

Medical Staff Minute

VOLUME 1, ISSUE 2 – AUGUST 2009



KEEP FOCUS ON PATIENTS WITH NOVO OFFICE ASSISTANT

Mountain Vista Medical Center (MVMC) is now offering a new way to address the exchange of information between hospitals and other providers in the community. The Novo Office Assistant is a small software program that performs routine tasks that are often done by the office staff, such as collecting and filing reports, placing orders or referring patients to other providers. The Novo Grid allows MVMC to offer practices a reduction in the cost and effort required to manage information exchange with the hospital and other providers in the community. In turn, this allows physician office staff to focus on patients, rather than on paper.

Novo becomes a member of the office staff and is trained according to the workflow requirements and system capabilities of the practice. The Office Assistant connects to the Mountain Vista Grid, enabling results and reports to be pushed to the practice. The Office Assistant will collaborate with the agent at the hospital to collect, sort, manage and present information in the requested format from the practice. A practice can define which information to exchange, with whom, and in what manner. Practices can also outline which results and reports they would like to receive according to established criteria (i.e., patient type, result type, provider role). The Office Assistant is trained to work in any physician practice environment and can exchange information in the most appropriate format (paper, document or electronic medical record).

There are several benefits of using the Novo Office Assistant, including:

- Reduced labor: practices can save hours per day in reduced paper handling efforts
- Timeliness: information is delivered to the practice within minutes of being posted
- Efficiency: practices define what information they want and what format they want it in
- Secure, private and audited: meets all HIPAA requirements for security and privacy
- Improved patient care: through more efficient information exchange

For more information, you can visit www.mvmedicalcenter.com/novo or you can contact Gina Hardaway-Holt, hospital services representative, at ghardaway-holt@iasishealthcare.com.

A NOTE FROM TONY MARINELLO, CEO

In our July issue of the *Mountain Vista Medical Staff Minute*, we discussed the upcoming release of patients' feedback through the HCAHPS survey (Hospital Consumer Assessment of Healthcare Providers and Systems). This is an important survey that is focused on the patients' perspective of the hospital care that they received while at MVMC. I want to thank you for your commitment to provide excellent care to our patients. In all of our different roles, we each have a significant impact on the hospital. As always, please don't hesitate to contact me if you have any questions or concerns.

PHYSICIAN TO PHYSICIAN A message from Jeffrey Proudfoot, D.O., FACEP, Chief of Staff

Patient communication is a high priority at MVMC. As Mr. Marinello mentioned above, the HCAHPS survey feedback was released and is now available to the public. This survey has a section dedicated to the communication between the patient and the doctors. I would like to remind our physicians of the importance of communication with our patients and how much this can affect patient loyalty. I appreciate your continued commitment to MVMC – you continue to impress me with your hard work and positive attitudes. Please let me know if you have any questions or concerns regarding this survey.

THIRD CATH LAB – COMING SOON

The third cath lab has been approved and is moving forward with architectural drawings. The new suite will be located on the first floor next to the current cath labs. Anticipated completion date is fall 2009.

PATIENT SATISFACTION UPDATE

In early July, MVMC's patients' feedback became available through the HCAHPS survey. You can access this information at www.hospitalcompare.hhs.gov. As the first national, standardized, publicly reported survey of patients' perspectives of hospital care, here at MVMC we are committed to providing excellent patient care at all levels. Our goal is to ensure that patients report physicians are always communicating with them. This includes treating the patient with courtesy and respect, ensuring that physicians are listening carefully, and clearly explaining the next step of the treatment plan.

We certainly have tremendous opportunity to influence the patient experience through continued communication. Within our inpatient units, each patient has a notepad where they can write questions for their physicians. Please take the time to ask, when completing your visit, "Is there anything else I can do for you?"

NEW PHYSICIANS ON STAFF

Victoria Alimov, M.D., Emergency Medicine
Shadwan Alsafwah, M.D., Interventional Cardiology
William Betz, M.D., Radiology
Ketan Davae, M.D., Radiology
John Hackett, M.D., Anesthesia
Roopesh Kantala, M.D., Hematology/Oncology
Mohamad Kharrazi, M.D., Anesthesiology
Gregory Marchand, M.D., OB/GYN
Michael Matchette, M.D., Telemetry/Radiology
Ravi Pande, M.D., Neurology
Ned Sciortino, D.O., Anesthesia
Deborah Summers, M.D., Surgical Assistant

AUGUST MEETING CALENDAR

August 3 Professional Practice Review Committee (PPRC),
6-7 p.m., Board Room
August 5 Medicine, noon, Classroom 1
August 6 Medical Education Committee, 5 - 6 p.m., Board Room
August 10 Credentials, 5-6 p.m., Administration
August 12 Cardiology Committee, 12:30 p.m., Classroom 1
August 17 Medical Executive Committee, 6-7 p.m., Board Room

REMINDER

If you did not receive or have not turned in your Physician Referral Profile form that was mailed out in early May, please fill out the attached profile form and fax back to Jamie Randall, (480) 358-6168.

If you have story ideas for future issues of the *Mountain Vista Medical Staff Minute*, please contact Jamie Randall at (480) 358-6145 or e-mail jamie_randall@iasishealthcare.com.

