

Medical Staff Progress Notes

1997
Volume 9
Number 7



From the President

*Summer afternoon - summer
afternoon;
to me these have always been
the two most beautiful words in
the English language.*

Henry James

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The sun is warm, the sky is blue, the June quarterly meeting of the Medical Staff was uneventful -- all's right with the world!

July will see us welcome Michael S. Weinstock, MD as our new Chair of Emergency Medicine. Dr. Weinstock will be joining us after a very long national search came to the determination that he would be the ideal fit for the position due to his double board certification both in Pediatrics and Emergency Medicine. We look forward to working with Mike as he brings his unique expertise to our beautiful facility.

At the same time, I'd personally like to extend the thanks of every member of the Medical Staff to our outgoing Chair of Emergency Medicine, Ronald A. Lutz, MD. We all appreciate the leadership Ron provided during the difficult times the Emergency Department has gone through these last few years. The fine facility we have now is due, in no small measure, to Ron's foresight and his ability to help transform a concept into

bricks and mortar. We all thank you, Ron, and hope you have plans to enjoy some of your new-found free time.

As you all know, I'm not one to transmit messages from the Management Suite, but I do have very welcome news. We physicians at Lehigh Valley Hospital have long been proud of the very high quality of medicine we practice. In fact, sometimes we share among ourselves a degree of frustration that this message of an exceptional medical staff providing world-class care is not broadcast from the top of Hawk Mountain. I am pleased to report that we are about to embark on a very unique and exciting advertising campaign that emphasizes the partnership between physician and institution which results in care characterized by "wisdom--strength---compassion." Hopefully, more people will begin to hear about us, become intrigued by the message they hear, and begin to seek us out.

Finally, the topic at the Medical Executive Committee meeting this month is "Fear". We will attempt, as a staff, to define what makes us uneasy about our place here at Lehigh Valley Hospital. Hopefully, we will be able to characterize our problems so that we can bring some process solutions forward to the administration and Board of Trustees.

I wish everyone safe and restful vacations, but, above all, HAVE FUN!

Robert X. Murphy, Jr., MD
President, Medical Staff

A Word of Thanks to Dr. Lutz

On July 15, after serving more than 18 years in the capacity of Chairperson of the Department of Emergency Medicine, **Ronald A. Lutz, MD**, will step down from his position.

As Chairperson, Dr. Lutz has served his colleagues on the Medical Staff and the community of the Lehigh Valley with uncompromising enthusiasm, commitment, dedication, and tireless energy.

During his tenure, Dr. Lutz was involved in the early planning of the MedEvac program; he oversaw the merging of the two Emergency Departments, and he was involved in the development and planning of

ExpressCare at Cedar Crest & I-78. In addition, he was instrumental in the development of the Emergency Medicine Residency Program of the Lehigh Valley. Most recently, he was involved in planning for the newly renovated Emergency Department at Cedar Crest & I-78, and was a member of the Search Committee to find his successor.

As he steps down as Chairperson, Dr. Lutz will continue to remain active as a member of the Department of Emergency Medicine.

Dr. Lutz -- Best wishes and a huge "Thank You" from the Medical Staff for a tremendous job!

New Chairperson of Emergency Medicine Named

Michael S. Weinstock, MD, who has been active in the development of emergency medicine in the United States and internationally, has been named Chairperson of the Department of Emergency Medicine at Lehigh Valley Hospital. He will assume the position on July 15.

Dr. Weinstock comes to us from Memorial Hospital in Pawtucket, R.I., which is affiliated with Brown University, where he served as Chairman and Physician-in-Chief in the Department of Emergency and Ambulatory Medicine. His prior experience includes leadership positions at North Shore University Hospital in Manhasset, N.Y., and at St. Vincent's Medical Center in Bridgeport, Conn.

A nationally recognized figure in Emergency Medicine, Dr. Weinstock received his medical degree at The Chicago Medical School, Chicago, Ill.,

and a Bachelor of Science degree at The American University, Washington, D.C. He held a fellowship in Allergy/Immunology at Walter Reed Army Medical Center, Washington, D.C., a Pediatrics residency at The Long Island Jewish Medical Center, New Hyde Park, N.Y., and an internship at the University of Maryland Hospital, Baltimore, Md.

