

FOCUS

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The Quarterly Newsletter for Physician Office Staff

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LVH/MHC Medical Staff Reappointment

In compliance with the regulations of the Pennsylvania Department of Health, the Medical Staff and Hospital Bylaws, and the standards of the Joint Commission on Accreditation of Healthcare Organizations, each member of the hospital's Medical Staff must be reappointed a minimum of once every two years.

On March 2, this year's reappointment process will be put into motion when Reappointment Packets will be mailed to over 1,000 members of the Medical Staff. Each packet will contain a five-page Application for Reappointment to the Medical Staff, a copy of the addressee's current privilege sheet, an insurance participation form, a malpractice claims report, a self-addressed return envelope, and to simplify the process, a Checklist has been included to assist in completing the information.

Although much of the information on the application is preprinted for each physician, it is of paramount importance that ALL the information be reviewed, changes made where necessary, and missing data completed. Before returning the application, please take a moment to review the Checklist to make sure all the information is complete and all the required documents have been attached to the application.

Your prompt attention to this matter is both requested and appreciated.

If you have any questions regarding the reappointment process, please contact Karen Fox, Credentialing Coordinator, in Medical Staff Services at (610) 402-8957.

MHC Cancer Services Fully Operational

Lehigh Valley Hospital and Health Network is pleased to announce that the new LVHHN Cancer Services at Muhlenberg Hospital Center (MHC) has become fully operational as of November 1. This beautiful new facility, located on the first floor of MHC's Kolb Ambulatory Center, has been providing oncology services since August 1999. With the recent addition and successful state inspection of the linear accelerator, the final phase of adding radiation therapy, including consultation and treatment, is complete. Patients can now receive the full scope of cancer services on the MHC Campus.

Services offered in the outpatient infusion and treatment areas include:

- Radiation Therapy
- Chemotherapy
- Blood products
- Bone Marrow biopsy/aspiration
- IV Infusions
- Therapeutic Phlebotomy

The department is also approved for clinical trials and has tumor registry and social work services on site. Any additional services necessary can be obtained through the John and Dorothy Morgan Cancer Center at Lehigh Valley Hospital.

For additional information, to tour the new facility, or to schedule an appointment, please call Tina Smith or Leslie Shambo at (610) 317-5810.

MHC Central Scheduling Hours

Effective February 5, the Central Scheduling Department at Muhlenberg Hospital Center will no longer be staffed on Saturdays. This change was based on data collected over a four-month period that showed a very small volume of calls being made to this area on Saturdays. The Central Scheduling Department will be open Monday through Friday, from 7 a.m. to 7 p.m. Any STAT tests required for patients on Saturday or Sunday should be scheduled directly with the department.

Breast Cancer Prevention Study

Lehigh Valley Hospital's John and Dorothy Morgan Cancer Center is participating in one of the largest breast cancer prevention studies ever, joining more than 400 other medical centers in the United States, Canada and Puerto Rico.

The Morgan Cancer Center, which is also operating the Study of Tamoxifen and Raloxifene (STAR) at Muhlenberg Hospital Center, Gnadon Huetten Memorial Hospital, and Hazleton General Hospital, is looking for women to join the study.

STAR will examine whether the osteoporosis drug raloxifene is effective in preventing breast cancer in women who are at high risk for the disease and whether it offers benefits over tamoxifen, the drug of choice. In the first Breast Cancer Prevention Trial, in which the Morgan Cancer Center also participated, tamoxifen showed a reduced chance of developing breast cancer by about half.

"Studies of raloxifene suggest it has the potential to prevent breast cancer," said Elisabeth Ladd, director of Breast Health Services. "The only way to prove that potential is to do a clinical trial in which the risks and benefits of raloxifene are directly compared with the risks and benefits of tamoxifen."

Women who participate must be postmenopausal, at least age 35, and have had an increased risk of breast cancer determined by their family history of breast cancer, personal medical history, age at first menstrual period and age at first live birth.

Once a woman chooses to participate, she will be randomly assigned to either 20 mg tamoxifen or 60 mg raloxifene daily for five years and will have regular follow-up examinations, including mammograms and gynecologic exams.

Up to 22,000 women nationwide are expected to be enrolled in this double-blind, randomized clinical trial.

For more information about the trial, call 1-877-548-3805.

Clinical Trial for Depression

As part of a national study, Lehigh Valley Hospital is currently enrolling adults with symptoms of depression in a clinical trial for an investigational drug. Enrollees receive a free depression screening and medical evaluation. After the screening and evaluation, if qualified, the participant will receive the drug and study-related medical attention for one year. There is no placebo. Participants must be medically stable otherwise. Laurence P. Karper, MD, Medical Director, Behavioral Health Emergency Services, is the principle investigator for the study. For more information, call (610) 402 -CARE.

News from Lehigh Valley Diagnostic Imaging

Expansion Project Underway

An expansion project is currently underway at Lehigh Valley Diagnostic Imaging (LVDI), located at 1230 S. Cedar Crest Boulevard, Suite 104. Features of the expansion will include additional CT capacity, which will double the scanning capabilities and reduce waiting time for patient appointments. In addition to the CT scanner, the facility will add new ultrasound rooms and vascular ultrasound. A new scheduling office will be added to expedite appointment scheduling for your patients. To schedule an appointment, please call LVDI at (610) 435-1600.

New Marketing Representative Appointed

Karen Shollenberger, RT, was recently appointed as the new marketing representative for Lehigh Valley Diagnostic Imaging (LVDI). Karen has been with LVDI for nearly five years as a technologist and brings a diverse background in radiology to her position.

