

# OfficeLINK

A COMMUNITY RELATIONS PUBLICATION

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## Memorial Hospital *Outpatient Endoscopy Center*

Memorial Hospital has opened a brand new state-of-the-art Outpatient Endoscopy Center. The facility is located on the third floor of the Surgical Center of York building. It features four procedure rooms, nine pre-operative/recovery bays, two physician consultation rooms and a spacious, bright waiting area.

“We are very excited about the new facility,” said Laurie Yeakel, Endoscopy nurse manager. “The new space is beautiful and comforting for both patients and their families.” Laurie explained that they were able to design treatment rooms that are large enough that families can stay with their loved ones up until the time of the procedure.

“We are already hearing from our patients what a nice facility this is. Almost everyone has commented how beautiful it is,” Laurie added.

Physicians are also pleased with the new facility. The greatest benefit to physicians is the state-of-the-art equipment in the new center. Physicians also have their own work room equipped to meet all of their communication needs. The consultation rooms are patient friendly and allow physicians to have private conversations with patients in a relaxing environment.

If you would like to schedule a tour of the Memorial Hospital Outpatient Endoscopy Center, please contact Laurie at 815-2358.

### ATTENTION OFFICE MANAGER!

Please forward this newsletter to all office associates.

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## OfficeLink Quarterly Meeting

### **Date & Time**

Tuesday, December 9, 2008 • 11 a.m. to 1 p.m.  
*(A special holiday meal will be served.)*

### **Location**

Memorial Hospital's Staff Room

### **Topic**

Simply the Best

*Join us as we celebrate all of the awards we have received over the past year. You will also learn “what's new” at Memorial Hospital.*

### **Discussion points include:**

- Overview of Awards Received
- Memorial Hospital's Emergency Department Renovation Project
- Medical Advance Beneficiary Notices
- One Call Scheduling
- Billing, Authorization and Referral Policies
- Designated Lab Affiliates
- Participating / Non-Participating Insurance Companies
- Introducing Dr. Louis Costa
- How Can Memorial Hospital Better Serve Your Needs?

### **Presenters**

Memorial Hospital Associates

### **Sponsored by**

Memorial Hospital

**Please R.S.V.P. by calling Memorial Hospital's Community Relations Department at 849-5492 or email [ldanes@mhyork.org](mailto:ldanes@mhyork.org) by December 2, 2008.**

Get a boost for your holiday shopping!  
All attendees will be entered in a drawing  
for a \$50 Bon-Ton gift certificate.

Memorial Hospital is...

*Simply the Best*



Memorial Hospital

325 South Belmont Street · P.O. Box 15118 · York, PA 17405 · 717-843-8623 · 800-436-4326 · WEB: [www.mhyork.org](http://www.mhyork.org)



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## Create a Confidentiality Pledge for Your Office

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Privacy and confidentiality are critical topics that should be discussed with your staff on an ongoing basis. Individuals in the health care industry have more access to online patient information than ever before and need to understand the responsibility and obligation to respect patient privacy. It is a good idea to have a confidentiality pledge for staff to sign to ensure they understand and agree to confidentiality practices in your office. This should be paired with education as well.

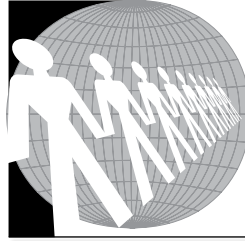
Below are some talking points for educational sessions and possible bullet points to assist you in creating your own confidentiality pledge:

1. I will only access information that I “need to know” in order to perform my job functions.
2. I can only access and share confidential information with the “prior written consent of the patient” except in situations specified in the HIPAA policy manual.
3. I will only access the “minimum amount” of protected patient health information needed to perform my job duties. I understand that even if I have the ability to access additional information, it is never acceptable to use this capability unless it is for a specific job-related purpose. Any additional access of patient information is considered a privacy violation.
4. I understand that patients have a right to come to this office for confidential treatment. I am not permitted to share this information with anyone, unless it is needed to perform my job duties and/or I have the consent of the patient. Even someone’s admittance to the hospital or treatment here is considered confidential.
5. I understand that confidential patient information found in a report, on a chart, or in the computer system is not to be shared with unauthorized persons. This includes anyone within or outside of my workplace setting.
6. I understand that patient information should never leave the office unless proper authorization is received.
7. I understand it is never acceptable to access patient information for “personal reasons” or convenience. This includes, but is not limited to, accessing friend’s or family member’s records or personal health records. Scenarios such as these are considered inappropriate access and are subject to disciplinary action.

... Confidentiality Pledge continued on next page

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## HUMAN RESOURCES CORNER



## Give a Compliment with Class

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If you have something nice to say about people, put it in writing. Handwriting, that is. It shows that you took extra time and care to recognize what they did.

## Stamped Signatures Not Accepted by CMS

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The Centers for Medicare and Medicaid Services (CMS) recently changed its regulations on signatures. Stamped signatures are no longer acceptable on any documentation that could be reviewed by your Medicare contractor. CMS accepts three types of signatures: those signed in pen, faxed signatures or electronic signatures.

