

FOCUS

Route to:

A Newsletter for Physician Office Staff

Volume 14, Number 1

March, 2005

Healing Has a New Home



- Health Spectrum Pharmacy
- Inpatient Pharmacy
- Kitchen
- Physician Lounge

Second Floor

- Diagnostic Care Center including Heart Station, Inpatient Dialysis, Neurodiagnostics, Outpatient Lab, Outpatient Registration, Pre-admission Testing, Pulmonary Function Lab
- Center for Critical Care including an eight-bed intensive care unit with room to expand to 12 beds as the community grows
- Open Heart Unit

Third Floor

- Regional Heart Center including ACU, CVCU, EP Lab, Cardiovascular Holding and Recovery Area
- Cardiac Catheterization Center

Fourth-Seventh Floors

- Patient care units all with private rooms with room service and in-room medication storage

Physician parking is located in the gated lot adjacent to the new building on the west side of the hospital entrance. A photo ID badge is required to access this lot. **Please note:** If the physician(s) in your practice do not have an ID badge, please contact Janet M. Seifert in Medical Staff Services at 610-402-8590.

For more information or for campus maps for your practice, please contact Physician Network Development at 484-884-2020.

It's been exciting, challenging and thrilling, and now the time is here. After years of carefully planning, building, and preparing, LVHHN has unveiled the new LVH-Muhlenberg. It's the dawn of a new era of health care in Bethlehem.

Hundreds of employees and physicians have worked tirelessly to create a place where LVH's patients receive an even higher level of quality care. Colleagues marked up blueprints and offered ideas on how to make space ideal for caregivers and patients. The entire Readiness Operations Council (ROC), including physicians who joined the ROC Docs team, pulled together in dynamic ways to prepare everyone for the transition.

To give you a quick overview of what's in the new building, following is a list of departments and services by floor:

First Floor

- Cafeteria
- Central Transport
- Chapel
- Conference Center
- Gift Shop

In This Issue . . .

Cancer Staging Sheets	2
Fraud Alert	2
State Board of Nursing to Push Online License Renewal	3
New All-In-One PET/CT Scanner	3
Medical Staff Directory Available Online	3
For the Calendar	4
On the Lighter Side!	4
Who's New	5

Cancer Staging Sheets

Since 1997, the Commission on Cancer (cancer program accrediting body of the American College of Surgeons) has required the managing physician to document the extent of disease at the time of a cancer diagnosis. The Commission now requires institutions to document their success at meeting this requirement, expecting at least 90% of new cancer cases to have a stage assigned according to the institution's staging policy.

LVHHN's policy, as noted in the Medical Staff Rules and Regulations, requires the attending physician to complete and sign the Cancer Staging Sheet within 96 hours of receipt of the final pathology report. Failure to do this

can result in a chart deficiency which is handled in the same way as other chart deficiencies.

During a recent review of patient records, compliance with this requirement was found to be only 50%. LVHHN will be surveyed by the Commission on Cancer in July. Without dramatic improvement in the compliance with the staging policy, the hospital will likely lose its cancer program accreditation.

To prevent this from happening, a concerted effort is underway to remedy the deficiencies from cancer cases diagnosed in 2003 and 2004. In early March, attending physicians who are identified as

having deficient records will receive cancer staging sheets for completion. Identification as the attending physician is done in accordance with Medical Records policy. Assistance from Medical Staff members is requested in returning the completed staging sheet to the Tumor Registry within one week of receiving it. If a physician in your practice receives a cancer staging sheet to complete, please encourage him or her to complete and return it as soon as possible.

For assistance or questions regarding completion of the Cancer Staging Sheet, please contact the Tumor Registry at 610-402-0519.

Fraud Alert

Medicare is aware of an organized group who is representing themselves as either a Medicare Fraud Investigator or a Medicare employee from the enrollment, claims or audit units. These callers tell the physician or office personnel that the Medicare computer system has had a malfunction and they need to update lost information. The callers may also say they need to update the physician's provider record. They then request via telephone or fax the following information:

- Copy of Physician's Drivers License
- Copy of Physician's Social

- Security Number (SSN)
- Unique Physician Identification Number (UPIN)
- Verification of education
- Verification of Practice Location
- Copy of Physician's Medical License
- Copy of Patients' Charts for a specific period of time

Once the entity receives this information, they falsify enrollment data using the physician's name and request a change to their practice locations, telephone numbers, and pay-to-addresses.

The Centers for Medicare & Medicaid Services (CMS) have not suffered any computer system malfunctions and are not calling providers requesting the above information be provided. If you should receive such a call, please try to verify the telephone number of the caller, and immediately notify your Medicare carrier that you suspect fraud.