Dr. Weinstock is board certified in both Pediatrics and Emergency Medicine. He serves on the Board of Directors of the American College of Emergency Physicians, and is a fellow of the American Academy of Pediatrics, a member of the Society for Academic Emergency Medicine, a founding member of the Society for Pediatric Emergency Medicine, a member of the Immunization Education Action Committee, and a member of the American College of Physician Executives.

New Chemistry Panels

Recently, the Health Care Financing Administration (HCFA), with the approval of the American Medical Association (AMA), has released four new chemistry panels. HCFA has strongly encouraged laboratories to begin using the new panels as soon as possible.

Therefore, effective July 1, 1997, Health Network Laboratories will begin using the chemistry panels listed below. Tests previously contained in the chemistry panels may be ordered individually if, in your medical judgment, they are necessary for the treatment or diagnosis of your patient.

Please order only those tests necessary and appropriate for the diagnosis and treatment of your patient. Profiles will be billed to the payer using CPT codes assigned to each profile. Additional tests will be billed separately.

With the implementation of the new chemistry panels, the Inpatient Chem 13, Outpatient Chem 12, and the Chem 6 panels will no longer be orderable. A listing of the discontinued panels has been included for comparison purposes.

Health Network Laboratories will continue to work with the Medical Staff and clients to ensure a smooth transition of the change. If you have any questions, please feel free to call David G. Beckwith, PhD, Vice President, Network Laboratory Services, and Clinical Director, Health Network Laboratories, at 402-8150; John J. Shane, MD, Chairperson, Department of Pathology, at 402-8141; Jan Gushen, Manager, Lab-Client Services, at 402-4436; or Lisa Anthony, Coordinator, Lab-Client Services, at 402-5658.

New Chemistry Panels Effective July 1, 1997

| <i>Comprehensive Metabolic Panel (CPMP)</i> | <i>Basic Metabolic Panel (BMP)</i> | <i>Electrolytes (ELEC)</i> | <i>Liver Function Panel (LFP)</i> |
|---|------------------------------------|----------------------------|-----------------------------------|
| Glucose | Glucose | | |
| BUN | BUN | | |
| Creatinine | Creatinine | | |
| Sodium | Sodium | Sodium | |
| Potassium | Potassium | Potassium | |
| Chloride | Chloride | Chloride | |
| Total Calcium | CO ₂ | CO ₂ | |
| Total Protein | | | |
| Albumin | | | Albumin |
| T-Bilirubin | | | T-Bilirubin |
| | | | Direct Bilirubin |
| Alkaline Phosphatase | | | Alkaline Phosphatase |
| AST | | | AST |
| | | | ALT |
| AGAP (CALC) | AGAP (CALC) | AGAP (CALC) | |

Discontinued Chemistry Profiles

| <i>Outpatient Chem 12 Profile</i> | <i>Inpatient Chem 13 Profile</i> | <i>Chemistry 6 Profile</i> |
|-----------------------------------|----------------------------------|----------------------------|
| Glucose | Glucose | Glucose |
| Creatinine | Creatinine | Creatinine |
| Potassium | Potassium | Potassium |
| | Chloride | Chloride |
| | CO ₂ | CO ₂ |
| Total Calcium | Total Calcium | |
| Total Protein | Total Protein | |
| Albumin | Albumin | |
| T-Bilirubin | T-Bilirubin | |
| Uric Acid | Uric Acid | |
| Triglycerides | | |
| Cholesterol | | |
| ALT | ALT | |
| GGTP | GGTP | |
| | AGAP (CALC) | AGAP (CALC) |

Get the "Fax" for the RMS

The implementation of a Radiology Management System (RMS) is scheduled for August 26, 1997. The RMS will significantly reduce the turnaround time for the delivery of imaging reports from the Lehigh Valley Hospital as well as Lehigh Magnetic Imaging Center and Lehigh Valley Diagnostic Imaging.

An automatic fax capability is one of the key features of the RMS that will expedite delivery of imaging reports. Medical offices have the opportunity for imaging reports to be sent directly to their fax machines immediately after a report is verified by the radiologist. The faxed report serves as the final and legal document for the patient's record. Offices which have printers connected to the hospital's fiber optic network can have reports routed to the network printer.

The benefits of the automatic fax feature include: the majority of imaging reports received in less than 24 hours, fewer phone calls placed to request report results, and improved treatment planning and patient satisfaction.

