In an effort to provide patients and visitors with the most user-friendly visit possible, free Valet Services are offered at all three campuses.

Lehigh Valley Hospital—Cedar Crest & I-78
At Cedar Crest & I-78, valet services are offered from 6 a.m. to 6 p.m. One valet is stationed outside in the parking lot in front of the Main Lobby from 6 a.m. until 4 p.m. This individual assists patients, visitors, volunteers, staff or any other motorists needing assistance with where to park their vehicle or how to take advantage of the valet service. This valet is assisted by a Security Officer who also is available in the parking lot during the same time period.

If the visitor is directed to the hospital’s main entrance, he will be greeted by one or more of three other valet personnel. These individuals perform any and all tasks required to assure that the beginning of this visit is as enjoyable as possible. One of them will greet the visitor at his vehicle and ask if he needs assistance. If so, the valet attendant will open the car door for the visitor and direct him to the entrance, where he will be met by another valet who will open the door and direct him to the desk. If the visitor chooses to have his vehicle parked, he will be issued a ticket with a number that corresponds to the tag that is hung on the vehicle’s rear view mirror. The vehicle is then parked in an area in the Anderson Wing lot reserved for valet cars.

Once the visitor is inside, the receptionist at the Information Desk will provide directions to the visitor’s destination. A courtesy golf cart type vehicle is available to provide transportation to the Jaindl Family Pavilion to get the visitor as close to his destination as possible.

If the need arises, wheelchairs are also available. Upon completion of the visit, Security will be contacted with the parking tag number in order that the visitor’s car can be retrieved and brought to the front doors.

Lehigh Valley Hospital—Muhlenberg
Valet services at LVH-Muhlenberg are available from 5:30 a.m. to 9 p.m., and are very similar to those at Cedar Crest & I-78. A valet booth is located on the access road with a big orange sign stating “Information” and “Free Valet Parking.” The valet attendant will direct visitors to the entrance where they will be greeted. One difference is that LVH-Muhlenberg does not have a cart to transport. If necessary, patients are transported via wheelchair by either a valet, volunteer or transport aide. Another function for LVH-Muhlenberg valet is the shuttle van. Due to the heavy equipment during the construction project, a shuttle service has been instituted for employees. Shuttle vans run from the stone parking lot to wherever the employee wants to enter the building and then returns them to their car at their request. There is one van running constantly from 5:30 a.m. through 9 p.m., and at certain times of the day, there are two vans running.

Lehigh Valley Hospital – 17th & Chew
Valet services at 17th & Chew are very similar to those at Cedar Crest & I-78, except there is only one valet attendant available at a time. The other difference is the hours. At 17th & Chew, the valet service is available from 6 a.m. through 11 p.m., in order to accommodate the sleep studies that are performed Monday through Thursday. On Fridays, the valet service is available from 6 a.m. through 4 p.m.

If you have any questions regarding valet services, please contact Gerry Kresge, Director of Security, at 610-402-1077.
On September 14, LVHHN will launch a new, all digital radiology storage and retrieval system giving network physicians computer access to their patients’ x-ray, CT, MRI, ultrasound, and nuclear medicine images at the click of a mouse.

The system, called PACS (Picture Archiving Communication System), will provide the following benefits for LVHHN physicians and patients:

- Images will be available almost immediately after they are taken so they can be interpreted faster and treatment begun sooner.
- Films will not have to be picked up and returned to the file room, as all radiology images will be filmless.
- Images can be viewed by a physician on any network PC and in any LVHHN doctor’s office or home that is equipped with DSL or cable modem.
- Two or more physicians can access the same images simultaneously in different locations to consult on a patient case.
- Physicians can view a series of images taken over time and compare changes.

**Frequently Asked Questions**

**Who can have access to PACS?**

Physicians (staff and residents), physician assistants, nurse practitioners, and all other practitioners who currently look at radiographs as part of their clinical responsibilities.

**Who handles the training?**

Call Information Services at 610-402-1703 to schedule a training session.

**Who will answer clinical questions?**

Call the Radiology PACS Administrator at pager 610-402-5100 7227.

**How can physicians access this in their offices?**

If your office PCs are on the hospital’s network, you can use your PACS SSO (single sign on) button to launch the application. If you are not on the hospital’s network, you must have a high-speed connection to view the images.

**What if our patient is going outside of the network?**

Images will be burned onto a CD for your patient.

**If images are burned onto a CD, is there any different security policy?**

No, you would treat the CD just as you would standard films.

**Can physicians use a wireless laptop or Lifebook to view images?**

No, the current wireless network will not handle images.

**What about viewing images in the OR?**

The OR will be set up with monitors for viewing images. However, until the selection of the monitors for the OR has been finalized, selected films will be printed.

**What are the minimum computer requirements to run PACS?**

- CPU - Pentium 300 MHz or higher
- Memory - 512 Mb or higher
- Disk Drives - 1.5 Gb free hard disk space, CD ROM drive
- Monitor - 17" SVGA color monitor with 1024 x 768 resolution, small fonts
- NIC - 10/100 Mbps full duplex Network Interface Card
- Web Browser - IE 5.5
- OS - Windows 98, XP, 2000
- Peripheral SW - virus detection, (for Report Server Transcription workstations),
- Seagate Crystal Reports Professional 8.5 (for report design)
- Communications Protocol - TCP/IP
- Other - Mouse or other pointing device

On the implementation date, images from all clinical areas (except Cardiac, Maternal-Fetal Medicine, and Mammography) will be accessible online.

In addition, images have been archived over the past four months, enabling physicians to view archived studies from this time period.

PACS will have a dramatic and positive influence on the physicians’ ability to view images throughout the LVHHN network. Please make sure to schedule your doctor(s) for training on this exciting system before the “Go Live” date of September 14. Again, call Information Services at 610-402-1703 to schedule a training session.

