

# Employee Spotlight

## Holly Hall

### Front Desk at Access Management Corporate Office

Interview By: Beth Umstead



When anyone calls the Corporate office at Access Management, Holly Hall is the friendly voice answering the phone. Holly does a little bit of everything for the front office including answering phones, sorting mail, working with the couriers, directing walk-in traffic and listening to employees share their stories on a daily basis. When asked what she likes most about her job, Holly says, "I love interacting with people and helping them solve problems!"

Before starting at Access over a year ago, Holly worked for 20 years as a Licensed Real Estate Title Agent and has had special training as a closing/signing agent. She also worked for three years as a Certified Nursing Assistant (CNA). Now, as the receptionist for the Corporate Office, Holly uses her people skills to assist a variety of needs and requests in a very busy work environment.



When she first started working for Access, Holly was a little concerned how the work environment was going to be, but was surprised to discover that the majority of her co-workers are good souls. She states "Everyone is going through their own struggles, yet they manage to let their good hearts shine through. I enjoy coming to work every day because this is what I choose to do!"



Holly is very proud of her family heritage as the middle child of 7 to parents of Hungarian descent. She also has a daughter and son of her own, and Holly loves to say "my daughter was kind enough to give me the Best Grandson Ever!" In fact, her "Grandma" name has been "Deemee" for the past 9 1/2 years.

When Holly isn't at work, she enjoys working on easy, "low-expectation" crafts. Right now, her creative work is in the form of beaded spiders. (Author's note – they are beautiful!) She also loves spoiling her grandson and proudly shares that she is a high ranking member of the SGC – The Spoiling Grandkids Club!



Some interesting facts about Holly include she was once "Holly Jolley" when married for 10 years – until the "Jolly" fell off, she jokes. Also, she used to have 14 rescue Pekingese dogs at one time, varying in age from 2 to 13 years old. Holly enjoys watching movies, and her favorite actor is Tom Hanks. When asked about her favorite quote, Holly answered "The best revenge is living well!"

#### EMPLOYEE COMMENTS:

- Holly always keeps it real. She is also very friendly and helpful. She has a good heart.
- Holly is a very friendly, funny person who always helps with whatever problem we have and needs to be resolved.
- One of the most important jobs in this office is Holly's job. Holly is the heart of this office, everyone counts on her, and she is truly our "Go To" girl. She is insightful, a great part of our daily life, and we count on her for so many things around here. It's such a great pleasure to work with Holly.
- Holly is the Best! For someone who deals on a daily basis with all of the "Personalities" of Access Health Care and its patients and not have a "Mental Health" Counselor on Speed Dial is "Someone Very Special". We have had many a Receptionist at the Front Door of Access Management but Holly has continued to come through those front doors each day smiling and taking charge of the Reception Area and everything else that lands in her space. Kudos to Holly, she is the "Courier Mum", "Get it done Mum" and the "Just Do it and get it out the Door" Mum. She is my friend and coworker. I love you Holly!

Great Job!



# Accessing Access

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## Physician's Highlight

### Dr. Fadi E. Nakhl

#### Hematology, Medical Oncology



Fadi E. Nakhl, MD, completed a fellowship in medical oncology and hematology at Nalitt Institute for Cancer & Blood Related Diseases at Staten Island University Hospital in Staten Island, New York. He also completed a residency in internal medicine at Staten Island University Hospital and received several awards and certificates of achievement while there. He earned his medical degree from Lebanese University Medical School in Beirut, Lebanon, where he also completed an internship.

Dr. Nakhl is certified by the American Board of Internal Medicine in medical oncology, hematology, and internal medicine. He is a member of the American Medical Association, the American Society of Clinical Oncology, the Florida Association of Medical Oncology, and the Lebanese Medical Association.

Currently, Dr. Nakhl practices at Advanced Cancer Treatment Center which offers state-of-the-art, personalized care and is the oncology and hematology arm of Access Health Care. The clinical team is led by Richard Caradonna, MD, V. Rao Emandi, MD, FACRO (Fellow of the American College of Radiation Oncologists), Fadi Nakhl, MD, and Oleg Gligich, MD. They are also joined by Elizabeth Morgan, ARNP, AOCN (Advanced Oncology Certified Nurse). This team represents 125 years of cumulative experience in various aspects of oncology.

During his free time, Dr. Nakhl enjoys tennis, swimming, and music.

Dr. Fadi E. Nakhl practices on the campus of Oak Hill Hospital at:

**Advanced Cancer Treatment Center (ACTC)**  
11373 Cortez Blvd., Suite 200, Brooksville, FL 34613

To schedule an appointment, please call 352-597-4998.



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

Photo Bottom Right: Advanced Cancer Treatment Center Team  
Pictured L-R: Elizabeth Morgan, ARNP, V. Rao Emandi, MD, Richard Caradonna, MD, Fadi Nakhl, MD, and Oleg Gligich, MD

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# Living a More Balanced Life: Transform the Energy



By: Maria Scunziano-Singh, MD, NMD

A balanced equation can be simply expressed as:

- **What goes in = What comes out.**

This is also true in life when it comes to energy. In life, the balanced equation could be expressed as:

- **All Energy in = All Energy out.**

So, life is all about energy and its various forms. In terms of the physical, measurable world, energy can be in the form of food, radiant solar light, heat, gravity, chemical energy, and electrical energy that are all universally and naturally present. On the other hand, there are forms of energy that cannot be easily measured, if at all. This includes emotions, thoughts, ideas, and behavior. Whether measurable or not, all these forms of energy are interrelated and co-existent.

