

Helen Ann Lowery

Interview By: Beth Umstead

Front Desk for Operations/ **Medical Records for Treasure Coast**



We are pleased to feature an employee from the Treasure Coast – Helen Ann Lowery! Helen Ann has worked for Access Health Care for 8 years in the Port St. Lucie office. Her job duties cover a wide range of tasks including handling the front desk for the Operations Department and helping with the medical records for many of the offices on the Treasure Coast. From answering phones, working on medical records, performing clerical duties to creating spreadsheets for the offices, Helen Ann may best be known for her versatility! However, Helen's favorite part of her job is the satisfaction she gets from working with the wonderful people in her office.

Helen Ann graduated from Vero Beach High School and she visits her mother in Vero Beach often. However, she prefers the quieter side of Florida. This includes working in her yard or heading out on the boat to go fishing with her family and friends. Helen also

loves to go camping and hunting so she can truly enjoy the great outdoors.

Helen Ann is very proud of her family! She lives with Terry, her partner for 24 years and the father to their 18-year-old son, Beau (who recently graduated from high school) and 9-year-old daughter, Piper. Enjoying time with her family, spending time outside working in her yard or heading off to the beach are some of the fun things that Helen Ann loves to do when she's not at work.

Even though I discovered that Helen Ann is very humble about her work and her personal accomplishments, she does have a fun side. In addition, she loves to relax and watch her favorite TV shows like Blue Bloods and Criminal Minds. Best of all, Helen Ann patterns her life by her favorite quote which is "A smile is the most effective medicine!"

COWORKER COMMENTS:

- I think Helen Ann is great! She is always there when we need her, especially me. She always tries to help all those who approach her. I think she is very competent and capable in what she does!
- Helen Ann is nice, caring, loving, outgoing and a positive person that always thinks of others first! Well done Co-worker! I cannot express how much I appreciate your efforts. It's great to have someone as special as you to
- · Helen Ann is a remarkable employee who is multifaceted in many ways. Helen works very closely with many departments here at Access and is very well rounded. Known for her spreadsheet expertise, Helen Ann assists many departments in her daily scope of practice. As a longtime member of the Access family, she has expanded her capabilities and continues to grow each day. Her dedication to Access is impeccable and truly an inspiration to others. We are thankful for Helen Ann and her 4X a week Chinese food lunch breaks.... Beef & Broccoli with white rice please! Thank you Helen Ann for all of your dedication and hard work over time!!! You're truly a gem!!!
- I find it a blessing to work along with Helen over the years as she has proven herself to be consistent, knowledgeable, respectful, honest and a truly dedicated to the goals of Access Health Care.
- Helen =
- H-helpful and hands on
- E-extraordinary
- L-fast learner
- E-engaging
- N-nice to everyone
- Helen has proven to be a very vital part of the TC team. She works very diligently and is always willing to lend a helping hand. Her commitment is shown every day as she travels over an hour and a half to get to work on time. I have to say I am very proud to have her on my team and most importantly part of the Access family. Thank you Helen for all that you do!



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Physician & Highlight



Family Medicine

Extensive training in geriatrics, hypertension, diabetes, heart failure, and obesity

Sheetal Patel, M.D. is board certified in Family Medicine. She completed her residency training at Southside Hospital, an affiliate of North Shore Long Island Jewish Medical Center in New York. Dr. Patel completed her undergraduate and medical degrees in an intense six-year combined degree program in Debrecen, Hungary.

As a family practitioner, Dr. Patel covers a wide range of disciplines and stresses preventive medicine and health maintenance as a core philosophy. She specializes in the assessment and treatment of diabetes, hypertension, cardiovascular disease, asthma, COPD, osteoporosis, arthritis and the common cold and flu. Dr. Patel ensures that all of her patients are well educated about their condition and have all of their concerns addressed during their visit. She actively participates in programs designed to help educate her community on key health topics such as diabetes and medication management and works with many local affiliates to provide care for those that are unable to afford health insurance. Dr. Patel is married with 2 sons, who love soccer. Dr. Patel maintains admitting privileges at Regional Medical Center – Bayonet Point Hospital, Oak Hill Hospital, and Bayfront Health Spring Hill Hospital.

Dr. Patel also actively takes time to ensure affordability of medications for all patients and is well versed in the available programs for patients to get medications at a lower out-of-pocket cost (Local, web-based savings programs, vouchers, apps, and pharmaceutical company-based programs.) This has helped so many patients reduce their expenses on medications while they are on a limited budget. Dr. Patel's patients really love when she sits down and does this with them.

TO REQUEST AN APPOINTMENT: Call (727) 869-9079

Dr. Sheetal Patel practices at 13944 Lakeshore Blvd., Suite A, Hudson, FL 34667 youmatter@aurosmgmt.net



Inside Access:

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- ccess Departments Word Search ompliance Kudos West Coast un Stuff, Pariksith Singh, MD wins Oak Hill's Frist
- ndbreaking Held for WellCome OM Integral ng & Education Center

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Editor: Juan Triana / Assistant Editor: Beth Umstead Access our newsletters online @ www.ahcpllc.com



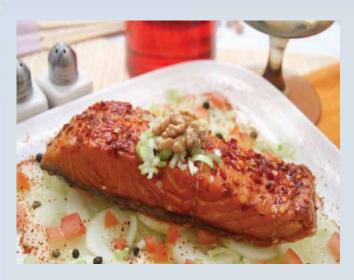
- Dietary and Food Tips By: Maria Scunziano-Singh, MD, NMD

Dietary and food tips to keep in mind if you suffer with/think you may have arthritis - from the desk of Dr. Maria Scunziano-Singh