A survey was sent to all medical offices on June 20 to confirm faxing preferences. If you haven't yet returned your survey for your practice, please complete it and return by July 7. Adhering to this time frame will ensure that your practice's fax preference is set prior to the RMS implementation data.

If you have any questions regarding the survey, or if you did not receive one, please contact Valerie Hunsicker, Operations Coordinator, at 402-0393.

LVHHN and Community Partners Launch Identification Program for Alzheimer's Disease Patients

Nearly four million people suffer from Alzheimer's disease or other memory impairments in the United States. About 10,000 of them are here in the Lehigh Valley. Many afflicted with the disease become lost and cannot remember who they are or where they live. They are often anxious and frightened and unable to communicate their needs.

Concern about the safety of people suffering from memory impairment has prompted Lehigh Valley Hospital and Health Network, in conjunction with ManorCare Health Services, Parke-Davis Pharmaceuticals, and the Allentown Police Department, to develop an identification and location program. The program, called "Passport to Safety," is the first of its kind in the region and was launched on May 12.

The goal of "Passport to Safety" is to locate lost Alzheimer's patients quickly should they wander from their home or care facility. "Many times caretakers don't have recent photos of their loved one, which makes it very difficult for the police to locate the Alzheimer's patient," said Lisa Lacko, RN, geriatric clinical nurse specialist. With "Passport to Safety," caretakers are given a booklet in which to keep up-to-date photos and accurate health and personal information. A copy is then filed with the Allentown Police Department.

For more information about the program, call (610) 402-CARE.

Tune In To Vitality Plus Radio Show

"Livin it Up," a new hour-long radio program for Lehigh Valley residents age 50 and over, premiered May 17 on WKAP-AM 1470. Sponsored by Vitality Plus, the show will run on Saturdays at 9 a.m. and again Mondays, on WAEB-AM 790, between 7 and 10 p.m., depending on other programming. Vitality Plus is an affordable membership program for people 50 and over offered exclusively through the affiliated physicians of Lehigh Valley Hospital and Muhlenberg Hospital Center.

Hosted by long-time Philadelphia radio personality Harvey, "Livin it

Up" is a variety program. The show was designed to be educational, fast-paced and entertaining, and is the first program regionally geared for the older portion of the population. Discussion topics will include social issues, health tips, nostalgia and local events blended with Big Band music and excerpts from old-time radio. Francis A. Salerno, MD, Chief, Division of Geriatrics, and Gregory Salem, Manager, Center for Health Promotion and Disease Prevention, will appear regularly to offer timely advice on health and fitness.

Lehigh Valley Hospital Selects Common Med/Surg Manufacturing Partners

Seven is usually a lucky number in games of chance. However, for Stuart Paxton, Vice President, luck will play little or no role in how Lehigh Valley Hospital (LVH) will maintain quality and reduce supply expenses through partnerships with LVH's seven "Manufacturing Partners." These nationally recognized suppliers of common medical/surgical goods will be key players with Owens & Minor, LVH's partner for supply distribution, in LVH's quest to acquire clinically acceptable supplies at significant cost savings through Procurement Focus 1998.

The selected Manufacturing Partners include: C.R. Bard, Becton-Dickinson, B. Braun Medical, Kendall Healthcare, Kimberly-Clark, Mallinckrodt Medical, and McGaw.

These suppliers were chosen from a field of 15 firms that responded to an invitation from Paxton's Procurement Focus 1998 team, which includes clinical

representation, to submit proposals to qualify for partnership status. Prospectively, the suppliers will work with physician and clinical leaders and members of the supplier services staff in addressing product requirements as an extension of providing care.

"We chose them after evaluating each against several criteria which included quality products at competitive prices, their capabilities and resources for working in concert with the clinical community and their commitment to streamlining business processes through automation and distribution partnerships," said Mr. Paxton.

Initial savings of nearly \$1 million annually are expected to come largely from price concessions on conversions of clinically acceptable products. Clinicians will be asked to participate in the conversion process to assure that the conversions are acceptable.

News from the Library

OVID Training

To schedule a one-on-one OVID (MEDLINE) training session, please call Barbara Iobst in the Health Sciences Library at 402-8408.

Library Service

The Library has a service you may find valuable. If you are located at one campus and the book or bound journal you wish to borrow is in the library at the other campus, we can help. For your convenience, the Library staff will coordinate the timely transport of the desired material to the appropriate site. For more information, talk to any member of the Library staff at 402-8410.