To live a more balanced life, we can help transform a lot of energy by making conscious decisions. It is not too hard to do, but it does take effort. Moreover, transforming energy truly needs to be done!

The beauty of energy in life is in its natural balance, but it can get very ugly when humans make poor decisions. Here are some decisions that cause energy imbalances:

- Disrespect towards life – this includes all of life on this planet
- Assumptions that someone or something else is taking good care of things or concerned about energy matters
- Ignorance and unwillingness to change or learn
- Inattentiveness or lack of awareness
- Poor understanding of the powers of nature
- Artificial and synthetic ingredients bombardment
- Useless and harmful food and drinks
- Gluttony with food and other habits
- Excessive animal and fish products as well as milk
- Sugar abuse
- Substance abuse such as smoking, consuming alcohol, etc.
- Being ungrateful
- Hate and greed

So, how can you live a more balanced life?

Stop, Look and Listen!

Start with these steps:

- Become aware of everything you do – what you say, your breath, your food.
- Focus on health and not disease.

- Positive thinking is essential.
- Be open and willing to change.
- The past is gone – let it go and move forward.
- Move your body as much as you can daily.
- Get the waistline in its proper shape. No Excuses – This is a must!
- Eat plants that are free of toxins.
- Take in whole foods daily – any that are not altered are whole.
- Home grown or organic foods are best for the highest nutritional contents.
- Use plant proteins for most of your diet plan.
- Respect animals, fish, and all creatures – nurture and love them!
- Be aware of animal lives taken virtually every moment. It is a hard thought, but you can help change it...
- Eat less fish.
- Eat less shellfish and poultry.
- Eat less or no meat.
- Eat less or no dairy.
- Do not add sugar.
- Use naturally sweet seasonings.
- Be rid of artificial ingredients – It's your life!
- Choose the most natural living environment for you, your family and your pets. Home should be made of non-chemicalized natural woods and earth-friendly materials.
- Play with your family and friends – touch them!
- Meditate daily.
- Spend time out with nature daily.
- Keep the mind very busy while awake and stop to recharge it often for a moment or two.
- Sleep without electronics in your room.
- Say thank you to everything and everyone at every chance you get, in your own personal and public way.
- Do not support abuse, violence, or discrimination. This does not mean "do nothing", but instead, take positive action.

When you make respectful, conscious decisions for yourself and life around you, you will see how a natural balance manifests itself. Best of all, the world will probably be a better place with you!



## Halloween Contest Winners

Congratulations to our Halloween Contest Winners from the St. James Office!

(Lunch photo left) Pictured L-R: Melanie Caballero, ARNP, Laura Paul, Bianca Castillo

(Three Blind Mice photo right) Pictured L-R: Laura Paul, Bianca Castillo, Melanie Caballero, ARNP



## TREASURE COAST'S 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 February 22nd 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.



Finding Maynard Winner  
Rosalba Alfonso

## Compliance Kudos



Pictured L-R:  
Cathleen Hollack,  
Lindsay Mauldin,  
Dr. Elizabeth Hatz



Please join us in congratulating our **2017 Quarter 2 Highest Regulatory Audit Winners!**

**Congrats to Dr. Elizabeth Hatz and Staff** for being the highest scoring office with a **score of 91.3%!**

Please join us in congratulating our **2017 Quarter 3 Highest Regulatory Audit Winners!**

Congrats to **Dr. Shaheen Pirani and Staff** for being the highest scoring office with a score of **95.4%!**

Pictured L-R: Holly Lascell-Coldiron, Teri Micochero, Lynne Luebker, Michelle Beaty, Bonnie Morris

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



## PATIENT PRAISE – TREASURE COAST

**Dr. Shammi Bali and Staff**

*I have been a patient at this office for many years and find that all the doctors or assistants are very efficient and thorough. Dr. Bali is extremely efficient and I always feel that she takes a personal interest in my health and well-being.*



## Dr. Van Nguyen participates in Tampa Heart Walk



Dr. H. Van Nguyen and his family enjoy giving back to the community such as participating in the Tampa Heart Walk.



Dr. Ivan Diaz crowns Josh Wozniak, ARNP, during National Nurse Practitioner Week.



Josh Wozniak, ARNP, enjoying the catered lunch.

Dr. Ivan Diaz crowned Joshua Wozniak, ARNP, to thank him for all that he does for our patients and staff during National Nurse Practitioner Week. Joshua is an amazing, caring, and hardworking Nurse Practitioner. Patients love him and he gets along with everyone in the office. Since Josh loves food, lunch was provided by Dr. Diaz to celebrate National Nurse Practitioner Recognition Week.

## HR News



L-R: Dina Good and Amanda Ricketts



Amanda Ricketts as Dina Good on her 50<sup>th</sup> B-day



L-R: Kelsey Reagan, Justin Maves, Xilefny Sabater

## WORD SCRAMBLE ANSWER KEY

LOVE  
FAMILY  
FRIENDSHIP

MIRACLES  
BLESSINGS  
APPRECIATIVE

GRATEFUL  
KIND HEART  
UPLIFTING  
JOYFUL

SECRET MESSAGE: Gratitude unlocks the fullness of life!