Diet

For a positive change in arthritic symptoms, a change of diet to a whole food, unprocessed, high quality program can help. Choose food (preferably organic or grown without harsh chemicals) rich in:

- Antioxidants: Turmeric with BioPerine, Boswellia, ginger root, onions, garlic, cruciferous vegetables and MSM
- Extra virgin cold-pressed organic olive oil (uncooked): rich in monounsaturated fats
- Proteolytic enzymes: Bromelain, papain, rutin, chymotrypsin and trypsin, nattokinase, serrapeptase – all help reduce fibrin accumulation in the joints; a worthy addition to any program daily. All enzymes should be taken between meals three times a day.
- Omega-3 fatty acids: Fish oil, flaxseed oil, meal or seeds, chia, hemp
- Tart cherries: May be taken without added sugars
- Citrus bioflavonoids: Whole foods with Vitamin C
- Daikon root, turnips, carrots: All gently/lightly cooked
- Plant foods: A Vegan diet is best, with exceptions (See list below)





Foods to Avoid (For optimal results and health!)

- Nightshade vegetables like tomatoes, eggplant, potatoes, hot and sweet peppers (All have solanine, saponins, and lectins)
- Hydrogenated fats: Soy, sunflower or safflower oils
- Artificial foods and sweeteners
- Lima beans, red kidney beans: These contain lectins that can aggravate the joints
- Baked goods: No bread, cake, cookies, and most flour foods: may use rice or bean noodles a few times a week in place of pasta or bread.
- Dairy
- Gluten and flour (for the most part)
- Meat and poultry
- Shellfish

Cooking Types to Avoid (To protect the body from oxidation and toxic deposition into joints and other tissues. These methods will enhance what is called advanced glycation end products that will contribute to the breakdown of organ and joint function.)

- Barbecue
- Grilling over coals or on a stove with high heat and oils
- Blackening
- Frying
- Sugar-glazing and coating
- Smoking

Overall, it is wise to make every effort for the sake of healthier and happier joints!



Please join us in celebrating the

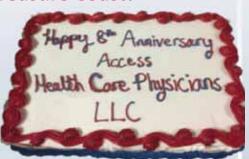
8th Anniversary of the
establishment of Access Health
Care operations on the
Treasure Coast!

the Connibusary

The Company opened its first offices on April 1, 2009.

Congratulations
Treasure Coast
physicians and staff for

your continued growth and success!



FINDING MAYNARD CONTEST

Be the first to find Maynard hidden within this edition of our newsletter and win an exciting prize compliments of our Compliance Department.

INSTRUCTIONS: Circle Maynard's picture, scan and email it to tubidia@ahcpllc.com.

SPECIAL NOTES: Maynard pictured in special event photos, on trophies, etc. do not qualify as being hidden or part of this contest. Also, to be fair to all offices, the **earliest** you may submit your entry is July 24, 2017 at 8:00 a.m.

One final request, please search for Maynard individually vs. a joint effort so that we may be fair in rewarding one person on each coast a prize. Thank you for your understanding.



Dr. Gene Godoy and the California Club Medical Center Staff

Compliance Kudos

Please join us in congratulating our 2016 Quarter 4 Highest Scoring Regulatory Audit Winners!

Congrats to **Dr. Gene Godoy** and his team for being the highest scoring office with a score of 94.2%!



Please join us in congratulating our 2017 Quarter 1 Highest Scoring Regulatory Audit Winners!

Congrats to **Dr. Pirani** for being the highest scoring office with a score of 97.7%!

In addition to housing the roving trophy over the next quarter, these teams will be treated to lunch courtesy of AHCP!

Will YOUR office be the next winner?!?



Dr. Shaheen Pirani and staff



Happy 16th Birthday to AHC!

Today, June 1st, marks the 16th birthday of a medical office that began as a single structure only to morph amazingly into a fleet of offices throughout multiple counties in the state of Florida. It was 16 years ago on this day that Access Health Care officially opened its doors to service the community of Spring Hill. What was once the home of a hardware store, the building at 5350 Spring Hill Drive became the mothership and then a hub of medical care services. With well over 100 offices now, the company has grown in every dimension as it has captivated the attention and admiration of not only its home community but those that extend beyond the Floridian borders and even to other countries!

A combination of talent from executive medical officers and providers, financial and operations officers, nursing staff, IT officers, business consultants, coders, billers, credentialing, human resources, property managers, case managers, quality, compliance, accountants, book keepers, legal, operators, clerical staff, technologists, therapists, couriers, record keepers, students, contractors, custodians and volunteers of all kinds, has

made this company run with top efficiency. It is wonderful to have so many work together to provide the best of care to the patients of all the communities where we carry our Access Health Care name.

Congratulations to the outstanding and dynamic teams that have helped develop a solid foundation for this ever-growing-well-beyond-its-age teenage company! It has taken a village to help raise this child and with the continued skill and expertise of all administrators and personnel, AHC will pave the way for the future of medical practices everywhere. This is our aspiration.

Let us celebrate this day as we reflect on all that we have done together and hope to build upon even more as we look to the future. Tremendous gratitude is extended to everyone who is a part of Access Health Care for your dedication and quality service.

