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Jessica Jefferies and Joanie Davenport, certified customer service collectors for CFR.

CFR provides friendly faces for patients and employees

Commonwealth Financial Resources (CFR) has made strides to make understanding and paying your bill a lot easier.

First, they launched a new online bill pay option in August 2010. Then late last year, CFR opened a satellite office in The Medical Center at Bowling Green so patients and employees can pay their bill, ask questions, or set up payment arrangements without having to leave the hospital. Jessica Jefferies and Joanie Davenport, certified customer service collectors, volunteered to move down to the new offices, located within the Outpatient Registration area.

Jessica says they have already heard positive feedback about their new location. "Answering questions over the phone can be difficult to do and confusing for the patient," she said. "Now, the patient can come to the hospital, sit down and show us their paperwork, and we can go over it together. I think the face-to-face aspect is a nice personal touch, too." Joanie has worked for CFR for 14 years, but she has always been behind the scenes as a biller. When she was given the opportunity to work face-to-face with patients and employees, she took it. "Sometimes, when people think of billing they only think about negative things," said Joanie. "I hope that by working with me and Jessica people will see that CFR has always been here to help."

At The Medical Center CFR location you can make a payment in person or simply drop your payment in the drop box located on a door in the Outpatient Registration area. You can set up an account to use payroll deduction to pay your bill, get help setting up your online bill pay account, ask questions about insurance or billing, pick up itemized statements for tax purposes, or discuss options for financial assistance. Jessica says one of the best parts of her job is when someone comes in with a zero balance statement after receiving financial assistance. "They come in with the statement and want to make sure that what they are seeing is correct. When I explain to them that it is correct, they are so happy and grateful. It makes me feel good that we [The Medical Center] are able to help them."

Even though Jessica and Joanie are no longer at the CFR offices, they still occasionally make time to join their co-workers for lunch. "We are just an extension of the same great customer service you can get at the CFR offices on the hill," says Joanie. "I'm just glad that now more people will be able to access that service in the convenience of the hospital."

Commonwealth Health Corporation's mission is to care for people and improve the quality of life in the communities we serve.



Upcoming Events

Vascular Screening

April 13

The Medical Center Health & Wellness Center located at 1857 Tucker Way off Cave Mill Road in Chandler Park. Preregistration required by calling 745-0942.

Assess your vascular health with three painless, noninvasive tests: carotid ultrasound, abdominal aortic ultrasound, and ankle/brachial index. These tests screen for disorders such as stroke, aortic aneurysm and lower extremity vascular disease. The cost is \$35 per screening or \$90 for all three. Members of Senior Health Network, Men's Health Alliance and The Women's Center can get all three for \$80.

Healthy Weight/Healthy Life

Tuesdays, April 17 through May 22

4 to 5 p.m.

The Medical Center Health & Wellness Center located at 1857 Tucker Way off Cave Mill Road in Chandler Park. Preregistration required by calling 745-0942.

This program helps you change your lifestyle in six short weeks. You will be coached by a health professional who will give you tips on everything from working out to dining out. The cost is \$50.

AARP Driver Safety Program

April 18

9 a.m. to 1 p.m.

The Medical Center Health & Wellness Center located at 1857 Tucker Way off Cave Mill Road in Chandler Park. Preregistration required by calling 745-0942; space is limited.

This course is designed to meet the specific needs of older drivers. Graduates of the program may be entitled to a discount on automobile insurance. Cost of the program is \$12 for AARP members and \$14 for nonmembers, payable to AARP at the first class.

Blood Sugar & Cholesterol Screening

April 19

8 a.m. to noon

The Medical Center Health & Wellness Center located at 1857 Tucker Way off Cave Mill Road in Chandler Park. Preregistration required by calling 745-0942.

Following completion of a brief heart risk assessment, staff from WKU Rural Health Institute will discuss areas of concern with you, measure height and weight, calculate BMI, and total cholesterol, and blood sugar (nonfasting).

Advance Directives Class

April 23

10 to 11 a.m. and 5:30 to 6:30 p.m.

The Medical Center Health & Wellness Center located at 1857 Tucker Way off Cave Mill Road in Chandler Park. Preregistration required by calling 745-0942; space is limited.

Social Worker Octavia Pendleton and Community Outreach Manager Stacy Carter, both with Hosparus, will discuss advance directives, a term that refers to your spoken or written instructions about your future medical care and treatment. This includes a living will, do not resuscitate (DNR) and power of attorney. Living will, DNR and power of attorney documents will be available and free of charge for those attending.