New Additions

New additions to the Cedar Crest & I-78 Health Sciences Library include:

Cardiovascular and Vascular Disease of the Aorta

Author: Lars Svensson, et al.
Call No. WG 410 S968c 1997

The ICU Handbook of Facts, Formulas, and Laboratory Values

Author: Joseph Varon, et al.
Call No. WB 39 V323i 1996

Clinical Virology

Author: Douglas Richman, et al.
Call No. WC 500 C639 1997

Competitive Managed Care: The Emerging Health Care System

Author: John Wilkerson, et al.
Call No. W 130 AA1 C68 1997

Studying a Study and Testing a Test: How to Read the Health Sciences Literature, 3rd edition

Author: Richard Riegelman, et al.
Call No. WA 950 R554s 1996

New additions to the Health Sciences Library at 17th & Chew include:

Vaginal Surgery, 4th edition

Author: David Nichols, et al.
Call No. WP 250 N617v 1996

Laser Applications in Oral and Maxillofacial Surgery

Author: Guy Catone, et al.
Call No. WU 600 L343 1996

Handbook of Medical Psychiatry

Author: David Moore, et al.
Call No. WM 34 M821h 1996

Neonatal-Perinatal Medicine: Diseases of the Fetus and Infant, 6th edition

Author: Avroy Fanaroff, et al.
Call No. WS 420 N438 1997
(Reference Section)

Essentials of Dental Radiography and Radiology, 2nd edition

Author: Eric Whaites
Call No. WN 230 W551e 1996

REMINDER

As stated in the Medical Staff Bylaws, under Part II - Medical Staff Rules and Regulations, E. Records, #11, "...Orders which are illegible or improperly written will not be carried out until rewritten or understood by the nurse. Any practitioner with non-legible handwriting will be required to print or stamp his or her full name under his or her signature."

Congratulations!

At this year's Graduate Medical Education Graduation Celebration held on June 13, the following individuals were honored as Teachers of the Year:

- **Ann K. Astolfi, DMD**, Clinical Teacher of the Year in Dentistry
- **Edward E. Geosits, DO**, Clinical Teacher of the Year in Obstetrics and Gynecology
- **William F. Iobst, MD**, Clinical Teacher of the Year in Medicine
- **Indru T. Khubchandani, MD**, Clinical Teacher of the Year in Colon and Rectal Surgery
- **James L. McCullough, MD**, Clinical Teacher of the Year in Surgery

John E. Castaldo, MD, Division of Neurology, was presented with the Allegheny University of the Health Sciences MCP Hahnemann School of Medicine Dean's Special Award for Excellence in Clinical Teaching at a luncheon celebration in his honor. The award was presented by Dean Barbara Atkinson, MD.

Thomas D. Meade, MD, Division of Orthopedic Surgery, and **Charles C. Norelli, MD**, Division of Physical Medicine/Rehabilitation, returned from the Masters Swimming Finals, held in Seattle, Wash., as National Champions in the 200 meter freestyle relay. Additionally, Dr. Norelli won the 100 meter butterfly competition, and Dr. Meade set three personal bests in the freestyle and butterfly events.

Dolores M. Kristofits, PhD, psychologist, has been awarded status as a Diplomate of the American Board

of Psychological Specialities. In addition, she was also awarded Diplomate status in Forensic Medicine, Forensic Examination, and Clinical Forensic Psychology. Dr. Kristofits has recently been approved as an instructor in the Department of Psychology at her alma mater -- Penn State University.

Carolyn S. Scott, MD, Division of Primary Obstetrics and Gynecology, passed the examination for board certification and is now a Diplomate of the American Board of Obstetrics and Gynecology.

Medical Executive Committee News

Congratulations are extended to Karen A. Bretz, MD, Thomas D. DiBenedetto, MD, Richard L. London, MD, and Harvey B. Passman, DO, who were recently elected to serve three-year terms as members-at-large of the Medical Executive Committee.

A special "Thank You" to Richard C. Boorse, MD, Paul Guillard, MD, James W. Jaffe, MD, and Jay H. Kaufman, MD, for their dedication and service to the Medical Staff as members of the Medical Executive Committee.

Medical Staff Trivia

Of the 817 members of the Medical Staff, 432 were born in Pennsylvania. Of those, 85 were born in Allentown.