Thank you,

M&P

June 1, 2017



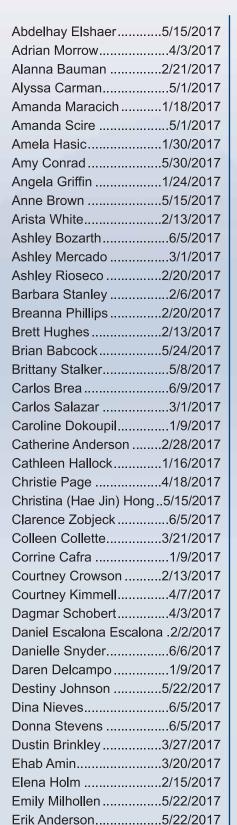


Dr. Maria Scunziano-Singh, Dr. Manjusri Vennamaneni, and Amy Bennett attended the 43rd Annual Student Recognition Banquet hosted by the Greater Hernando Chamber of Commerce and Pat Crowley, the CEO of the Chamber of Commerce. Held on April 27th, this special banquet recognized 55 Hernando County high-achieving senior high school students from both public and private schools. Access donated funds to promote excellence in education and was proud to recognize Katelyn Bowman as this year's recipient of Access Health Care's scholarship. Katelyn graduated from West Hernando Christian School and she is planning on going to UCF and major in Business Administration and Management.

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Welcome Aboard





Helen Garner-Woods	6/12/201
Hilary Hudgins	5/8/201
Irina Popa	6/19/201
Jacqueline Higgins	4/27/201
Jaime Noble	1/9/201
Jason Fitzgerald	5/18/201
Jennifer Drankwater	3/20/201
Jennifer Hisgen	5/30/201
Jennifer Rifenburgh	1/19/201
Jenniffer Lopez	1/26/201
Jessica Bobo	4/7/201
Jessica Ferrara	
Jessica Garner	2/22/201
Jessica McCudden	5/8/201
Joshua Hagen	
Juan Egas Valencia	4/1/201
Julie Bradford	
Kaitlyn Althaus	
Kathryn Harriott	
Kayla Frias Sabino	
Kelly Ferguson	
Kinsey Damron	
Kristen Jones	
Kristian Stevens	
Kristina Annan	
Kyle Wiertsema	
, Kymberly Carpenter	
Kyra Hilaire	
, Latora Lumpkin	
Laura Paul	
Leslie Escabi-Jenkins	
Lieter Medina Menedez	
Linda Ashley	
Lindsay Mauldin	
Lisa Whitson	
Lizbell Alicea	
Luis Ortiz Torres	
Madeline Gonzalez	
Maria Andryusky	
Maria Patatoukos	
Maria Guadalupe	
Marianne Golden	

Marta Pena	3/6/2017
Mary Dahlstein	1/9/2017
Mary Notrica	3/15/2017
Maryann Manson	2/9/2017
Melanie Banet	3/13/2017
Micah Hackler	2/14/2017
Michelle Eiland	5/10/2017
Michelle Jenkins	4/24/2017
Michelle Tobon Chaverra	4/10/2017
Miriam Sandoval	2/27/2017
Mirtha Benitez	3/31/2017
Nicholas Alonzo	3/20/2017
Nichole Yage	4/24/2017
Nicole Moore	2/13/2017
Olgamarie Chamorro	3/27/2017
Paige Carbone	5/1/2017
Quitina Flood	6/5/2017
Robert Davis	1/2/2017
Rosa Adele	.2/17/2017
Roxanne Gayle	5/1/2017
Ryan Maggie	
Samantha Cagno	
Sandra Turner	
Sara Stephens	1/9/2017
Shelby Riley	
Shelly Sturgis	
Shirulka Britton	
Sol Mendoza Siminski	6/14/2017
Stevie Stanley	1/2/2017
Sumukh Doddamane	
Ganesh	6/1/2017
Suzanne Evans	3/28/2017
Sylvie Lemire	2/22/2017
Tahira Mughni	3/28/2017
Tammy Pipkins	5/11/2017
Tammy Sutch	4/3/2017
Tara Nestor	3/13/2017
Thomas Digregorio	4/20/2017
Tia Scaffidi	
Tina Rhoton	
Victor Fontanez	5/17/2017
Yanet Diaz Ricardo	4/10/2017



...TO OUR PHYSICIANS WHO EARNED NATIONAL RECOGNITION FOR PATIENT-CENTERED CARE

NCQA Patient-Centered Medical Home™ standards emphasize enhanced care through patient-clinician partnership.

WASHINGTON, DC—The National Committee for Quality Assurance (NCQA) announced that Access Health Care Physicians, Dr. Dalton Benson, Dr. Jose Rodriguez, and Dr. Nathaniel Vinje, Dr. Maria Scunziano-Singh and Dr. Pariksith Singh, Dr. Ian Adam, Drs. Naresh and Lakshmi Menezes, Dr. Dhammika Ekanayake, and Dr. Syed Ali and Dr. Seema Nishat (pictured at right or on page 5), Dr. Maria Scunziano-Singh and Verna Runyan, ARNP, Dr. Michael Reynolds and Michelle Stokes, ARNP, Dr. Michael Reynolds and Michael Laird, ARNP, and Drs. Veselin Stoyanov and Dr. David Herndon (photos not yet available), received NCQA Patient-Centered Medical Home (PCMH) recognition for using evidence-based, patient-centered processes that focus on highly coordinated care and long-term, participative relationships.

The NCQA Patient-Centered Medical Home is a model of primary care that combines teamwork and information technology to improve care, improve patients' experience of care and reduce costs. Medical homes foster ongoing partnerships between patients and their personal clinicians, instead of approaching care as the sum of episodic office visits. Each patient's care is overseen by clinician-led care teams that coordinate treatment across the health care system. Research shows that medical homes can lead to higher quality and lower costs, and can improve patient and provider reported experiences of care.



L-R: Dr. Dalton Benson, Catherine Reese, Sara Obry, Angela Griffin, Maria Martinez, Terry Linstrom, James Aemisegger ARNP-C, Felicia Rader, Vanessa Jones, Dr. Jose Rodriguez, Dr. Nathaniel Vinje

L-R: Dr. Maria Scunziano-Singh, Diane Burhkardt, Katlyn Maves, Christina Goodwin . Not shown: Dr. Pariksith Singh and many of the staff at this location.