Pre-Diabetes Class

April 24

1 to 2:30 p.m.

The Medical Center Health & Wellness Center located at 1857 Tucker Way off Cave Mill Road in Chandler Park. Preregistration required by calling 745-0942.

The goal of this class is to help at-risk individuals reverse habits that lead to a diagnosis of type 2 diabetes. The class is intended for people with a fasting blood glucose between 100 and 125. Topics will include metabolic syndrome, exercise, diet and diabetes prevention. The cost is \$20.

Asthma Management Class

April 25

2 to 4 p.m.

The Medical Center Health & Wellness Center located at 1857 Tucker Way off Cave Mill Road in Chandler Park. Preregistration required by calling 745-0942; space is limited.

Denise Houchins, certified asthma educator with the Barren River District Health Department, will facilitate this two-hour class to help children and adults learn what happens during an asthma attack, steps that can be taken to prevent the attack, how to use an inhaler properly and the importance of developing an action plan. All participants will come away with an increased knowledge of asthma.

Save the date!

Women in the Arts Exhibit

Friday, April 13 and

Saturday, April 14 – 10 a.m. to 4 p.m.

Sunday, April 15 – 1 to 4 p.m.

The Medical Center Auditorium

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Expectant Parent Fair

Sunday, April 22 – 1 to 3 p.m.

The Medical Center Auditorium

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March of Dimes

March for Babies

Saturday, April 28

Registration will begin at 9 a.m.,

followed by the 3.5 mile walk
at 10 a.m.

Phil Moore Park in Alvaton

Watch 90 Seconds to Better Health

In early April, The Medical Center began airing a medical news program on WBKO titled *90 Seconds to Better Health*. The program includes a series of segments featuring physician interviews that cover hospital services, new technology, health conditions, etc. Watch for these upcoming segments that show why The Medical Center is Bowling Green's full service hospital:

Bariatric Surgery

John Oldham, M.D.

Tuesday, April 17, 6 p.m. News

Wednesday, April 18, AM Kentucky

Tuesday, April 24, 5 p.m. News

Wednesday, April 25, AM Kentucky

Abdominal Aortic Aneurysm

Michael Byrne, M.D.

Tuesday, May 1, 6 p.m. News

Wednesday, May 2, AM Kentucky

Tuesday, May 8, 5 p.m. News

Wednesday, May 9, AM Kentucky

Welcome to new CHC employees!



Standing, left to right: Jennifer Rhoades, Nursing; Stephanie Desman, MCS Acute Care; Lacey Spinks, 4B. Seated, left to right: Rhonda Jones, 4B; Tim Parish, 5B.



Standing, left to right: Jennifer McClard, CRSH; Heather Smith, 5C. Seated, left to right: Rhonda Barnett, 4C; Lindsay Huff, 5C.



Standing, left to right: Katie Procter, Food Services; Brittany Havener, Hartland Massage; Jillian Droste, Food Services. Seated, left to right: Marcus Vondracek, Pharmacy; Bobby Wimpee, Environmental Services.



Standing, left to right: Brook Butterfield, Lab; Lori Wilson, Central Sterile Supply. Seated, left to right: Amanda Parrigan, CRSH; Kristie West, Urgentcare.

Employees with Service Excellence!

April 2012

Ambassadors and Golden Pineapples are individuals who rise above day-to-day expectations. The monthly Ambassador award recognizes hourly and salaried employees; the quarterly Golden Pineapple is for supervisors and managers. If you would like to nominate someone for **Ambassador** or **Golden Pineapple**, nomination forms are available in your unit or department, and by logging on to Service Excellence through Citrix.



Martin Reiter
Golden Pineapple 2nd Quarter
Information Technology

"Martin often provides support to managers and staff in the background of our healthcare operations. He ensures that requests are handled efficiently and in a timely manner. He is respectful and considerate in his interactions with all of us, and views providing quality customer service as a priority. We appreciate Martin's 'can do' attitude and all he does to support our efforts in contributing to quality patient care and improvements in processes."



Gail Berry
Ambassador
Behavioral Health Services

"Gail is exceptional when it comes to customer service. She is devoted, committed, and works very hard to be sure the staff and clients have what they need. She cares about her work and everyone's well-being. We are so blessed to have Gail as part of our team."