## Welcome Aboard

## To Our New Employees!

June 2017 - January 2018



Adam Bryan	6/26/2017	Dr. Mariya Milko	10/2/2017	Lyse Briette	8/14/2017
Adam Caissie	11/13/2017	Dr. Nazir Hamoui	8/1/2017	Manisha Rohit	9/27/2017
Adianes Valdes	11/15/2017	Dr. Oleg Gligich	7/17/2017	Maria Belavilas	8/1/2017
Akshay Kumar Appavoo Sukumar	10/31/2017	Dr. Omar Hamoui	8/1/2017	Maria Medrea	12/11/2017
Alex Haney	7/10/2017	Dr. Sindhu Dadlani	1/1/2018	Maribel Aliaga	7/12/2017
Alexa Chavez Figueroa	8/1/2017	Dr. Yamitza Cordero-Ferrer	10/16/2017	Maricel Gonzalez Figueroa	7/12/2017
Alexa Macaluso	1/8/2018	Dreama Schultz	8/10/2017	Mario Civil	7/17/2017
Alexander Avila Rodriguez	1/8/2018	Eliana Baez Bezi	10/2/2017	Meera Pattni	1/1/2018
Alexandra Cardenas	10/23/2017	Elizabeth Alia	12/6/2017	Melissa Jenny	12/4/2017
Allison Condit	1/22/2018	Erica Orchard	11/27/2017	Michael Shaver, PA-C	10/23/2017
Allison Rentas	1/29/2018	Erin Wittenburg	1/2/2018	Michael Steeples	10/30/2017
Allyssa Carnes	11/29/2017	Ernesto Pena Jr.	8/16/2017	Michele Alcazar-Smith	8/1/2017
Alvin Jones	11/20/2017	Felicia Rader	10/30/2017	Michelle Bonat	12/18/2017
Amanda Rodriguez	1/22/2018	Frances Barrow	11/30/2017	Michelle Figueroa Lugo	12/18/2017
Amber Mangold	11/27/2017	Francisco Martinez	10/24/2017	Monica Menendez	7/10/2017
Amber Melendez	11/30/2017	Frank Naporski	7/26/2017	Nalani Mendez	10/18/2017
Amber Molodecki	8/25/2017	Garland Mummaw	10/23/2017	Natalie Rabasca	1/8/2018
Amy Morgan	8/1/2017	Gelila Gemechu	10/25/2017	Neilyn Padron Hector	6/28/2017
Amy Nieves	9/25/2017	Gene Foster	7/10/2017	Neisha Stadolnik	1/1/2018
Ana Rodriguez Espinosa	8/30/2017	Genese Smith	1/8/2018	Nicole Miller	10/17/2017
Anastasia Bogris-Cronin, ARNP	12/4/2017	George Boyd Jr	1/15/2018	Nysja Kennerly	12/6/2017
Andrea Dean	1/22/2018	Gilberto Roman	12/26/2017	Patricia Ulke	10/30/2017
Angel Vogel	1/22/2018	Giselle Mowrey	1/22/2018	Penny Bontempt-Smith	8/16/2017
Angelique Supplice	9/19/2017	Gregory Quinn	10/9/2017	Peter Lapolla	7/26/2017
Ashley Steele	1/1/2018	Gretchen Phillips	1/2/2018	Raymond Lay	8/3/2017
Atangel Hernandez Jr	12/20/2017	Haven Cordell	9/5/2017	Rebecca Kelly	11/27/2017
Beckalove Paterniti, ARNP	12/11/2017	Hector De La Morena Cordoves	8/28/2017	Reina Padilla	10/9/2017
Betsy Ortiz	10/23/2017	Hend Elhady, ARNP	12/18/2017	Robinson Christian	8/7/2017
Betzaida Vega	8/28/2017	Holly Miklas	10/23/2017	Ronda Mitchell	11/20/2017
Bianca Castillo	8/21/2017	Idalmis Pena Licea	8/28/2017	Samantha Crowell	8/21/2017
Bianca Provencal	6/29/2017	Irina Popa, ARNP	6/19/2017	Sandra Tanner	10/3/2017
Birgitta Eagle	10/9/2017	Isabel Johnson	12/6/2017	Angela Santiago	1/1/2018
Brandy Brooks	8/1/2017	Jacqueline Hilliard	8/22/2017	Shane Seidel	8/9/2017
Brian Rosa, PA-C	9/13/2017	James Blaisdell	9/5/2017	Shirll Phillips	11/13/2017
Brianna Martin	7/10/2017	James Lichau	10/25/2017	Shruthi Mohan	10/31/2017
Brittany Hutson	1/8/2018	Janine Polito	8/2/2017	Sidney O'Brien	8/7/2017
Brittany Yuhasz	10/16/2017	Jaritzza Breban	8/21/2017	Stacey Spadafora	10/9/2017
Ca Tonya Schmitt	8/14/2017	Jeanell Allen	1/15/2018	Stacy Egnasher	10/31/2017
Candy Dodge	9/18/2017	Jeanette Ramirez	11/20/2017	Stephanie Alicea	9/13/2017
Carolyn Dean	8/1/2017	Jeannine Hopkins	11/20/2017	Stephanie Johnson	11/30/2017
Cartesia Brown	8/21/2017	Jenna Roberts	8/21/2017	Susan Al Khafaji	1/8/2018
Charles Kleber	7/31/2017	Jennifer Anderson	7/10/2017	Susan Coppola	9/11/2017
Christina Bell	11/20/2017	Jezenia Figueroa	9/25/2017	Tamara Martinez	7/12/2017
Claudia Billotte	8/14/2017	Jolene Thimoleas	1/8/2018	Tammy Figueiredo	10/5/2017
Claudia Wiethoff	8/1/2017	Jose Perez	6/20/2017	Tanya Ogalesco	12/18/2017
Cory Kloter	1/22/2018	Judith Recinos Reyes	7/10/2017	Ta'Shylla Brockington	9/11/2017
Courtney Whitener	8/1/2017	Judy Barnes	12/4/2017	Tawny Carpenter	11/6/2017
Cynthia Heitzman	7/10/2017	Justin Dornburgh	9/27/2017	Thomas Cardillo, ARNP	11/20/2017
Daniel Montemayor	10/24/2017	Kalley Lunsman	11/27/2017	Thomas Csabon	9/18/2017
Danielle Ayala	8/22/2017	Kallye Walther	8/25/2017	Tiffany Lewis	10/26/2017
David Bogle	10/30/2017	Karen Garcia, ARNP	10/9/2017	Tyrisha Ruiz	11/20/2017
David Dudziak	7/10/2017	Karen Jacques-Huntley, ARNP	1/8/2018	Valerie Simuro	8/21/2017
David Kirera, ARNP	11/1/2017	Katilia Cruz	8/1/2017	Veronica Rodriguez	8/21/2017
Dawn Waters	10/25/2017	Kayla Rifenburg	9/18/2017	Walter Levi	6/26/2017
Deanna Higgins	8/1/2017	Keisha Davila	11/27/2017	Wendi Mycz	8/1/2017
Dhananjay Mahesh Bhati	10/25/2017	Kimberly Rensing	10/10/2017	Xiomara Feliciano Cardona	8/14/2017
Diana Napoli	8/1/2017	Kourtney Lynch	12/18/2017	Yamil Camacho-Morales	1/2/2018
Dolores Albino-Delgado	11/13/2017	Kristina Annan	6/19/2017	Yamilka Hormigot Guerra	8/28/2017
Dr. Ahsan Afzal	7/3/2017	Laquia James	8/1/2017	Yamilis De La Pena	7/31/2017
Dr. Ahzehra Quadri	10/23/2017	Latora Lumpkin	12/6/2017	Yanexy Perez	8/1/2017
Dr. Ana Cruz Diaz	11/1/2017	Laura Godwin	10/26/2017	Yisela Rivera	12/4/2017
Dr. Edel Alvarez	11/20/2017	Lexus Fredenburg	11/29/2017	Yunexsis Gonzalvo	8/1/2017
Dr. Ihab Herraka	9/6/2017	Lisa Ristano Meunkle	11/20/2017	Zarana Trivedi	8/1/2017
Dr. Janice Rodriguez Perez	1/1/2018	Lissette Ocasio	8/28/2017	Zayda Medina	7/24/2017
Dr. Marisela Dominguez	10/2/2017	Luis Quijano	1/8/2018		