L-R: Jennifer Tuttle, Dr. lan Adam, Theresa Baxter, Jessica Livio

continued on page 5



Tracy Coburr
Medical Records

FINDING MAYNARD CONTEST

Tracy Coburn and **Bridgett Werry** tied for the West Coast "Find Maynard" contest in the December 2016 newsletter! Congratulations!

INSTRUCTIONS: Circle Maynard's picture, scan and email it to eumstead@ahcpllc.com.

SPECIAL NOTES: Maynard pictured in special event photos, on trophies, etc. do not qualify as being hidden or part of this contest. Also, to be fair to all offices, the **earliest** you may submit your entry is July 24, 2017 at 8:00 a.m.

One final request, please search for Maynard individually vs. a joint effort so that we may be fair in rewarding one person on each coast a prize. Thank you for understanding.



Bridgett Werry Operations

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The 2017 Greek Festival was held at the Hernando County Fairgrounds over three lovely days in early February. Access Health Care was well represented with a well-stocked booth of information to share with the public over the entire weekend.



Ashley Lutz, Compliance Department



Access Departments Word Search Answer Key

M	Α	T	N	Т	Е	N	Α	N	С	Е	S	R	Е	Т	R	U	0	С	М	C	W
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W!OW Winners! CONGRATULATIONS to our January through May W!OW Winners!

Kendra Wilson (Case Manager) Kendra has been a tremendous asset to our patients and providers alike at the hospital. Having her as a part of our team has made the transition from hospital to outpatient much easier for our patients. Her clear discharge directions have made hospital readmissions reduce dramatically. To top it off, she even ran to the ER with her cell phone and gave it to a patient so they could talk to me directly to prevent another readmission. That was above & beyond! Thanks Kendra for making our lives a little easier!

Amy Bennett (Compliance) Amy is a star! Everything she has a hand in is thorough and well-organized. ACES was run like a well-oiled machine and although we had an exceptional team, we know it was the way it was because of Amy being at the lead! She thinks about every single aspect of a project and makes sure nothing is missed. She even considers the "what if's"! She works well with others and is a great leader!

Cortney McKeiver (FO, Dr. Siddiq's office) Cortney is the true definition of the word W.O.W! She recently joined our team and with her positive attitude, wonderful smile and warm heart to all our patient's needs, she is a breath of fresh air! She goes above and beyond in her daily job duties to make sure everything gets done, the office runs smoothly, it looks great and she keeps everyone's spirits up high. Our office is going to achieve great success with her help!

<u>Denise O'Mara</u> (Medical Records) Having worked with Denise in Storage for over two years, I can tell you that her experience and expertise in Medical Records is unmatched! Her organizational skills are equally as impressive. What I've noticed about Denise is that, while she takes her job very seriously, she is a pleasure to work with, mostly because she is a team player. Great asset to ACCESS!

Marcela Wells (Dr. Ramos) Marcela is a superstar in our office! She is always willing to help everyone else no matter what she currently is working on, which is always a lot! Our patients all love Marcela and ask for her by name. Marcela has been a huge help in teaching all of our newer employees the ins & outs of their roles and the most effective methods of their responsibilities in the best way possible. She can go from FO to Vitals to any other role in our office without missing a beat, and everything she completes is flawless!

Ellen Hutt (Quality) Ellen makes Quality exactly what the name stands for "Improvement in product quality"! Ellen is always on time, she always has a great attitude, she's always willing to ask questions when she may not know something, and she is an asset to our department and this company! Ellen is the most detailed person when it comes to her work and without her, it would be hard to achieve a 5-Star! Keep up the great work Ellen!

Chris Goodwin (Drs. Singh & Scunziano) Chris has been an excellent addition to our team at the Main Office! She is very hard working, always helpful, never complains, and always has a great attitude throughout our crazy, crazy work day! Everyone enjoys working with Chris, and we are so very thankful to have her as a part of our team!

Michael Muchler (Dr. Muftah) Michael greets every patient every day with a smile! We have patients come in for their appointments excited to see him. He always brings a positive energy to the work environment, is always on time, never misses a day, is always willing to help out other employees and is such a hard worker. Michael goes above & beyond every day and is so selfless! We are so lucky to have him in our office!

<u>Cristina Mule</u> (*IPA Operations*) Cristina has been organizing our IPA Retinal Scanner Events to assist in raising our Diabetic Eye scores. Under her leadership we were able to increase the number of patients who received the necessary diabetic screenings last year, which helped us raise our HEDIS Star scores on all our plans. Additionally, Cristina is organizing more events for this year to help Access PCP's and the IPA raise their STAR scores.

Dahiana Bourdier (MA, Dr. Kung) Dahiana is an amazing asset to the Jensen Beach team! But her contributions don't stop with JB, as she is also willing to help other offices when asked. She will do this with a great attitude and willingness to help. Recently she filled in at another office while still helping at her home office. Dahiana has become an essential part of our team!

Sara Stephens (Dr. Reynolds & M. Laird, ARNP) Sarah has been an exemplary addition to our already excellent staff! She has become excellent with the EMR and the patients love her! She is proficient with injections, wound care and venipuncture. Sarah is proper, respectful and easy to relate to as my old patients have related things to her that they have yet to tell me!

Marina Matthews (FO, Summit Imaging) I would like to nominate Marina for really stepping up to the tasks that have been thrown at her over these past few months. After a long time employee transferred out, Marina confidently moved into her seat and took on many of her responsibilities. We recently added more employees to our staff and Marina has been there to help with their training. We have someone out on leave and once again Marina is a shining example of a good work ethic and team playing! She opens in the morning, stays late when needed and covers wherever needed. She does all this while staying calm & cool with that beautiful smile of hers! She is an asset to us at Summit and Access!