## Six Tips to Become a Better Listener

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Let’s face it: Being a good listener is not as easy as it sounds. We’ve all drifted off into our own thoughts when we’re supposed to be paying attention to what someone else is saying. Maybe it’s because the subject matter is boring or the person is speaking in a monotone; maybe we’re distracted by some personal matter that worries us. Whatever it is, these tips can help improve your listening skills:

1. Listen more than you talk.
2. Stay focused on what the other person is saying, not on what you’re going to say next. Don’t plan a story you want to tell while the person is still talking.
3. Never finish another person’s sentences.
4. Resist the urge to dominate the conversation.
5. Give appropriate feedback, but don’t interrupt.
6. Occasionally mirror back short summations of what the other person is saying to keep your mind from moving on to other subjects and to assure the other person that you’ve understood what he or she has been saying.



## Paragon or Alpha?

When should I use Paragon and when should I use Alpha?

Paragon is Memorial Hospital's computer system used by physicians and physician offices to access patient information. It contains all vital patient information such as test results and insurance details.

The Alpha system is only accessible to physicians and is used for record (deficiency) completion and accessing previous patient information.

### Having trouble accessing Paragon?

Call Bonnie Duncan, Management Information Services Department, at 815-2765.

*Confidentiality Pledge continued...*

8. I understand when health information is needed for me, a family member, or any patient, a request must be made to the facility the records are from and the proper procedure for patient information release will be followed. This is in reference to information contained in hospital records that are accessible through on-line access.
9. I will not disclose my passwords to anyone. I understand I may be held responsible for the unauthorized use of my password.
10. If I have reason to believe that the confidentiality and security of my password has been breached, I will contact my office manager and/or facility who provided passwords to remote systems immediately so that my password can be deleted and a new code assigned to me.
11. I will not leave a terminal or computer unattended with my password and menu available.
12. I will not attempt to obtain another user's password nor will I attempt to access information in a computer system by using a password other than my own.
13. I will not attempt to access any unauthorized information through a hospital system or a system generated report. I understand that there are audit trails in place to ensure proper access to patient information.
14. I will report any and all confidentiality breaches to (insert contact name), Privacy Officer at (insert phone number).
15. I understand that privacy breaches and violations are subject to disciplinary action up to and including termination.

## Calendar of Events

### **Diabetes Self-Management Education Program**

This program offers information about managing and monitoring diabetes. The program focuses on general information about diabetes and the aspects of self-care. The classes utilize a comprehensive, interdisciplinary team approach to meet the National Standards for Diabetes Self-Management Education. The American Diabetes Association recognizes this education service as meeting the National Standards for Diabetes Self-Management Education. For more information or to register, please call 849-5461.

Location: Memorial Hospital

January 6, 13 and 20, 2009 • 9:30 a.m. to 12 p.m.

February 3, 10 and 17, 2009 • 6 to 9 p.m.

March 3, 10 and 17, 2009 • 9:30 a.m. to 12:30 p.m.

### **Tobacco Cessation Program**

This free, six-week program provides a comprehensive outpatient group approach to tobacco cessation. The goals of the program are to help individuals develop a better understanding of tobacco use, how to overcome the tobacco addiction, methods to cessation and how to live a tobacco-free life. The program is designed to provide individuals with a step-by-step approach to tobacco cessation in a group format. For more information or to register, please call 849-5463.

Location: Memorial Hospital

January 10, 17, 24, 31, February 7 and 14, 2009 • 9 a.m. to 12 p.m.

### **Nicotine Support Group**

The goal of the Nicotine Support Group is to share common experiences, learn about the power of nicotine and create a caring atmosphere. The Support Group is free to those individuals who are nicotine-free or who want to become nicotine-free. It doesn't matter what form of tobacco product you currently use or have used or even how many times you have tried to quit. Please call 849-5463 for more information.

Location: 1420 Sixth Avenue, Suite 3

Every Tuesday • 6:30 to 7:30 p.m.

*...Calendar of Events continued on back*





*Calendar of Events continued...*

**Blood Pressure Screening**

Individuals are weighed and their blood pressure is taken. This information is then recorded onto a chart for the patient. No appointment is necessary. For more information, please call 764-9729.

Location: Greenbriar Medical Center

First Thursday of every month • 10 to 11 a.m.

**Advanced Cardiovascular Life Support (ACLS)**

This class is designed for physicians, nurses and EMT's/paramedics. You must have your current Basic Life Support Healthcare Provider certification. This class offers a two-year certification from the American Heart Association. The class fee is \$187 for first time participants and \$107 for those individuals seeking re-certification. For more information or to register, please call 849-5462.

Location: Elmwood Mansion Conference Center

March 18 and 19, 2009 • 9 a.m. to 5 p.m.

April 2 and 3, 2009 • 9 a.m. to 5 p.m.

May 28 and 29, 2009 • 9 a.m. to 5 p.m.

# Bone Density Versus Bone Scan

Do you know the difference between a Bone Density Scan and Bone Scan? If you said no, you're not alone. When these tests are ordered, they are sometimes ordered incorrectly. A bone density study is used to determine if a patient has osteoporosis. A bone scan is used to detect stress fractures, infections, cancer and other areas of bone growth or breakdown.

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*...for seven years in a row!*



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