Papers, Publications and Presentations

Mark A. Gittleman, MD, Division of General Surgery, was one of three surgeons recently invited to the meeting of the American College of Surgeons CPT-RUC Committee in Chicago, Ill., in March to discuss CPT coding for stereotactic and ultrasound guided breast interventional procedures. As a result of that meeting, the American College of Surgeons is working closely with HCFA and the AMA to implement policy changes for CPT coding in this area.

In addition, Dr. Gittleman was an invited faculty member for the American College of Surgeons course on **Image Guided Breast Biopsies** which was held June 27 and 28 in Chicago, Ill. Dr. Gittleman lectured on "Facility Design, Personnel, Equipment and Economic Factors." He was also a preceptor for the "hands-on" stereotactic course given at the meeting.

Houshang G. Hamadani, MD, Department of Psychiatry, was a faculty participant in the International Education in Psychiatry workshop which was part of the American Psychiatric Association Annual Meeting held May 17-22, in San Diego, Calif.

Indru T. Khubchandani, MD, Division of Colon and Rectal Surgery, recently returned from a European lecture tour at various centers. At the University of Genoa in Italy, Dr. Khubchandani moderated a quiz on

difficult unusual problems in colon and rectal surgery. At the University of Florence in Italy, he participated in a post-graduate course on Crohn's Disease and spoke on "Perineal Manifestations of Crohn's Disease." While at the University of Malmo in Sweden, Dr. Khubchandani gave Grand Rounds on Pelvic Physiology and Experimental Laboratory and Research. At the Annual Meeting of Spanish Society of Colon and Rectal Surgeons, held in Seville, Spain, he presented techniques of management of hemorrhoids, sphincter preserving surgery in cancer of the rectum, and management of acute anorectal infections.

In addition, Dr. Khubchandani served as program director of **Colon & Rectal Cancer: An International Symposium** which was held in the Auditorium at Lehigh Valley Hospital on June 21. The faculty included international speakers from Australia, Brazil, England, Japan, and Sweden.

"Non-Motor Symptoms of MS," a paper written by **Alexander D. Rae-Grant, MD**, Medical Director, Neurodiagnostic Laboratory, **Nancy Eckert**, Clinical Research Specialist, **Sharon Bartz**, Staff Assistant, and **James F. Reed, PhD**, Director of Research, was presented by Dr. Rae-Grant at the Canadian Congress of Neurological Science held in Saskatoon, Saskatchewan, Canada, on June 27.

(Continued on Page 9)

(Continued from Page 8)

Carolyn S. Scott, MD, and Andrea Waxman, MD, both from the Division of Primary Obstetrics and Gynecology, had two abstracts accepted for presentation at the April national meeting of the North American Society for Pediatric and Adolescent Gynecology held in Cincinnati, Ohio. "Alarming Incidence of Sexual Assault Among Suicidal Female Adolescents," an oral presentation, was co-authored with

Elizabeth Temple, John F. Campion, Division of Child/Adolescent Psychiatry, and James F. Reed, PhD, Director of Research. The presentation was made by Dr. Temple. The second, a poster presentation -- "Confidentiality and Minors" -- was coauthored by C. William Riedel, DO. The confidentiality and minors study has subsequently been written up in the *Medical Tribune* and the *Dallas Times*.

Upcoming Seminars, Conferences and Meetings

Psychiatry Grand Rounds

"Behavioral Symptoms in Alzheimer's Disease: Pharmacological and Non-pharmacological Interventions" will be presented on Thursday, July 17, from noon to 1 p.m., in the hospital Auditorium at 17th & Chew. Dr.

Stefanie R. Auer, Research Assistant Professor, New York University Medical Center, will be the featured speaker.

For more information, contact Bruce Curry in the Department of Psychiatry at 402-2810.

New 4A PCC Unit Telephone Directory

| | |
|--------------------------------|--------------|
| Director: Jane Borbe | x8714 |
| General Info: | x8745 |
| Admin. Partner: | x0329 |
| PCS: MaryJean Potylycki | x8777 |
| Fax: | x8763 |

| Room # | RN Cellular | "Server"/"Team" |
|---------------|--------------------|------------------------|
| 2-5 | x0324 | x8782 |
| 7-10 | x0325 | x8960 |
| 11-14 | x0326 | x8953 |
| 16-20 | x0327 | x8764 |

Who's New

The Who's New section of *Medical Staff Progress Notes* contains an update of new appointments, address changes, status changes, etc. Please remember to update your directory and rolodexes with this information.