Jeanine Martin (Credentialing) Jeanine has been very helpful with provider candidates. In discussing the credentialing process with two candidates, Jeanine's guidance was needed. Not only did she answer all my questions, she was more than willing to speak directly to the candidates and answer all their questions and address any concerns they had. She is a busy lady but did not mind at all to take the time to help me out. I appreciate her pleasant demeanor and willingness to assist.

Anna Ward (Scheduler, Summit Imaging) Anna does not work in my department (FO) but she is always there for us if we need her to be! She has been flexible and reliable as our staff has been going through some transitions. She has changed her schedule at a moment's notice to help out and is even covering on some Saturdays when necessary. She is such a great asset not only in her own department but also at our Front Desk. She is well deserving of this award!

Amy Bennett (Compliance) I am nominating Amy not only for her amazing organizational skills since being promoted to a supervisory position recently, but because of her strong work and moral ethics as witnessed recently in our parking lot. There was an elderly couple who was asking if this was Dr. Juvvadi's building. Amy jumped off the golf cart and immediately began helping them by calling his office to confirm the appointment, explain that they were lost and would be late and then providing them with directions to reach his office. Her demeanor with this elderly couple was so soft and soothing, it spoke volumes as to the wonderful, giving person that she is. We are so lucky to have her as an AHC employee!

Merceil Gordon (Golf Cart Driver) Merceil is my rock! She holds down the golf cart service. She is always willing to help in any way she can, whether it's to train others or work extra hours. She cares greatly for the patients and she takes pride in providing great service to them and our employees. She remembers what car you drive and where you parked in the morning, what door to drop you off at, and if you are feeling under the weather she asks how you are feeling when she sees you again. We have over 100 people working at 14690 plus patients, interviewees, and other employees coming for meetings, she always makes the interaction personal. Merceil is exceptional and I wish we could clone her!

Each winner received a \$25 gift card and an award certificate.

Any Access employee can nominate another employee, as long as the form is signed off by a Physician, Manager, Team Lead or Department Head. What a great opportunity to say W.O.W! Outstanding Work!

Congratulations!...

...TO OUR PHYSICIANS WHO EARNED NATIONAL RECOGNITION FOR PATIENT-CENTERED CARE

(continued from page 4)

"NCQA Patient-Centered Medical Home Recognition raises the bar in defining high-quality care by emphasizing access, health information technology and coordinated care focused on patients," said NCQA President Margaret E. O'Kane. "Recognition shows that Access Health Care Physicians, LLC's above doctors have the tools, systems and resources to provide their patients with the right care, at the right time."

To earn recognition, which is valid for three years, these doctors demonstrated the ability to meet the program's key elements, embodying characteristics of the medical home. NCQA standards aligned with the joint principles of the Patient-Centered Medical Home established with the American College of Physicians, the American Academy of Family Physicians, the American Academy of Pediatrics and the American Osteopathic Association.

To find clinicians and their practices with NCQA PCMH Recognition, visit http://recognition.ncqa.org.

About NCQA

NCQA is a private, non-profit organization dedicated to improving health care quality. NCQA accredits and certifies a wide range of health care organizations. It also recognizes clinicians and practices in key areas of performance. NCQA's Healthcare Effectiveness Data and Information Set (HEDIS®) is the most widely used performance measurement tool in health care. NCQA's Web site (ncqa.org) contains information to help consumers, employers and others make more informed health care choices.



L-R Dennae Collins, Sandi McMcurchie, Dr. Michael Reynolds, Michelle Stokes, ARNP-C. Victoria Hendricks



Front Row L-R: Luz Santana, Arlene Scala, Stephanie Doherty, Dr. Lakshmi Menezes, Mary Ferguson, ARNP Back Row L-R: Daren Delcampo, Dr. Naresh Menezes, Jessi-Lynn Jones, Jessica Lyons, Rosa Adele

L-R: Kim Matthies, Dr. Dhammika Ekanayake, Ashley Wogan





L-R: Cathy Anderson, Heather Swansinger, Amanda Maracich, Michelle Garipoli, Dr. Seema Nishat, Dr. Syed Ali



L-R: Yolanda Thomas, Toni Baines, Aileen Walker, Dr. Jatin Sheth, Nancy Tucker



PATIENT PRAISE:

Dr. Amy Capoocia and Dr. Jennifer Laman's Office

- I had a very excellent visit with Dr. Amy Capoocia and staff who were kind, courteous and enthusiastic. They turned a stressful day into and awfully-laid back, better day. The staff, nurses and all the personnel were friendly and professional. At first glance, you are an excellent team."
- I have never had such excellent care in my life. Dr. Laman and Christa Conologue, ARNP are so attentive. They take their time, look you straight in the eye and cover all bases. I hope to stay with Dr. Laman as long as I can. The office staff go above and beyond as well. Totally satisfied."
- This office is always on time with appointments and very quick to refill RX's and/or handle other items. Dr. Jennifer Laman is extremely caring. never rushes but takes her time. All the office staff members are always helpful and friendly."
- I think you guys do everything extremely well. You are very caring and take time to listen to my pain levels and where it hurts. You also ask me if my meds are still being taken.

Dr. Robert Hartzell's Office

- Dr. Hartzell is wonderful and the staff is great!
- Everyone is very kind and courteous, both on the phone and in the office. Any time I need a referral, it is done in a timely manner. I am very happy with Dr. Hartzell and his staff!