If you have any questions or concerns regarding PACS, please contact Cathy Story, Chief PACS Administrator, at 610-402-8297.
New “Request for Patient Information” Form Introduced

In late June, the Health Information Management Department (Medical Records) introduced a new form designed to expedite requests for medical information for your patients.

The form has many advantages and efficiencies: (1) it can be office specific to save you time when you are submitting the request for information, (2) by utilizing a fax process, the Release of Information area will be able to process requests more quickly, and (3) the hospital will have documentation to validate requests for continuity of care.

A copy of the new form was sent to physician practices. If you did not receive a copy, please contact the Health Information Management Department at 610-402-3864 or contact the Release of Information Department at 610-402-8366.

When you receive the form, save the original as a master copy. If you have additional office locations, you can maintain a master for each office location.

Complete the office information (office name, address, telephone number, etc.) on the form so that you will not need to write your same information each time you request information.

Photocopy forms for your office use when requesting information on a patient from Lehigh Valley Hospital. Utilize a printed master copy each time you need to photocopy. This will preserve the quality of the document.

If at all possible, please request information prior to the patient’s visit to enable the Release of Information Department to return the information to you in a timely manner.

If you have any questions regarding this issue, please contact Susan Cassium, Operations Coordinator, Health Information Management Department, at 610-402-3864.

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Attention: Office Managers

On September 1, annual dues invoices will be distributed to members of the Medical Staff of Lehigh Valley Hospital. Timely remittance of dues is both requested and appreciated. If your practice includes more than one doctor, one check may be issued to cover all the doctors in the group — there is no need to issue individual checks. However, please enclose the remittance part of the invoice for each doctor in the envelope along with the check.

If you have any questions regarding Medical Staff dues, please contact Janet M. Seifert in Medical Staff Services at 610-402-8590.
LVHHN Launches Inpatient Influenza and Pneumococcal Vaccination Program

Inpatient settings have been identified by the Centers for Disease Control and Prevention (CDC) as an ideal venue to provide adult vaccinations. Studies have shown that about 40% of people who die of influenza or pneumonia have been hospitalized during the year prior to their fatal illness. Given those statistics, the hospital has been targeted as a setting in which persons at increased risk for subsequent hospitalizations can be identified and vaccinated.

The LVHHN Medical Executive Committee has approved standing orders for the influenza trivalent vaccine and pneumococcal polysaccharide vaccine (PPV) for eligible inpatients. Key elements of the inpatient influenza and pneumococcal vaccination program are:

- All inpatients over the age of 18 will be screened by a registered nurse (RN) for their eligibility to receive the influenza and or pneumococcal vaccine at the time of discharge.
- Screening for the influenza vaccine will occur from October through March.
- Screening for the pneumococcal vaccine will occur year round.
- The RN will follow the Interdisciplinary Medical Management Guidelines for influenza and pneumococcal vaccination and utilize a patient assessment form that outlines the criteria for eligibility (including the patient’s history of vaccination) along with the contradictions.
- Patients who meet the criteria for vaccination and lack any contraindications will be offered the vaccine. Patients may refuse the vaccine if they choose not to be vaccinated.
- Physicians who do not want their patient vaccinated must write, or place in CAPOE a DO NOT GIVE INFLUENZA/PNEUMOCOCCAL VACCINE order at any time prior to discharge.
- Patients who receive an influenza and/or pneumococcal vaccine will be given a wallet card containing the date and vaccine(s) received along with instructions to give the card to their primary care physician (PCP).
- An ongoing electronic immunization record will be maintained in LastWord for patients receiving vaccines. The immunization record will provide access to the patient’s vaccine history on subsequent admissions by the physician or RN.

Patients who have been vaccinated in the community by their PCP or other health care provider will not receive the vaccine based on their reported history.

Nursing homes in Pennsylvania are already required to offer influenza and pneumococcal vaccines to eligible residents. Furthermore, legislation (S.B. 769) has been introduced in Pennsylvania that would require hospitals to offer the influenza and pneumococcal vaccine to those individuals over 65 years of age who are hospitalized over 24 hours and for whom there are no contraindications. Screening inpatients for their eligibility to receive an influenza and pneumococcal vaccination(s) is also a JCAHO core measure.

A process to introduce the program to the pediatric population will be addressed in the future.

If you have any questions about this issue, please contact the Infection Control Department at 610-402-0687.

On the Lighter Side!

What we all feel like doing some days . . .
Bloodborne Pathogen Training Scheduled

OSHA requires annual bloodborne pathogen training for all personnel who have risk of exposure to blood or other potentially hazardous materials while working in a medical or dental office. The LVHHN Infection Control Department is offering a training program for physicians, dentists, nurses, office managers and other personnel who are responsible for providing annual OSHA Bloodborne Pathogen Standard training to their staff. Other topics discussed will be the new CDC Hand Hygiene Guideline, and infection control issues related to community acquired pneumonia, influenza and SARS.

The training program will be offered at Lehigh Valley Hospital, Cedar Crest & I-78, and Lehigh Valley Hospital-Muhlenberg as follows:

**Lehigh Valley Hospital, Cedar Crest & I-78**
5:30 to 6:30 p.m., Classroom #1, Anderson Wing
- September 16, 2004
- September 24, 2004

**Lehigh Valley Hospital-Muhlenberg**
5:30 to 6:30 p.m., First Floor Conference Room
- September 8, 2004
- September 15, 2004
- September 21, 2004

A nominal fee of $35.00 per person is requested which includes all handouts and materials. Light refreshments will be served. For registration information, please call the Center for Educational Development and Support at 610-402-2277.

For additional information regarding the training program, contact the Infection Control office at 484-884-2240.

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 November 1, 2004, 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.