# W!OW Winners!

## CONGRATULATIONS to our June through November W!OW Winners!

**Caroline Glinski (Dr. Scunziano's office)** I would like to send a WOW nomination for Caroline Glinski. Actually, it is a recognition and thanks for an outstanding service, especially on behalf of two of our patients.

Ms. Caroline Glinski is remarkable for nothing less than the willingness and dedication to service. This outstanding nurse has delivered complete, heartfelt service to patients who are in great need of help. She selflessly offers to take on assignments that are challenging and require true compassion and devotion to the cause for the ailing and sick. Her skills in providing rapid access for infusion of medical therapies and offering great comfort in the process is remarkable. A great WOW to a woman of strength and courage to face the painful and harder scenarios whenever she is called to duty!

**Josh Hagen (I.T.)** \*\*\* Josh must be doing something right, as he received 7 (SEVEN) nominations! Awesome! \*\*\* Josh's ability to listen, comprehend, and follow instructions is above that of most others. His dedication level and ability to follow-up leaves me feeling confident in all tasks assigned to him! Josh is a fantastic addition to the IT Staff. He is always willing to jump into any situation. He's learned very quickly and has taken over all tasks that were assigned to him. Josh is knowledgeable and works well with all customers. The only thing he can do better would be to provide our company with another one of him! He should be cloned!

**Nasar Husain (Quality)** Nasar has been a tremendous help in conducting our diabetic eye exams. Almost every single time we send him to perform the retinal scans for patients at events, he receives unprompted compliments from the office and the patients! His bedside manner is compassionate and caring, he makes patients feel comfortable, and he is the epitome of someone who practices patient-centric care. He has conducted every single eye exam event we have held and he does it with the most positive approach - always diving in and he never complains about how far away he has to travel. He attends trainings to further his knowledge and asks insightful questions during the session. We are so lucky to work with Nasar! Without him, the eye exams could not happen, especially with the level of detail and compassion he displays!

**Rachael Talien (Referrals)** Rachael is a great worker, very knowledgeable, will do anything to help out, and if I ask her anything, she will know the answer or find it out for me! She does what is asked of her with ease and carries a lot on her shoulders. She was left in charge when the manager was out and did an outstanding job with very little training! Rachael gets her work done efficiently and is a great asset to the Referrals team! She is one of the hardest workers I have seen in all of Access.

**Catherine Reese (Drs. Rodriguez & Vinje's office)** Catherine is our go-to person for HEDIS and records. If there is an eye exam, colonoscopy report or past medical records from previous doctors that we need, she will find and get them! She is truly great at tracking things down and doesn't stop until she finds what she is looking for! She is a great part of our Access team here at the 401 office.

**Keishla Dones (Credentialing)** Since Keishla was promoted to Credentialing Coordinator in March of this year, she has never looked back! She is a super quick learner, works very efficiently, welcomes all feedback, and is a joy to work with! Keishla completes tasks faster than I can assign them, and she is always willing to help out when needed. We are so lucky to have her on our Credentialing team!

**Peggy Lodise (Dr. JA Pierre's office)** Peggy is always willing to jump in and help with any problem that may arise in the office. She has EXCELLENT patient and customer service skills, and they are always handled with a smile! She goes above and beyond to help her fellow employees out. She is an asset to our office!