Dr. Naresh Menezes' Office

- Stephanie Doherty is an outstanding employee and has gone above and beyond with helping me. Everyone in this office is very friendly and this is an outstanding doctor's office!
- Stephanie Doherty helped us get the medications we need for my husband. I just want to say how much we appreciate both Dr. Menezes and Stephanie

Dr. Jatin Sheth's Office

 I'd like to compliment a blood work technician at Dr. Sheth's office - her name is Eshanda Redding. It's the first time I've had blood work drawn and the next day, the whole area wasn't purple. Eshanda has a very nice personality, she's professional and I just want to say that I'm so glad that she's there!

Dr. Grigor Varlakov's Office

I saw Anita Grabowski, ARNP, today. She was very professional and listened to me carefully to help diagnose me correctly. I felt very

6

comfortable with the doctor and nurse - they make a great team! I've also seen Kathrvn Moulton-Gray, ARNP. She is an excellent doctor as well!

Dr. Maniusri Vennamaneni's Office

· Thank you for your caring ways! I want to thank you from the bottom of my heart for always treating my mom with respect.

Judith Sanders, ARNP and the Walk-In Clinic

The staff was so nice to me and went out of their way to stay with me until I calmed down. They were wonderful!

Case Management Department

 When I was in the middle of changing my PCP and needing referrals for an unexpected surgery, Jennifer Haney called and assured me she was on top of things and for me to quit worrying. Jennifer stayed in contact with me every step of the way up to my surgery. She also called after the surgery to see how I was doing, which is perfect by the way. I just wanted to make sure that you know that this young lady, in my opinion, is an asset to your company!

Treasure Coast - Jensen Beach Office

The front office staff in this office is great and I know that my needs will be met. Not only do I have wonderful provider care, the front office staff helps me with referrals, med refills and all my questions.

Dr. Sheetal Patel's Office





Nutrition/Healthy Weight Education Events



NUTRITION SERVICES IS PLEASED TO ANNOUNCE A FREE LECTURE SERIES **FALL 2017**

NUTRITION EDUCATION



PRESENTED BY: Robin O'Rourke, RDN, LDN

WHERE: 5382 Spring Hill Drive, Spring Hill, FL 34606

WHEN: 2:00 PM - 3:00 PM

September 19th

What is Fat? October 24th

Healthy Recipe Alternatives

November 21st

Holiday Eating

OPEN TO THE COMMUNITY! RSVP TO (352) 200-2190

RSVP:

15

PRESENTED BY: Robin O'Rourke, MAED, RDN, LDN

Registered Dietitian/Nutritionist

WHERE: 5382 Spring Hill Drive, Spring Hill, FL 34606 (352) 200-2190

2:00 PM - 3:00 PM WHEN

> September 14th & 28th October 12th & 26th

For any questions, comments or concerns, please call (352) 200-2190.



ACCESS IS PLEASED TO OFFER

WEIGH TO GO



SHARE GOALS AND SUCCESS STORIES

PEER SUPPORT

· RECIPES, MENU PLANNING, AND FOOD PREPARATION IDEAS

. OUESTIONS/ANSWERS

NEWS FLASH!

WELLCARE RECOGNITION AWARDS



Congratulations to Dr. Michael Reynolds who received a Patient Appreciation Award from WellCare in December!

The DRP Program includes measures which cover

Those who achieve DRP Recognition show their

Smoking and Tobacco Use and cessation



Congratulations to Dr. Robert Hartzell and Mary Cooper who received a Patient Appreciation Award from WellCare in 2016!

NCQA DIABETIC RECOGNITION

NCQA developed the Diabetes Recognition Program (DRP) to provide clinicians with tools to support the delivery and recognition of consistent high quality care. This voluntary program is designed to recognize clinicians who use evidence-based measures and provide excellent care to their patients with diabetes.

HbA1c control

Eye examinations

advice or treatment

Blood Pressure control

Nephropathy Assessment

areas such as:



Drs. Harish Madnani and Hend Abdelmalek and their Staff

peers, patients and others in the Diabetes community that they are part of an elite group that is publicly recognized for their skill in providing the highest-level diabetes care.

Congratulations to the nine Access Health Care providers have been recognized by the National Committee for Quality Assurance (NCQA) for

quality care for their diabetes patients!

- Pariksith Singh, MD
- Manjusri Vennamaneni, MD
- Hend Abdelmalek, MD
- David Herndon, DO
- Jennifer Laman, DO
- Harish Madnani, MD
- Sheetal Patel, MD
- · Danish Siddiq, MD
- Verna Runyan, ARNP





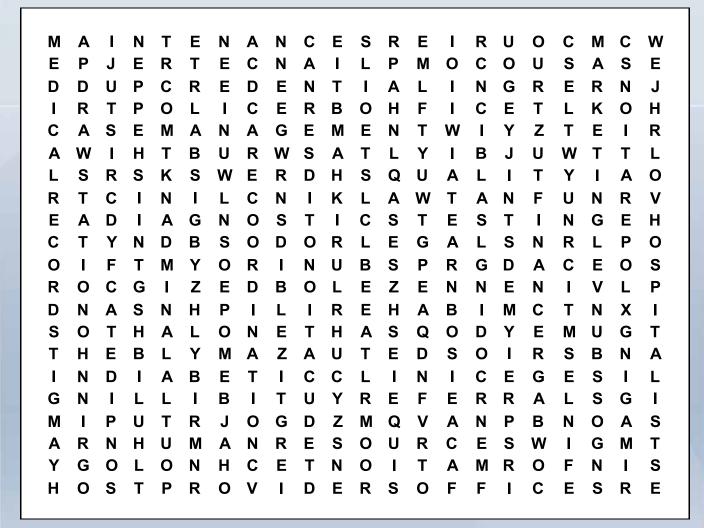
PARIKSITH SINGH, MD RECEIVES AWARD FROM INDIAN MEMBER OF PARLIAMENT

Pariksith Singh, MD, CEO of Access Health Care Physicians was recently recognized with a special award from La. Ganesan, a member of Parliament in India, for Dr. Singh's outstanding contributions towards healthcare. The award is called 'Shreshtha Vaidya Seva Ratna' award or the Special Doctor Service Award. The award was presented to him on April 29, 2017 in the auspicious presence of his Holiness Swami Brahmayogananda, Founder Acharya, Yoga Shanthi Gurukulam, Chennai, India.