Karen will be visiting physician practices with scheduling information, patient education and prep materials, and will address your questions and concerns. She will also keep you up to date with LVDI's expansion project. To contact Karen, please call (610) 435-1600 or (610) 770-1472 and leave a message.

13th Annual Art Auction

Mark your calendars! The Professional Nurse Council and Friends of Nursing Annual Art Auction will be held on Friday, March 31, at Brookside Country Club, 901 Willow Lane, Macungie. This year's event -- An Evening of Artful Elegance -- will be presented by Heisman Fine Arts Gallery, Inc. of Ardmore. A preview will be held from 6:30 to 7:30 p.m., followed by the art auction at 7:30 p.m. Hors d'oeuvres, desserts, beverages and a cash bar will be available during the preview. For ticket information, please contact Tina Stoudt in Professional Development at (610) 402-1704.

Upcoming Educational Opportunities

To help your practice stay in touch with new and upcoming changes in healthcare, Lehigh Valley Physicians' Business Services is offering a collection of programs for physicians and office staff.

Coding/Audit Practice classes (by specialty) will be held as follows:

Family Practice/Pediatrics

- March 14, 1 to 4 p.m., Presidents' Room, Lehigh Valley Hospital, Cedar Crest & I-78
- March 30, 1 to 4 p.m., 1st Floor Conference Room, Muhlenberg Hospital Center

Cardiology and Other Specialties

- March 23, 1 to 4 p.m., 1st Floor Conference Room, Muhlenberg Hospital Center

The above sessions will feature coding/audit practice and will focus on E & M codes. Each course participant may choose a maximum of three patient encounters he/she would like to code during the session. Please have the progress notes typed. After removing all identifying information, fax all pertinent chart information, including H & P, labs, etc., to Lehigh Valley Physicians' Business Services at (610) 317-4444.

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The class is appropriate for administrators, office managers, coders, and physicians. The cost is \$100 for the first participant and \$50 for each additional participant from your practice. Refreshments will be served.

Documentation, Coding and Auditing for Physicians will be presented on March 21, from 6:30 to 8:30 p.m., in Conference Room 1A of the John and Dorothy Morgan Cancer Center, and on April 4, from 6:30 to 8:30 p.m., in the 1st Floor Conference Room at Muhlenberg Hospital Center.

Topics to be discussed include:

- Comparison of 1995, 1997 and proposed Year 2000 rules
- Basic documentation requirements for physical examinations
- Code use frequency
- E & M auditing
- Conduct an audit on your progress notes

The cost is \$100 per person and includes a light dinner. Physician CME credit is available.

A Comprehensive Compliance Course will be held on April 6 from 11:30 a.m. to 4:30 p.m., in Classroom 2 of Lehigh Valley Hospital, Cedar Crest & I-78.

Topics will include:

- How detailed does a compliance program have to be?
- How to maximize revenue while decreasing liability
- How to communicate rule changes to your staff
- Update job descriptions to include compliance requirements
- Procedure for code changes
- Goals of an audit
- Cost of an audit
- Procedure to correct coding errors
- Customize your compliance policy, and take it with you in Microsoft Word on disk

This course is targeted toward physicians and their key staff members. The cost is \$200 for the first

participant and \$150 for each additional participant from the same practice. Lunch will be served. Physician CME credit is available.

Basic Billing-Part I will be presented on May 2, from Noon to 4 p.m., in the Presidents' Room at Lehigh Valley Hospital, Cedar Crest & I-78.

Topics of the course will include:

- The basics of billing for professional fees
- The role of the front desk people
- What are CPT-4 codes?
- What are E & M codes?
- What are ICD-9 codes?
- What are the components of an office medical record?
- What else do you need to learn?

Basic Billing-Part II will be presented on June 1, from Noon to 4 p.m. in Banko Building Room #3 on the Muhlenberg Hospital Center campus.

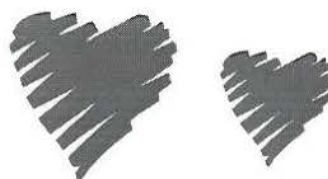
Topics of this course will include:

- Levels of E & M codes
- Prolonged Care
- Office Visits
- Consultations
- Hospital Visits
- Critical Care
- ER Visits
- Nursing Home Visits
- Introduction to Bundling and Modifiers

This is an introductory course for new billing office employees or front office employees who want to learn the basics of billing. Basic knowledge of medical terminology is required. Each session is limited to 12 attendees.

The cost is \$125 per attendee and includes lunch.

For more information regarding any of the above listed courses, please contact Lehigh Valley Physicians' Business Services at (610) 317-4440.



Congratulations!

Lisa Shearer, Practice Manager of Urologic Associates of Allentown, was recently appointed as a board member for the Pennsylvania Medical Group Management Association for 1999/2000.

Who's New

Marge Johnson, Office Manager
Carla D. Chiapella, MD
728 Delaware Avenue
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(610) 882-9920
Fax: (610) 882-2320

Diagnostic Care Center

In mid-July, a number of hospital departments relocated to the Jaendl Family Pavilion as part of the new Diagnostic Care Center.

The relocated departments include:

- Health Network Laboratories
- Heart Station
- Neurophysiology Lab (EEG)
- Nuclear Medicine
- Pre-Admission Testing
- Pulmonary Lab
- Sleep Disorder Center

Patients scheduled for testing in these departments should enter through the main entrance of the hospital and obtain directions to their testing/treatment area from the Information Desk in the main lobby. Assistance will be available for patients who have difficulty ambulating. In addition, free valet parking is available for your patients.

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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 April 15, 2000, to Janet M. Seifert, Medical Staff Services, Lehigh Valley Hospital, Cedar Crest & I-78, P.O. Box 689, Allentown, PA 18105-1556.

For more information, please call Janet at (610) 402-8590.