Kacey Carter
Ambassador
The Medical Center – 6B/6C

"Kacey always gives 110% to our patients and staff members. She makes extra time for our patients, provides quality care, and performs her duties with professionalism and efficiency. Kacey always has a bright, cheerful attitude with our patients and her co-workers. We all our fortunate to have Kacey at The Medical Center."



Tim Hatton
Ambassador
Center Care

"Tim consistently provides patients, customers, and co-workers with exemplary customer service and professionalism. He is always kind and courteous to all. He has a positive attitude, always a smile, and is a wonderful team member."

*The Medical Center at Bowling Green, Franklin and Scottsville,
and Commonwealth Regional Specialty Hospital*

**Nurse of the Year and
Nursing Clinical Support Employee of the Year**

Voting begins April 20!

For more information, contact your unit manager.

A massage to help relieve chronic pain, headaches, and more!

Hartland Massage now offers Rehabilitative Massage—a 45-minute massage for individuals with chronic pain. You do not need a doctor's order or even a chronic condition to get this massage—it is for individuals who have a specific area they want to target during their massage.

In the past, Hartland Massage gave Rehabilitative Massages to patients who had a doctor's order—the massage wasn't available to the general public. But Brooke Hayes, Massage Therapy Coordinator, saw a need to offer the massage to clients who wanted to target a specific area, such as their lower back, neck or shoulders.

Rehabilitative Massage is often used in conjunction with other therapies, such as physical therapy. In this case, the therapist will talk with other medical professionals involved in the patient's care and take recommendations to focus the treatment area. "For example, if someone is receiving physical therapy for a

knee replacement," says Brooke, "their massage therapist will ask their physical therapist which muscles they want us to focus on. Then, the massage therapist develops a treatment plan unique to the client's needs." Rehabilitation Massage is also great for people who have chronic headaches. To relieve pain, the therapist may target the upper back, shoulders, and neck. The jaw may also be a focus for problems such as TMJ/TMD.

If you could benefit from Rehabilitative Massage or if you have questions about what injuries or problems are suitable for focused massage treatment, call Hartland Massage at 796-6838 or visit www.hartlandmassage.com.

Don't forget: CHC employees get 20% off massages and massage gift certificates (Massage Wellness Packages excluded). Discounts cannot be combined with other specials.

Accomplishments

Congratulations to the following recipients of awards issued by Bowling Green Technical College:

Award of Academic Excellence – Sheila Caldwell

In recognition of achieving excellence in the study of Respiratory Care exhibited by maintaining the highest program GPA.

Excellence in Leadership – Lisa Meador

In recognition for demonstrating outstanding leadership skills and integrity consistently exhibited toward fellow students in the Respiratory Care Program.

Overall Program Excellence – Marlena Woosley

In recognition of achieving excellence in academics, clinical proficiency as well as for the integrity consistently exhibited toward fellow students in the Respiratory Care Program. Marlena was also recognized as Overall Allied Health Student.

Women-in-Charge Luncheon

Understanding Your Medical Records

April 24

Noon to 1 p.m.

The Medical Center Auditorium. Cost is \$8 per person and preregistration is required by calling 745-1010.

Join Georgena Brackett, Director of Health Information Management at The Medical Center, as she discusses what kind of information is in your medical record, how to access/request your medical record and who can access it, the record in a hybrid state, and how Health Information Management staff create and maintain your medical record. The Women-in-Charge Luncheon series is designed to address the health concerns and professional interests of women.

Welcome to new CHC employees!



Standing, left to right: Cheryl VanMeter, Neurosciences; Carilla Goodman, Lab. Seated, left to right: Michael Dawes, Food Services; Melissa Allen, Infection Prevention.

Retirements



Judy Chandler, center, retired after 14 years of service in Employee Health Services. Congratulating Judy are Vicki Weaver, Director of Employee Health Services (left), and Lynn Williams, Vice President of Human Resources.



Mary Hendricks, center, retired after 15 years in The Medical Center Endoscopy. Congratulating Mary are Gayle Hooks, Ambulatory Services Clinical Manager II, and Betsy Kullman, Executive Vice President/Chief Nursing Officer.

PRIDE Ideas

March 2012

Michele Nation..... Scottsville Lab
Cheryl Best..... Scottsville Resp Therapy
Tammy Voyles Home Care
Annetta Proctor..... Care Coordination
Amanda Stidham Patient Registration
Elizabeth Sanders..... Radiation Oncology
Kristina Wimpee..... Pharmacy