Photo: Dr. Singh receiving Shresht Vaidya Seva Ratna (Exceptional Physician and Philanthropist) award from the Honorable Member of Parliament, Government of India, La. Ganesan.



ACCESS DEPARTMENTS WORD SEARCH



Can you find all of the following Access departments?

Admin	Diagnostics Testing	Maintenance
Billing	Draw Station	Marketing
Care Coordination	Education	Medical Records
Case Management	Finance	Operations
Coding	Hospitalists	Providers Offices
Compliance	Human Resources	Quality
Couriers	Information Technology	Referrals
Credentialing	Lab	Rehab
Diabetic Clinic	Legal	Walk In Clinic

Compliance Kudos



Please join us in congratulating our 2016 Quarter 4
Highest Scoring Regulatory Audit Winners:



Congrats to Dr. Ian Adam, Dr. Lalit Gupta and their team for being the highest scoring PRIMARY CARE OFFICE with a PERFECT SCORE - 100%!



Dr. Ian Adam and his staff are proudly creating their Wall of Fame with several Audit Winner awards – many with 100% Perfect Scores!! Congratulations!



Congrats to Dr. Imad Tarabishy and his team for being the highest scoring SPECIALIST OFFICE with a score of 99.4%!

In addition to housing the roving trophy over the next quarter, these teams will be treated to lunch courtesy of AHCP!

All members of Drs. Adam and Gupta's Team will also receive a gift card for their role in the office achieving a perfect score!

Will **YOUR** office be the next winner?!?

Please join us in congratulating our **2017 Quarter 1 Highest Scoring Regulatory Audit Winners:**





Congrats to Dr. Danish Siddiq and Dr. Vincent Alia with the Walk-in Clinic, and their staff, for being the two highest scoring *PRIMARY CARE OFFICES* with a **PERFECT SCORE-100%!**



Congrats to Dr. Kevin Palmer and Dr. Mallik Piduru and their staff for being the highest scoring SPECIALIST OFFICE with a score of 98.8%!

In addition to housing the roving trophy over the next quarter, these teams will be treated to lunch courtesy of AHCP!

All members of Dr. Siddiq's office and Dr. Alia with the Walk-in's Team will also receive a gift card for their role in achieving a perfect score!

Eat Right continued from page 12

9. Get Cooking

Preparing foods at home can be healthy, rewarding and cost-effective. Resolve to learn some cooking and kitchen basics, like how to dice an onion or cook dried beans. The collection of How do I...videos at www.eatright.org/howdoi will get you started.

10. Dine Out without Ditching Your Goals

You can eat out and stick to your healthy eating plan! The key is to plan ahead, ask questions and choose foods carefully. Compare nutrition information, if available, and look for healthier options that are grilled, baked, broiled or steamed.

11. Enact Family Meal Time

Plan to eat as a family at least a few times each week. Set a regular mealtime. Turn off the TV, phones and other electronic devices to encourage mealtime talk. Get kids involved in meal planning and cooking and use this time to teach them about good nutrition.

12. Banish Brown Bag Boredom

Whether it's a lunch for work or school, prevent brown bag boredom with easy-to-fix, healthy lunch ideas. Try a whole-wheat pita pocket with veggies and hummus or a low sodium vegetable soup with whole grain crackers or a salad of mixed greens with low-fat dressing and a hard boiled egg.

13. Drink More Water

Quench your thirst by drinking water instead of sugary drinks. Stay well hydrated by drinking plenty of water if you are active, live or work in hot conditions, or are an older adult.

14. Explore New Foods and Flavors

Add more nutrition and eating pleasure by expanding your range of food choices. When shopping, make a point of selecting a fruit, vegetable or whole grain that's new to you or

your family. Try different versions of familiar foods like purple asparagus, Honeycrisp apples, broccoflower or quinoa.

15. Eat Seafood Twice a Week

Seafood—fish and shellfish—contains a range of nutrients including healthy omega-3 fats. Salmon, trout, oysters and sardines are higher in omega-3s and lower in mercury.

16. Cut Back on Added Sugars

Foods and drinks with added sugars can contribute empty calories and little or no nutrition. Reviewing ingredients on the food label can help you identify sources of added sugar. Visit www.choosemyplate.gov for more information.

17. Experiment with more plant-based meals

Expand the variety in your menus with budget-friendly meatless meals. Many recipes that use meat and poultry can be made without. Eating a variety of plant foods can help. Vegetables, beans, and lentils are all great substitutes. Try including one meatless meal per week to start out.

For additional food and nutrition information, visit www.eatright.org.



The Academy of Nutrition and Dietetics is the largest organization of food and nutrition professionals. The Academy is committed to improving the health and advancing the profession of dietetics through research, education and advocacy.

Authored by Academy of Nutrition and Dietetics staff registered dietitian nutritionists.

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Editor's Corrections to the December 2016 Newsletter:

Dr. Anil Bahtia has moved to 11479 Cortez Blvd, Brooksville, FL 34613. For appointments, please call (352) 597-3511.

Eat Right

Food, Nutrition, and Health Tips from the Academy of Nutrition and Dietetics

17 Health Tips for 2017

Dedicate yourself to a healthy lifestyle in **2017** with these food, nutrition and physical activity tips.