Medical Staff

Appointment

H. Christina Lee, MD
(solo)
Family Fertility Center
241 N. 13th Street
Easton, PA 18042-3282
(610) 250-9700
Department of Obstetrics and Gynecology
Division of Gynecology
Section of Reproductive Endocrinology and Infertility
Provisional Active

Appointment to Leadership Positions

Robert Kricun, MD
Acting Chairperson
Department of Radiology/Diagnostic Medical Imaging

Elliot I. Shoemaker, MD
Vice Chairperson
Department of Radiology/Diagnostic Medical Imaging

Status Change

Thomas J. Renaldo, DO
Department of Family Practice
From Active to Affiliate

Larry W. Todd, DO
Department of Family Practice
From Active to Affiliate

Gregory S. Tomcho, DO
Department of Family Practice
From Active to Affiliate

Resignations

John M. Sherm, DO
(Macungie Medical Group)
Department of Family Practice
Affiliate

Edward Zebovitz, DDS
(Thomas P. Englert, DMD & Associates)
Department of Surgery
Division of Oral & Maxillofacial Surgery
Active

Change of Practice Affiliation & Address

Sandra Fogelman, MD
Adult Medicine and Geriatrics
1210 S. Cedar Crest Blvd.
Suite 1900
Allentown, PA 18103-6270
(610) 433-1441
FAX: (610) 402-1032
(Effective 7/15/97)

Allied Health Professionals

Appointments

Charlene M. Barletta, CRNA
Physician Extender
Professional
CRNA
(Allentown Anesthesia Associates - Dr. Maffeo)

Marjorie Ofrichter
Associate Scientific
Audiologist
(Department of Surgery, Division of Otolaryngology - Dr. Harwick)

Change of Supervising Physician and Status Change

Jean D. Rohal, CRNP
Physician Extender
Professional
From: Lehigh Valley Family Health Center - Dr. White
To: Good Shepherd Physician Group - Dr. Dorval
One Year Leave of Absence

Status Change

Dolores M. Kristofits, PhD
Associate Scientific
Psychologist
Additional One Year Leave of Absence

Policy No: AD 1202.00

Subject: Code of Ethical Behavior

Effective Date: June, 1997

Areas Affected: All Departments

Page: 1 of 4

I. POLICY

In recognition of Lehigh Valley Hospital's responsibility to our patients, staff, physicians and the community we serve and in order to provide a consistent ethical framework for its patient care and business practices, this organization adheres to a code of ethical behavior. It is the responsibility of every member of Lehigh Valley Hospital which includes the governing board, administration, medical staff members, and employees - to act in a manner supporting this organizational statement and its supporting policies.

Our behavior will be guided by the principle that all patients, employees, physicians, and visitors deserve to be treated fairly with respect and consideration.

We will:

- fairly and accurately represent ourselves and our capabilities.
- provide services to meet the identified needs of our patients and will seek to avoid the provision of services which are unnecessary or nonefficacious.
- adhere to a uniform standard of care throughout the organization to the extent possible.
- strive to provide quality care regardless of the setting in which that care is provided.
- bill for services in accord with applicable requirements.

II. SCOPE

All Personnel

III. DEFINITIONS

Personnel - includes, but is not limited to, all employees, medical staff, allied health professionals staff, students, volunteers, and others engaged in any activities in the LVH, excluding patients and visitors. (JCAHO)