The CMS is committed to protecting all Medicare providers/suppliers and to ensuring that only those qualified make changes to enrollment data.

State Board of Nursing to Push Online License Renewal

In its most recent newsletter to licensees, the Pennsylvania State Board of Nursing has announced that beginning with the registered nurse license renewal in April 2005, no paper renewal applications will be mailed. Instead, licensed nurses will be notified that it is time to renew their license online and will be provided with instructions and a unique renewal code to complete the license renewal over the Internet. Licensees will still be able to download a renewal application from the Board's

website for completion and mail in the form as they have done in the past. As a last resort, licensees can mail or fax a request for a paper renewal application after receiving the license renewal notice. The Board has indicated that it will not accommodate telephone requests for paper renewal applications. Within 24-48 hours following online license renewal, licensees should be able to verify their license renewal online at <https://www.mylicense.state.pa.us>.



New All-In-One PET/CT Scanner

In early March, Lehigh Valley Diagnostic Imaging, located at 1230 S. Cedar Crest Blvd., Suite 104, will introduce an all-in-one PET/CT Scanner. The new scanner combines the technology from the PET and CT to create ONE powerful diagnostic imaging system. The information provided through a PET/CT scan is incorporated into the planning and management of a patient's care, determining therapy and patient's progress. This system is the only dual modality scanner in the greater Lehigh Valley.

If you have questions or need additional information about the new scanner, please contact Martha Kahan, LVDI Marketing Representative, at 610-770-1450.

Medical Staff Directory Available Online

Office practices that are located in buildings serviced by the hospital's Wide Area Network are now able to access and print Medical Staff directories online through the hospital's Intranet. From the hospital's homepage on the Intranet, select "Departments" then "Non-Clinical" then "Medical Staff Services." Select the "Directories and Lists" button, then select "Medical Staff Directory." These lists are updated at the beginning of each month.

For those practices that are not directly linked to the hospital's Intranet system, new paper copies of the Medical Staff Directory are now available. To obtain a copy for your practice, contact Janet M. Seifert in Medical Staff Services at 610-402-8590.

For the Calendar

General Medical Staff Meetings

Following are the dates of the General Medical Staff meetings for 2005. The meetings, which begin at 6 p.m., will be held in the hospital's Auditorium at Cedar Crest & I-78 and videoconferenced to the First Floor Conference Room at LVH-Muhlenberg.

- Monday, March 14, 2005
- Monday, June 13, 2005
- Monday, September 12, 2005
- Monday, December 12, 2005

Office Manager Forums

"Improving Outcomes for Women and Heart Disease," "PET/CT Scanner" and "Web SSO" will be the topics of discussion at each of two Office Manager Forums scheduled for April.

The first forum, scheduled for **Thursday, April 7**, from **11:30 a.m. to 1 p.m.**, will be held in the **Banko Family Community Building** on the **LVH-Muhlenberg** campus. On **Wednesday, April 13**, from **11:30 a.m. to 1 p.m.**, the second forum will be held in **Classrooms 2 and 3** at **Lehigh Valley Hospital, Cedar Crest & I-78**.

For more information or to make reservations, please call Lucy Werner in Physician Network Development at 484-884-4348.

Upcoming PAHCOM Meetings

April 19 – 5:30 p.m.

"To Pay or Not to Pay – Understanding Payroll Policies and the Laws that Govern Them" to be presented by Atty. George Hlavac

May 11

Speaker Event – Provided at no cost to members of the Lehigh Valley Chapter of PAHCOM. To be held at the Holiday Inn Conference Center in Fogelsville. Check the website – www.lvpahcom.com – for updates on this event.

July 21 – 5:30 p.m.

Extravert or Introvert?? How Does Your Personality Type Affect Your Work? – Utilization of Myers-Briggs Personality Testing to improve your communications.

Regular monthly meetings are held at the Days Inn at Routes 309 & 22 in Allentown.

For membership information, please contact Donna Weiss-Shara at 610-791-5930.

On the Lighter Side!



A sure sign that your Doctor spends too much time online...

Who's New

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From the Editor:

Please help us keep our records accurate. If your office manager has changed, please call Janet Seifert in Medical Staff Services at (610) 402-8590.

FOCUS is published for the office staffs of physicians on the Medical Staff of Lehigh Valley Hospital. Articles for the next issue should be submitted by June 1, 2005, to Janet M. Seifert, Medical Staff Services, Lehigh Valley Hospital, Cedar Crest & I-78, P.O. Box 689, Allentown, PA 18105-1556 or emailed to janet.seifert@lvh.com. For more information, please call Janet at (610) 402-8590.