1. Eat Breakfast

Start your morning with a healthy breakfast that includes lean protein, whole grains, fruits and vegetables. Try making a breakfast burrito with scrambled eggs, low-fat cheese, salsa and a whole wheat tortilla or a parfait with low-fat plain yogurt, fruit and whole grain cereal.

2. Make Half Your Plate Fruits and Vegetables

Fruits and veggies add color, flavor and texture plus vitamins, minerals and fiber to your plate. Make 2 cups of fruit and 2 ½ cups of vegetables your daily goal. Experiment with different types, including fresh, frozen and canned.

3. Watch Portion Sizes

Get out the measuring cups and see how close your portions are to the recommended serving size. Use half your plate for fruits and vegetables and the other half for grains and lean protein foods. To complete the meal, add a serving of fat-free or low-fat milk or yogurt.

4. Be Active

Regular physical activity has so many health benefits. Start by doing what exercise you can for at least 10 minutes at a time. Children and teens should get 60 or more minutes of physical activity per day, and adults should get two hours and 30 minutes per week. You don't have to hit the gym—take a walk after dinner or play a game of catch or basketball.



5. Fix Healthy Snacks

Healthy snacks can sustain your energy levels between meals, especially when they include a combination of foods. Choose from two or more of the MyPlate food groups: grains, fruits, vegetables, dairy, and protein. Try raw veggies with low-fat cottage cheese, or a tablespoon of peanut butter with an apple or banana.

6. Get to Know Food Labels

Reading the Nutrition Facts panel can help you shop and eat or drink smarter.

7. Consult an RDN

Whether you want to eat better to lose weight or lower your risk or manage a chronic disease, consult the experts! Registered dietitian nutritionists can help you by providing sound, easy-to-follow personalized nutrition advice.

8. Follow Food Safety Guidelines

Reduce your chances of getting sick by practicing proper food safety. This includes: regular hand washing, separating raw protein foods from ready-to-eat foods, cooking foods to the appropriate temperature by using a food thermometer, and refrigerating food quickly at a proper temperature to slow bacteria growth. Learn more about home food safety at www.homefoodsafety.org.

continued on page 13

FUN STUFF!!! QUALITY DEPT AND RED NOSE DAY



What is Red Nose Day? This fun fundraising day began in the UK when Comic Relief used comedy acts to raise money to help end child poverty. The very first Red Nose Day was launched in 1988 in the UK and started in the USA in 2015. Since its start, the Red Nose Day movement has raised over \$1 billion globally and over \$60 million in America. As you can see, the Quality Department is excited to be part of this great cause!

Congratulations to Dr. Jennifer Laman and family on the birth of Ethan David Laman! Ethan was born on April 19th and weighed 5 lbs. 12 oz.





on February 10th and weighed 5 lbs. 15 oz. Amanda, her fiancé Ryan and son Tanner are all excited about welcoming Harper into the family!

Congratulations to Audi and Allen Landriault on the birth of their daughter, Audre'ya Michel! lbs. 10 oz.

Audre'va was born on January 13th and weighed 6



Dr. Singh (right) receives a commemorative plaque outlining his recognition from hospital CEO Mickey Smith.

Oak Hill Hospital Recognizes Pariksith Singh, MD, as Its Frist Humanitarian Award Winner for this Year

Oak Hill Hospital recently recognized Pariksith Singh, MD, as this year's Frist Humanitarian Physician Award winner.

The Frist Humanitarian Award was founded in 1971 and honors outstanding individuals for their humanitarian and volunteer activities. It is one of HCA's Awards of Distinction and is one of the highest honors that HCA bestows on employees, physicians and volunteers. Named in honor of Dr. Thomas F. Frist Sr., a founder of HCA and renowned humanitarian, this award recognizes individuals whose daily dedication and caregiving epitomize the highest standards of quality and personal commitment.

About the Award

In order to receive the Humanitarian Award, the recognized physician must display a concern for the well-being of others beyond his/her dayto-day responsibilities. The physician must embody the Mission, Vision, and Values of Oak Hill Hospital and that of a true humanitarian.

About Pariksith Singh, MD

In recognizing Dr. Singh, his nomination included the following:

- 1. He provides excellent healthcare to the community.
- 2. He puts his patients first.
- 3. His actions speak louder than words.
- 4. He shows respect for everyone.

As the Frist Humanitarian Physician of the Year award winner, Dr. Singh receives a \$500 donation to a favorite charity in his name, a 10k gold Frist lapel pin, and a certificate of recognition.

Groundbreaking Held for

Well Come OM

Integral Healing & Education Center





On March 2, 2017, a Groundbreaking Ceremony was held at 4242 Lake in the Woods Drive, Spring Hill for the future WellCome Om Integral Healing & Education Center. Spearheaded by Dr. Maria Scunziano-Singh, the new facility's mission statement states, "Our goal at the center is to embrace and educate our fellow humans individually and collectively in harmony for the attainment and sustenance of health, peace, and fulfillment in life."

The center will consist of three buildings nestled on six acres of land with beautiful gardens, pathways and a natural habitat to promote an eco-friendly and sustainable environment. Whether you seek the help of a medical doctor with a naturopathic background, an acupuncturist, master herbalist, yoga instructor, cooking instructor, life coach, counselor, Reiki or massage therapist, or a place to meditate, the center will offer these services and more. Other special experiences planned for the center include class instruction on healthful cooking, nutritional counseling, tai chi, qi gong, classic dance, music and light therapy, stress management and organic planting.

For more information on this exciting new project opening in early 2018, visit www.WellComeOmCenter.com or call 352-606-2937.









Valentine's Day Door Decorating

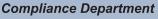






Billing/Coding Department







Care Coordination Department



Human Resources Department



Accounts Payable Department



Operations Department



Referrals/Collections Department