AUGUST BIRTHDAYS

Aug. 2 Jerrelle Copeland, M.D.
Ramvinay Seddabattula, M.D.
Aug. 3 Richard Dinsdale, M.D.
Aug. 4 Sunita Kalra, M.D.
Aug. 5 Robin Richmond, M.D.
Ronald Hyde, M.D.
Prabhjot Chadha, C.C.P.
Aug. 7 Stuart Lipskind, M.D.
James Lash, D.O.
Aug. 8 Jaskamal Kahlon, M.D.
Aug. 9 Timothy Bryan, M.D.
Todd Galle, D.P.M.
Aug. 10 Renee Little, P.A.
Anoop Duggal, M.D.
Aug. 11 Frederick Stack, M.D.
Aug. 12 Puneet Bhalla, M.D.
Aug. 14 Daniel Marino, M.D.
Aug. 15 Patricia Pinckard, N.P.
Mitar Vranic, D.O.
Russell Ortiz, N.N.P.
Aug. 18 Firas Joudeh, M.D.
Michail Orlov, M.D.
Jeffrey Kleinman, M.D.
Aug. 20 Radika Janga, M.D.
John King, M.D.
Aug. 21 William Feely, S.A.
Aug. 22 Sharron Gingrich, N.P.
Aug. 23 Emelia Annoh, M.D.
Tony Marinello, CEO
Druce Fu, M.D.
Jason Buchwald, M.D.
Aug. 24 Alphonse Ambrosia, D.O.
Jeffrey Alpern, D.O.
Aug. 25 Michael Matchette, M.D.
Aug. 26 Scott Coole, D.O.
William Eidson, P.A.
Aug. 27 Bindu Jayavelu, M.D.
Aug. 28 Umaima Fatima, M.D.
Zaki Lababidi, M.D.
Wookjin Chun, M.D.
Aug. 30 Yasir Shareef, D.O.



Mountain Vista Medical Center Physician Referral Service Profile

*The data included in this form is used by the Referral Service to provide information to callers. Please review it and make necessary changes. **Be sure to add information when blank.***

Name: _____

Gender: _____ Date of Birth: _____

E-mail address: _____

Language(s) spoken by physician/staff: _____

Practice Name: _____ Year in Practice: _____ Year in Area: _____

Office Location(s)

Office 1 Address:

Office 1 Phone:

Primary
Office Location

Office 2 Address:

Office 2 Phone:

Office 3 Address:

Office 3 Phone:

Please write in any items that are missing – circle all applicable items:

Specialty:

Primary:

Board Certified:

Accepts New
Patients:

YES or NO

YES or NO

YES or NO

YES or NO

YES or NO

YES or NO

YES or NO

YES or NO

YES or NO

YES or NO

YES or NO

YES or NO

YES or NO

YES or NO

YES or NO

Areas of Medical Interest:

Restrictions on new patients (age, etc): _____

Availability of appointments for new patients: 24 hours 2-3 days 1 week Other

Education:

Additional: _____

Please complete the Insurance Information on the next page. Also please print your name, sign and date at the bottom of the next page. Thank you for your participation in Referral Service.

Mountain Vista Medical Center Physician Referral Service Profile

Insurance Information

Most of the inquiries we receive request that we match physicians with a specific Insurance plan. Kindly take a moment to provide your information or you may also attach a current listing and we will update our system accordingly.

Please mark if you accept the following:

Medicare: Medicaid: Workman's Comp: Tricare:

A	Aetna	LWISE	LifeWise Health Plan
ABRAZ	Abrazo Advantage Health Plan	MCADV	Mercy Care Advantage
AZF	Arizona Foundation for Medical Care	MCHP	Maricopa Health Plan
AZMN	Arizona Medical Network	MCPLN	Mercy Care Plan
AZP	Arizona Physician's IPA (APIPA)	MULTI	Multiplan
BCA	Blue Cross Blue Shield of Arizona	NPPN	NPPN
BEST	Beech Street	PASH	PacifiCare/Secure Horizons
BPH	Bridgeway Health	PHHCC	Phoenix Health Plan/Community Connection
CADVA	Coventry Advantra	PHSRV	Prime Health
CHOIC	ChoiceCare Network	PINAL	Pinal County Long Term Care
CIG	CIGNA Healthcare	PLANV	PlanVista
CMANN	Care Management Network	PNCTW	Physician's Network Association
COVEN	Coventry	PP	PHCS (Private Health Care Systems)
EVC	Evercare	SCA	SCAN Health Plan
FIRST	First Health/CCN	SCF	State Comp Fund
FORT	Fortified Provider Network	SCH	Schaller Anderson
GLOBX	Global Excel Management, Inc.	TR	TRICARE Champus
GRHCC	Gila River Health Care	UFCAR	University Family Care
GW	Great-West Healthcare	UNA	UnitedHealthcare
HCA	Health Choice Arizona/Generations	UPCAD	University Physicians Care Advantage
HCCON	HealthCare Connect	UPHCG	University Physicians Healthcare Group
HNP	Health Net	USAMC	USA MCO
HUM	Humana		
INDIA	Indian Health Services		
INTHP	Integrated Health Plan		

Please list any other insurance plans:

I hereby certify that the above information, filled out in its entirety and submitted to the Referral Service is true and correct.

Sign here	
Print your name and title here	
Today's Date	

Fax completed form to: (727) 578-1295