IV. PROCEDURE

| | <u>Action</u> | <u>Responsibility</u> |
|----|--|---|
| A. | <p>Respect for persons - We will treat all persons, and particularly the patients we serve, with dignity, respect and courtesy. Patients (or significant others) will be involved in decisions regarding the care that we deliver to the extent that such is practical and possible. We will also seek to inform patients about the therapeutic alternatives and the risks associated with the care they are seeking. We will constantly seek to understand and respect their objectives for care. In all circumstances, we will attempt to treat patients in a manner giving reasonable thought to their background, gender, religion, or heritage.</p> | All personnel |
| B. | <p>Resolution of Conflicts - We recognize that from time to time conflicts will arise among those who participate in hospital and patient care decisions. Whether this conflict is between members of administration, medical staff, employees or the governing body of this institution, or between patient care givers and the patient we will seek to resolve conflicts fairly and objectively.,</p> <ol style="list-style-type: none"> 1. In cases where mutual satisfaction cannot be achieved between the patient and their care-givers, it is the policy of the hospital to involve the Patient Representative, the Patient Care Director or the Administrator on call to facilitate the resolution of conflicts. 2. Conflicts among staff that cannot readily be resolved are referred to the Department Head or the Employee Ombudsman. 3. When conflict occurs in medical decision-making that has an ethical component, the Ethics Committee is available as a forum for consultation. | All personnel Ethics Comm |
| C. | <p>Admission -We will admit and treat all patients in need of medical care without regard to sex, age, religion, race, creed, sexual orientation, color, national origin, ability to pay, handicap or disability, subject to the availability of hospital resources.</p> <p>In addition, there shall be no distinction among patients in determining eligibility for, or the manner of providing any patient service by or through the hospital.</p> | All personnel |
| D. | <p>Transfer - Within this organization we will provide appropriate care and service in a safe environment. For those patients who require services beyond our scope of practice, we will arrange transport to an appropriate facility.</p> | Physicians Nursing Clinical Resource Mgmt |

| <u>Action</u> | <u>Responsibility</u> |
|--|---|
| <p>E. Discharge - Working collaboratively with the patient, their family and the health care team we will assist the patient in developing a realistic plan for post hospital care. Each patient will be assessed as an individual, identifying the patient's needs, keeping in mind the right of the patient to self-determination. The Clinical Resource Manager will assist in setting achievable goals and tasks to be completed in order to reach these goals as the patient moves through the health care system. The Clinical Resource Manager will provide a link to community resources following an organized referral process.</p> | <p>Clinical Resource Management Physicians Nursing</p> |
| <p>F. Conflicts of Interest- We recognize that the potential for conflict of interest exists for decision makers at all levels within the organization. This includes members of the governing board, administration, the medical staff, and all other employees. It is our policy to request the disclosure of potential conflicts of interest so that appropriate action may be taken to ensure that such conflict does not inappropriately influence important decisions. The governing board, senior management, and/or the medical staff will review potential conflicts of interest (when appropriate) and take appropriate action. In the event a potential conflict of interest has a direct impact on patient care, the hospital may direct the Internal Auditing Department to assist in the resolution of this issue.</p> | <p>All Personnel</p> |
| <p>G. Fair Billing Practices - The organization will bill patients or third party payers for medically necessary services actually provided to patients and for services in accord with applicable requirements. The organization will provide assistance to patients seeking to understand the costs relative to their care and attempt to resolve questions and objections to the satisfaction of the patient.</p> | <p>Physicians Patient Rep. Billing Staff Registrars Medical Records Finance Vitality Plus</p> |
| <p>H. Marketing - To ensure an accurate depiction of the services available to current and prospective patients, we are committed to maintain truthful and unambiguous representations and descriptions of clinical services through all communications including advertising and marketing.</p> | <p>Marketing Public Affairs</p> |

V. **ATTACHMENTS**

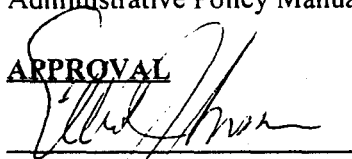
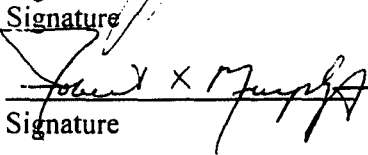
Applicable Policies:

- Access to Care - 5100.01
- Conflict of Interest - 1100.03
- Consent - 2100.00
- Contractual Agreements - General - 2400.00
- Ethics Consultation Process - 1600.06
- Management Philosophy and Authority - 1200.05
- Patient/Visitor Complaints - 1600.00
- Purchasing- Statement of Principles - 4500.00
- Refusal of Treatment - 2100.01

VI. **DISTRIBUTION**

Administrative Policy Manual

VII. **APPROVAL**

| | | |
|--|--------------------------|---------|
|  | President & CEO | 6/23/97 |
| Signature | Title | Date |
|  | President, Medical Staff | 6/23/97 |
| Signature | Title | Date |

VIII. **POLICY RESPONSIBILITY:**

IN COORDINATION WITH:

Ethics Committee

Legal Services

IX. **REFERENCES**

N/A

X. **REVISION**

Hospital reserves the right unilaterally to revise, modify, review, rescind or alter the terms and conditions of this policy within the constraints of the law, by giving reasonable notice.