**Stephanie Doherty (Team Lead, Drs. Menezes' office)** We, the staff at Dr. Lakshmi & Naresh Menezes, sincerely nominate our Team Lead for a WOW Award as she is the GLUE that holds our office together on a daily basis! We want to thank her for all the hard work and excellent efforts that go above & beyond the call of her regular duties! Stephanie never complains about any challenges she has to deal with ever. She thanks us every day for the good efforts we put in performing our jobs, so we want to recognize her for all she does for us and our patients! We thank her for her dedication and positive energy in the office, which makes coming to work a great place to be! We are a thriving office and have changed for the better with her fantastic leadership.

**Linda McGee (FO, Dr. Varlakov's office)** Linda is a star that shines bright with her smile! She is always pleasant and ready to help whenever and wherever needed. She is at checkout and all the patients love her! Linda always has a good word to all! It is nice to see her walk in the building on time and ready to go every single day! It is a pleasure to work with her!

**Lorianna Crego (IPA Operations)** Lori went above & beyond in assisting with the launch of our new Part B Authorizations system, Calypso. Lori not only helped the UM team set up webinars to educate our PCP offices and staff, but she also sat with Barbara Joy during the majority of the webinars to help her run the system. Lori was also critical in helping us get out notifications to all the affiliate offices on a short time frame so that each user would have their username and password. She has been the liaison between offices, the help desk team, etc. etc. Without Lori's dedication and hard work, we would not have been able to have such a successful launch on a very important project!

**Betsy Hock (Scheduling, Summit)** We call her "Our Ms. Betsy"! She is just one outstanding employee to have as part of our team! She is our Center Seat Scheduler and if anyone has visited our facility, you know that this is a very busy spot to work! She makes sure that we all have everything we need on a regular basis! Betsy goes above and beyond to bring smiles to her coworkers and is so patient and wonderful with all our patients every single day! I do believe she should be recognized as one of Access Health Care's WOW employees!

**Chuck Zimoski (Maintenance Supervisor)** Chuck is being nominated for all his hard work, time and dedication that he puts into his job! He goes above & beyond every single day! Although he must prioritize the numerous jobs he receives on a daily basis from all of our offices/employees, he does the best he can do to please everyone. Chuck and his team were great with all the recent moves and he deserves some credit for everything he does!

**Mark Leach (Golf Cart Driver / Back-up Courier)** Mark is a great team player! He is always willing to fill in when help is needed. Recently, he jumped right in to help Dr. Scunziano-Singh with several package pick-ups from Tarpon Springs, and he helped Maintenance when they needed an extra pair of hands for a couple days. He has proven to be a great asset to the company and to our team!

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# Health Fairs & Community Events



## Stone Crab Jam Festival

Access Health Care was well represented at the Stone Crab Jam Festival in Crystal River on November 4<sup>th</sup>.



Pictured L-R:

Back row: Dr. Nathaniel Vinje, Dr. Grigor Varlakov, Dr. Jaime Torres, James Aemisegger, ARNP, Dr. Jose Rodriguez  
Front row: April Reid and Dr. Odelsa Diaz

## Senior Health Screening



Access Health Care sponsored a free Senior Health Screening Event at Atria Evergreen Woods in Spring Hill in late September. Several physicians gave lectures during the event and many Access employees participated in reaching out to the community.



Dr. Ivan Diaz



Dr. V. Rao Emandi



Pictured L-R: Amy Bennett and Julie Erickson



Pictured L-R: Catherine Kohl and Dr. Amy Capocchia



Dr. Mohammed Mughni



Dr. Nadja Pierre and Dr. Jude Farley Pierre



Jeannine Lovell

## PATIENT PRAISE:



### Care Coordination Department

- Alex Haney is an exceptional employee! He listened very carefully to me, gave excellent instruction and direction, followed through to see that I was progressing well, and gave constant encouragement to press forward in difficult circumstances. He also let me know that he genuinely cared! Alex needs to be recognized for his compassion and kindness to patients.

### Dr. Anil Bhatia and Staff

- Dr. Bhatia is wonderful and we are very satisfied with his service.
- Amber Fackler could not be more professional and sweet. She is always willing to please.
- The staff is polite and very mature. We enjoy going to this office knowing we will always be taken care of.
- We want everyone at Access to know how wonderful Dr. Bhatia is and how pleased we are to go here.

### John Garrett, PA-C and Staff

- I have been seeing John Garrett for a couple of years and it is really a pleasure because I'm always seen on time – even with my monthly blood work. Everyone is friendly!
- Thank you for seeing us on time and not having us wait like many other places.

### Dr. Robert Hartzell and Staff

- I am so happy with Lisa Pritchard and Mary Cooper because they always have a smile and are always willing to help patients. I have been seeing Dr. Hartzell for many years and both Lisa and Mary have done a great job getting referrals and prescriptions completed immediately!

### Dr. Ghiath Mahmaljy and Staff

- Dr. Mahmaljy, Nora, Brooke and Carolyn all run a very efficient office. I have been there numerous times. I am always pleased with how well they take care of me as a patient - especially the doctor and his staff!

### The Main – 5350 Spring Hill Drive

- I received great comfort and care from Leslie Lawler, Brian Kersey and Katlyn Maves. They are all the best! They helped me with my treatment and pain relief. Thank you for your warm care and treatment.
- I always feel like a VIP at this office. I am beyond satisfied with the care, professionalism and treatment.

