laws"

Tuesday, October 15

Evening Meeting
Spice of Life Restaurant
Networking - Roundtable Discussion
"Cost Reduction Ideas" - Buy/Lease, Supplies - inventory, Full- vs. Part-time staff

Tuesday, November 19

Morning Meeting
Spice of Life Restaurant
"Flex Spending Plan"
Speaker to be announced

Tuesday, December 17

Holiday Dinner
Installation of Officers

For more information, please contact Rosanne Kocher, President, at 966-4646.

Insurance Participation

As of August 1, 1996, following is the list of insurance plans in which Lehigh Valley Hospital participates:

- * Aetna Insurance
- * Aetna Partners
- * Aetna Freedom
- * Capital Blue Cross Indemnity
- * Capital Blue Cross Managed Care Programs:
 - Community Choice
 - Custom Blue
 - Health Care Connection
 - Keystone Health Plan
 - Point of Service
 - Health One
 - Healthy Steps
 - Senior Blue
- * Independence Blue Cross Managed Care Programs:
 - Personal Choice
 - Keystone Health Plan East
 - Amerihealth
 - Keystone 65 (Medicare HMO)
 - Keystone First
 - Caring Blue Chip
- * Prudential
- * Prucardiac
- * Prucare
- * Champus
- * ChoicePlus
- * Valley Preferred
- * Franklin Health Group (Ingersoll Rand)
- * HMO Northeast PA (limited services)
- * US Healthcare HMO (full service)
- * Metrahealth (Metropolitan and Travelers merged)
- * Kaiser Permanente (Medicare HMO)
- * VNA East Health Plans

- * Integrated Behavioral Health (Psychiatry)
- * Mustardseed (Psychiatry)
- * Oaktree (Psychiatry)
- * Greenspring (Psychiatry)
- * Counseling Program (Psychiatry)
- * Family Health Network (Medical Assistance managed care program)
- * Mercy Health Plan (Medical Assistance managed care program)
- * Philadelphia Health Partners (Medical Assistance managed care program)

Employer Contracts:

HMS Interiors
Air Products
Quaker Pointe Network
Bell Atlantic
Morgan Dawson
Kovatch Corp.
Mack Truck
Muhlenberg Hospital Center
Blommer Chocolates

If you have any questions regarding hospital insurance participation, please contact Sandra Colon, Director of Patient Accounting, at (610) 402-9461.

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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 11, 1996, to Janet M. Seifert, Physician Relations, Lehigh Valley Hospital, 1243 S. Cedar Crest Blvd., Allentown, PA 18103. For more information, please call Janet at 402-9853.**