XI. **OTHERS**

N/A

XII. **DATES**

Origination: June, 1997

Last Review: June, 1997

Next Review: June, 2000

LEHIGH VALLEY HOSPITAL

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and Chiefs of Divisions and Sections
1997-1998**

(Approved by Performance Improvement/Staff Development Committee
of the Board of Trustees - 6/4/97)

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Reproductive Endocrinology &
Infertility

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James Balducci, MD

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(Vacant)
Vincent Lucente, MD
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 Farhad Sholevar, MD Co-Chief

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(Vacant)

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Mark Cipolle, MD
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LEHIGH VALLEY HOSPITAL
1997-1998

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(Approved by Performance Improvement/Staff Development Committee of
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Medical Critical Care Director - Richard H. Snyder, MD
Surgical Critical Care Director - Michael D. Pasquale, MD

Cedar Crest & I-78 Site

| | |
|--------------------------------|---|
| Acute Care Unit | - Bryan Kluck, DO |
| Burn Unit | - Walter Okunski, MD/Kevin Farrell, MD |
| Central Nervous System Unit | - George Chovanes, MD |
| Dialysis | - James Kintzel, MD |
| Invasive Cardiology | - D. Lynn Morris, MD |
| Medical Intensive Care Unit | - Jay Kaufman, MD |
| | - Jay Cowen, MD (Associate Director) |
| Open Heart Unit | - David Gordon, MD |
| Operating Room | - Walter Okunski, MD (Co-Medical Director) |
| | - Thomas McLoughlin, MD (Co-Medical Director) |
| Progressive Coronary Care Unit | - Bryan Kluck, DO |
| Post Anesthesia Care Unit | - Karen Bretz, MD |
| Special Care Unit | - Jay Cowen, MD (Medical Director) |
| Shock Trauma Unit | - Michael Pasquale, MD |
| Surgical Intensive Care Unit | - Kamal Shah, MD |
| Transitional Open Heart Unit | - David Gordon, MD |
| Transitional Trauma Unit | - Kevin Glancy, MD |
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| | - Glenn Short, MD (Co-Director) |
| 4B (Pediatrics) | - Claire Bolon, MD (Co-Director) |
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| | - David Caccese, MD |
| 7A | - Robert Grunberg, MD |
| 7B | - Yehia Mishriki, MD |

Unit/Laboratory Directors

1997-1998

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17th & Chew Site

| | |
|---|--|
| Ambulatory Surgery Unit | - John Collins, MD |
| | - Walter Okunski, MD |
| High Risk Perinatal Unit | - James Balducci, MD |
| Labor & Delivery Room | - Orion Rust, MD |
| Mother/Baby | - Orion Rust, MD |
| | - Ian Gertner, MD |
| Neonatal Intensive Care Unit | - Ian Gertner, MD |
| Observation Nursery | - Ian Gertner, MD |
| Pediatric Ambulatory Surgery Unit | - John Harwick, MD |
| Post Anesthesia Care Unit | - Karen Bretz, MD (Co-Director) |
| | - John Collins, MD (Co-Director) |
| LVTSU (Hosp-based Skilled Nursing Facility) | - David P. Carney, MD |
| | - Steven A. Scott, MD (Associate Medical Director) |

| | |
|-----------------------|------------------------|
| 4S | - Vincent Lucente, MD |
| Adolescent Psychiatry | - John Campion, MD |
| Adult Psychiatry: | |
| - 6N | - Clifford Schilke, MD |
| - 6S | - Farhad Sholevar, MD |

Off-Site Programs

| | |
|--|-----------------------|
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| Adult Partial Hospitalization Program | - Ralph Primelo, MD |
| Guidance Program | - Susan Wiley, MD |
| Transitional Living Center | - Susan Wiley, MD |

Unit/Laboratory Directors

1997-1998

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Associate Director, Education - Victor R. Risch, MD, PhD
Associate Director, Cancer Control - Mark J. Young, MD

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Toxicology Lab - Gerald E. Clement, PhD (Technical Director)
Transfusion Medicine & HLA Lab - Bala B. Carver, MD (Medical Director)

06/4/97

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LEHIGH VALLEY**HOSPITAL**

Cedar Crest & I-78
P.O. Box 689
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