### Drs. Lakshmi and Naresh Menezes' Office

- It is a pleasure to go to Dr. Menezes' office and we really appreciate the service that my husband and I receive. Recently, I was impressed by how fast Rosa Adele helped with getting our home healthcare approved. I am very grateful for the quick follow up with the paperwork process.

### Drs. Veselin Stoyanov and David Herndon's Office

- I want to thank Becky Pettus for being so nice during my visit. I enjoyed talking with her and the test came out well. I'm very grateful for that!

### Dr. Michael Reynolds' Office

- Meriam Lariosa is a huge asset to Access! Meriam is very accommodating whenever I need a prescription filled. She follows through with a phone call after everything has been completed and I appreciate her so much.
- Michael Laird, ARNP is the bomb!

### Dr. Manjusri Vennamaneni and Staff

- I can't thank all of you enough for the kindness, friendliness and compassion in helping to get my health back on track. I am so glad to be a patient of Dr. V and Access Health Care. When greeting patients, her staff always smiles and they are an inspiration to all.



Access Physicians pose with their awards. Front row, L-R: Nancy Gareau, V.P. Network Operations/Business Development Freedom/Optimum Health Plans, Maria Scunziano-Singh, MD; Manjusri Vennamaneni, MD; Deborah Haney, Akila Iyer, MD; Shawna Wilson, Jennifer Miller, Anjel Nero, Cristina Mulé, Lorianna Crego  
Back row, L-R: Rupesh Shah, CEO Freedom/Optimum Health Plans, Harish Madhani, MD; Bret Harrop, Jeanine Martin, Angela Atehortua, Julia Fish, Shawndae Harvey

## HEDIS AWARDS - Access Health Care Physicians Recognized for High Quality Care

Several Access Health Care physicians were honored for achieving high scores in quality care and received HEDIS awards for 2016. The HEDIS® awards (Healthcare Effectiveness Data & Information Set) is a tool used by more than 90% of America's health plans to measure performance on important dimensions of healthcare. Altogether HEDIS® consists of 81 measures across five domains of care. HEDIS® is a registered trademark of the National Committee for Quality Assurance.

The recognition was given at a pre-annual enrollment period dinner with Freedom and Optimum health plans. Providers from Access Health Care Physicians, LLC, and PrimeCare, LLC, were invited to attend along with leadership, operations, and quality staff from each independent practice organization. The health plans praised Access Health Care and PrimeCare for being great partners with the plan in helping Optimum Health Plan achieve a back-to-back five-star quality rating for both 2015 and 2016. The providers who were recognized had achieved over a 4.5-star rating for 2016 on a five-point scale. The providers from Access Health Care were:

- |                            |                        |
|----------------------------|------------------------|
| • Hend Abdelmalek, MD      | • Brian Kroll, DO      |
| • Michelle Arrieta, MD     | • Jennifer Laman, DO   |
| • Shammi Bali, MD          | • Jose Lopez, MD       |
| • Dalton Benson, MD        | • Harish Madhani, MD   |
| • Luis Contreras, MD       | • David Miller, DO     |
| • Dhammika Ekanayake, MD   | • Apurva Shah, MD      |
| • Robert Hartzell, Jr., MD | • Pariksith Singh, MD  |
| • David Herndon, DO        | • Veselin Stoyanov, MD |
| • Akila Iyer, MD           | • Grigor Varlakov, MD  |
| • Raghu Juvvadi, MD        |                        |

In addition, Manjusri Vennamaneni, MD, received a special award for her dedicated work with Freedom, Optimum, and Access providers to improve quality scores. The award was presented for "Leading your organization in the achievement of outstanding HEDIS® scores in recognition of your leadership, devotion, and commitment to our quality program."

# NEWS FLASH

**ACCESS HEALTH CARE PHYSICIANS**  
**DR. MARIA SCUNZIANO-SINGH'S 2018 LECTURE SERIES**

**WHEN:** 5:15 PM TO 7:00 PM  
**WHERE:** 5350 SPRING HILL DRIVE  
**QUESTIONS:** PLEASE CALL (352) 688-8116, EXT. 4344  
**WHO SHOULD ATTEND:** ALL WELCOME!  
 (PATIENTS, EMPLOYEES, STAFF AND THE COMMUNITY)



**JANUARY 11:** LEAKS & DRIPS: BLADDER BLUES AND WHAT YOU CAN DO TO HELP THIS COMMON PROBLEM

**JANUARY 18:** HOW NOT TO FALL DOWN: LET'S TALK PREVENTION

**FEBRUARY 15:** CELL PHONES, COMPUTERS AND OTHER DEVICES: WHAT ARE THEY DOING TO US? PROS AND CONS OF THIS FAST - MOVING DIGITAL WORLD

**MARCH 22:** MINDFULNESS TO MAKE LIFE MORE FULFILLING: SEE WHAT THIS MEANS

**APRIL 12:** LIFE WITH ADULT CHILDREN AT HOME: THE CHALLENGES & WHAT YOU CAN DO TO MAKE IT WORK

**APRIL 19:** PROTECT YOUR BRAIN: IT'S THE ONLY ONE YOU HAVE

**MAY 24:** FOR MEN: UNDERSTANDING YOUR LADY PARTNER & HOW TO IMPROVE COMMUNICATION (LADIES INVITED TOO, IF PREFERRED)

**JUNE 7:** FOR LADIES: UNDERSTANDING YOUR MALE PARTNER & HOW TO IMPROVE COMMUNICATION (MEN INVITED TOO, IF PREFERRED)

**ACCESS HEALTH CARE PHYSICIANS**  
**DIABETIC TEACHING & SUPPORT**  
 With Verna Pedersen Runyan, ARNP-C, CDE



**Remaining Teaching Schedule from 2017/2018 Classes**

- Feb. 12<sup>th</sup>, 2018- Exercise and Weight Management**  
 Move that body to achieve some weight loss and better diabetic control.
- March 12<sup>th</sup>, 2018- Complications of Diabetes**  
 Avoid the complications by managing your diabetes proactively and well.
- April 9<sup>th</sup>, 2018- Know Your Numbers and What They Mean to Your Health.**  
 What is the significance of HBA1C, weight, waist size, lipids and blood pressure? The more informed you are, the better your outcome.
- May 14<sup>th</sup>, 2018- Overcoming Barriers to Success in Diabetes Management**  
 Strategies to overcome the everyday stress/management of a chronic medical problem.

**Time:** 1:00 pm  
**Location:** 5382 Spring Hill Dr, Spring Hill FL, 34606

**Who should attend:** Anyone who has been diagnosed with diabetes. We encourage family members to attend!

**For questions or to RSVP, please call 352-200-2190**

## More Health Fairs & Community Events

### Wellness Fair

Access Health Care, the Auro Community Garden, and the WellCome Om Center were all represented at the Wellness Fair on October 28<sup>th</sup> held at the Hernando County Fairgrounds.

As the keynote speaker, Dr. Maria Scunziano-Singh gave an amazing lecture on "Protecting OurCELLves in a Cellular World". It spurred a lot of interest from the audience, especially when she asked everyone to turn off their cell phones at the beginning of her talk. She not only explained about the effects of technology exposure on the body, but she also shared the names of the reputable sources that have published these studies. Towards the end of her lecture, she summed up her talk with specific actions everyone can take to protect themselves better.



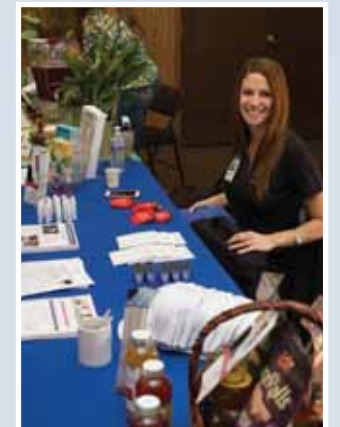
Delicious Sorrel Tea at Auro Community Garden's table



Dr. Maria sharing from stage



Dr. Maria at the Wellness Fair



Toni Martin from Marketing at the Access table

### Sorrel Tea

Ingredients:	Instructions:
<ul style="list-style-type: none"> <li>• ½-pound fresh sorrel petals</li> <li>• ½ of the zest from 1 fresh lime</li> <li>• 1 stick cinnamon</li> <li>• 1 inch fresh ginger</li> </ul>	<ul style="list-style-type: none"> <li>• Bring to boil and let sit overnight.</li> <li>• In the morning, add a little sugar to taste (not necessary).</li> <li>• If you want to lighten the flavor, simply add a little more water. Refrigerate and enjoy!</li> </ul>

## Congratulations!



Dr. Maria Scunziano-Singh met with Caroline Glinski and Sheree Serrano to thank them for their excellent patient care, kindness and compassion with one of her patients.

Pictured L-R: Caroline Glinski, Dr. Maria Scunziano-Singh, Sheree Serrano



Congratulations to the following CDIs who earned their CRC credentials!

- Amauris Valera Sales
- Ana Espinosa
- Barbara Perez De Noy
- Carlos Llanes Alvarez
- Evelin Fernandez Gonzalez
- Homero Salvador
- Mayelin Sifontes
- Osmer Arias
- Wilber Fernandez
- Yamile Velazquez

### Some AHCP physicians have been featured recently on radio programs at WXJB.



Pictured L-R: Dr. Mohammed Mughni and Dr. Farrukh Zaidi



Pictured L-R: Dr. Maria Scunziano-Singh and John Winans (radio host)



Dr. Maria Scunziano-Singh



Dr. Nathaniel Vinje

# Compliance Kudos

Please join us in congratulating our **2017 Quarter 2 Highest Scoring Regulatory Audit Winners:**



**Congrats to Dr. Luis Jovel and Staff** for being the highest scoring **PRIMARY CARE OFFICES** with a score of **98.3%!**



**Congrats to Dr. Aziz Al'Khafaji and Staff** for being the highest scoring **SPECIALIST OFFICE** with a score of **96.8%!**



**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?!?**

\*\*\*\*\*

Please join us in congratulating our **2017 Quarter 3 Highest Scoring Regulatory Audit Winners:**

**Congrats to Dr. Danish Siddiq and staff** for being the highest scoring **PRIMARY CARE OFFICE** with a **PERFECT SCORE - 100%!**

**\*\* This is the 2<sup>nd</sup> 100% in a row, gaining 4 wins over the past 2 years\*\***

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



**Congrats to Dr. Imad Tarabishy and staff** for being the highest scoring **SPECIALIST OFFICE** with a score of **98%!**

# More Health Fairs & Community Events



**Meet and Greet for Dr. Abdel Karim Jibawi**

On July 20, 2017, Dr. Abdel K. Jibawi and John Garrett, PA-C hosted a Meet and Greet event at the 2173 Mariner Blvd, Spring Hill office. Not only were there many patients who showed up to meet Dr. Jibawi for the first time, but he also had many existing patients who came to show their support and offer a lot of kind words. One patient even brought his dog to share in the festivities!

*Dr. A Jibawi and Friend*



*John Garrett, PA-C and Dr. Abdel Jibawi*

## Tyler Trowell's Daughter and Crews Lake Middle School Light

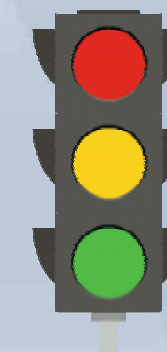


*Tyler Trowell and County Commissioner Jack Mariano*



*Street light at Crews Lake Middle School*

Makayla Trowell, daughter of Tyler Trowell from Dr. Danish Siddiq's office, lobbied for a traffic light in front of her middle school in Spring Hill this past summer.



Makayla never wanted to walk the streets around Crews Lake Middle School because there had been so many accidents near the school. Even though she faced many obstacles, she continued to work to get a light installed. She created a petition to get the 500 signatures she needed before meeting with county staff and one county commissioner, Jack Mariano.

On August 8<sup>th</sup>, the county commissioner joined others in front of the school to recognize Makayla's efforts and praise the example she's setting for other students. To top it all off, Makayla was able to turn the traffic light on for the very first time!



*Makayla Trowell getting ready to switch on light*



*Makayla Trowell walking with Commissioner*



# Ribbon Cuttings

## Ribbon Cutting and Grand Opening for the Office of Zehra Quadri, MD



On Wednesday, November 15<sup>th</sup>, there was a grand opening celebration and ribbon cutting for the practice of A.H. Zehra Quadri, MD at 36542 SR54 in Zephyrhills. In collaboration with the Greater Zephyrhills Chamber of Commerce, activities held that day included:

- Breakfast and Q & A with Dr. Quadri
- Silver Sneakers Zumba Class
- Ribbon Cutting
- Presentation On Healthy Living by Dr. Quadri
- Prize Drawings

Throughout the day, there was a very good turnout of people and many were excited to become a new patient for Dr. Quadri.



Dr. Quadri Ribbon Cutting

## Naomi Green's Ribbon Cutting



Pictured L-R Naomi Green, Dr. Maria Scunziano-Singh

Dr. Maria Scunziano-Singh attended Naomi Green's ribbon cutting ceremony at the Chamber of Commerce.

Naomi Green is a breast cancer survivor who credits her lifestyle and eating habit changes for keeping her cancer free. She is also a certified vegan lifestyle coach and educator who dedicates her life to helping other people who struggle with eating habits.

While there, Dr. Maria gave a very informative speech about how eating badly affects your body, and the importance of teaching children healthy eating habits.

Dwayne Ross from the Auro Community Garden also shared his personal experience about his struggles with weight and other health issues, and how becoming vegan changed his life, his health and his energy levels.



Pictured L-R Dwayne Ross, Naomi Green

## Care Management Center Ribbon Cutting

A formal ribbon cutting and grand opening for the Care Management Center was held on October 4<sup>th</sup> at the newly renovated building at 10470 Spring Hill Dr. Under the direction of Barbara Joy, RN, CRRN, CCM, Vice President of Care Management, the center is now home to the staff of nurses and other professionals for all the Care Management programs, including Complex Case Management, Disease Management and Utilization Management which connects patients with support, health education, disease prevention, and resources. The center also provides referral and authorization management throughout Florida.



Pictured L-R: Vince Vanni, Lex Harris, Dr. Maria Scunziano-Singh, Dana Chorvat, Barbara Joy

# Hurricane Relief Effort



Dr. Sheetal Patel organized a donation drive for much-needed supplies for the victims of Hurricane Harvey in Texas this past August.



Jet for Hurricane Harvey donations



All donated items were shipped via private jet to the area and distributed to those in need.



Pictured L-R: Jennifer Miller and Daisy Aponte

Daisy Aponte from Dr. Brian Kroll's office organized donations to help victims in Puerto Rico from the devastation caused by Hurricanes Irma and Maria.



The Talent Development Team from Human Resources collected donations for over 20 employees affected by Hurricane Irma on the Treasure Coast. Bags of supplies went to the Miami area and Port St. Lucie.

Donations for Hurricane Irma victims in Miami and PSL

# FUN STUFF!!!

The Medical Records Department was enthusiastic about AHCP's new poster rollout, "What is ACCESS?" An internal contest called Pillar Pride was created to help everyone learn the Credo, Pillars, Foundation, and Goals. Each team decorated their own statue and the staff was quizzed on their knowledge of the poster.



# Congratulations to our **WINNERS** of the 2017 Halloween Office Costume Contest!

**Funniest Costume:**  
Rob Prezioso  
as a  
"1970s Entrepreneur"



**Best Individual Costume:**  
Julie Erickson  
as "My Arachnophobia Nightmare"



Individual winners received a \$20 Visa gift card and the winning office received a catered lunch, all courtesy of the HR Department.



**Best TEAM Costume:** Dr. Ivan Ramos' staff as "Super Mario Bros."

Thank you to everyone that participated. We had a HUGE number of submissions.

## MORE FUN STUFF!!!

### BABY NEWS



Congratulations to Dr. Dalton Benson and Lynda Dilts-Benson on the birth of their grandson, Keith Malcolm Stedman, born on March 31<sup>st</sup>, 2017!

### Congratulations!

Lynda Benson set four Florida state records in powerlifting for squat, bench, deadlift and total weight for Masters-aged women in the large ladies division.



Access Health Care sponsored Team Florida in the 14U Dixie World Series held in South Carolina. Team Florida placed 3<sup>rd</sup> overall and was only one game away from playing in the Championship game! Collin Nelson, the son of Sarah Nelson from Billing & Coding, is pictured 8<sup>th</sup> from the right.

## Halloween Fun!

