

Employee Spotlight

Joanna Gambina, CMA
Office Manager for Dr. Jennifer Laman

Interview By: Beth Umstead



Joanna Gambina is the office manager for Dr. Jennifer Laman and has been part of the Access family for the past five and a half years. As the office manager for multiple offices, Joanna enjoys the daily challenge of keeping things running smoothly while maintaining professional courtesy for their many patients and staff. While she is a Certified Medical Assistant, Joanna really enjoys the role of office manager for Dr. Laman.

You may be surprised to know that Joanna was actually born in Krakow, Poland, and moved to the USA in 1981 when she was just 4 years old! She officially became a US citizen in 1993 and says she faced a lot of struggles to get where she is today. After gaining citizenship, Joanna graduated from Golden High School in 1996 and Remington College in 2005.



When Joanna is not busy with her role at Access, she enjoys spending time with her family and friends, attending concerts, exercising, kayaking, and participating in other outdoor activities. Her greatest personal achievement? Joanna answers, "Taking the time and having the patience to raise 2 sons as a single mother!" In fact, she is very proud of her 20-year-old son, Jakub, and her 16-year-old son, Andrew. In addition, Joanna is engaged to her fiancé, Aaron, with a wedding date set for next fall.



In her spare time, Joanna enjoys watching her favorite movies and television shows such as *Letters to Juliet*, *Dear John*, *The Notebook*, and *Grey's Anatomy* which feature some of her favorite actors and actresses such as Channing Tatum, Charlie Hunnam, and Amanda Seyfried. For her favorite books, Joanna mentioned that she especially likes *Timeline* by Michael Crichton and *The Da Vinci Code* by Dan Brown.



She also shared some of her favorite quotes:

"Never look down on anybody unless you're helping him up!" – Jesse Jackson

"The only person you are destined to become is the person you decide to be." – Ralph Waldo Emerson

In closing, Joanna said that going to work on a daily basis is a pleasure due to the leadership of Dr. Laman and the amazing staff who are always happy to help in all areas whenever needed. As the winner of several "W!OW", ACES, and in-office Employee of the Quarter Awards, Joanna is truly an asset to Access as well!

Employee Comments:

- Joanna is the most efficient team lead/office manager I have ever worked with. She gets any and all the work done with ease. Anytime I encounter any challenges in the office, she is my "Go-To" person. She is very friendly, professional, and truly a star on our team.
- From the moment I started working for Access, Joanna was positive, helpful and a wonderful manager to have. She makes the working day flow better and is always willing to help on busy days. She is truly a blessing to the company and Dr. Laman's office.
- I just wanted to share with you how fantastic and awesome Joanna is. She's an amazing office manager, she is always willing to step out of her position to help wherever and whenever help is needed. From dealing with corporate things, keeping the office clean and in check, to checking in/out patients, to even rooming patients, she's always there when needed. I think Joanna well deserves the Employee Spotlight and more!!
- Joanna is a great office manager and wonderful person to work with. She is very knowledgeable and always willing to help with ANYTHING!!! I love working with Joanna!



ACCESS
HEALTH CARE PHYSICIANS

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Accessing Access

July 2018
Access Health Care Physicians, LLC

Physician's Highlight

Edel Alvarez, MD
Primary Care Physician



Edel Alvarez, MD, joined Access Health Care in November 2017, although he has practiced in the Tampa Bay area since 2014. Dr. Alvarez has interest and experience in the management of chronic medical problems, including diabetes, hypertension, COPD, congestive heart failure, depression and anxiety, asthma and other chronic medical problems. Dr. Alvarez has completed a transitional internship at Hospital Metropolitano in Puerto Rico with rotations in surgery, internal medicine, intensive care, obstetrics, gynecology, radiology, psychiatric and pediatric. He was awarded a Certificate of Excellence in Patient Care in 2013 and 2014. In 2016, Dr. Alvarez was recognized as a CarePlus 5 Star Physician.

Dr. Alvarez studied medicine at Universidad de Havana School of Medicine in Havana, Cuba and also at Universidad Federada/School of Medicine San Judas in Costa Rica, where he received his medical degree. Upon completion of his studies, he sat for his US Medical License examination, which he passed. He is now ECFMG Certified (Education Commission for Foreign Medical Graduates).

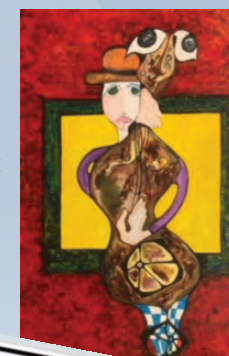
Dr. Alvarez is an avid aficionado of the visual arts and he studied sculpture in Havana. While he loves all the arts, he especially loves to paint. He has a mini art gallery in his home which is filled with works of art and he has been invited to participate in several expositions.

Dr. Alvarez is bilingual, fluent in both English and Spanish.

New patients are always welcome.

Practice located at:
2198 15th Avenue South,
St. Petersburg, Florida 33710

Call 727-803-6887 to schedule an appointment.



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

Miracles from Catastrophe: Deb Ludlow's Inspiring Story

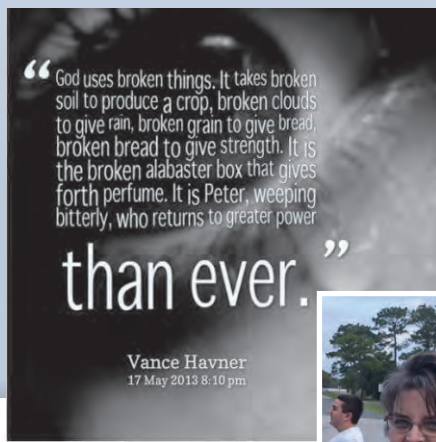
Written by Toni Martin

Sometimes we don't realize the battles our fellow Access employees might be going through, and we forget that people around us have their own life struggles they are trying to manage. Here is a story about an astonishing recovery from a single life-changing moment.

On September 2nd 2017, Deb Ludlow was on her way to Citrus for her pre-birthday dinner to meet her husband. On that rainy evening, a young man ran a stop sign which resulted in a three vehicle collision causing Deb's car to flip over multiple times. She was found unconscious and remembered nothing until waking up in the ER. She sustained a collapsed lung, broken neck, broken clavicle, fractured back and two shattered wrists which both required surgery. Ironically, Deb, who is the Access Patient Care Coordinator, wound up being confined to the hospital during Hurricane Irma. She had to go through physical therapy and was out of work for three months.

As she was going through this experience, she would tell people she wanted something to come out of this to help someone. Maybe this horrible ordeal could somehow touch someone's life in a positive way - Maybe the man driving would be more careful with his decisions - Maybe it would change the way someone she knows looks at life - Maybe this would help her grow somehow as a person.

Deb Ludlow has been with Access Health Care Physicians for over six years. Deb and her Field Case Management Team are known for going above and beyond on behalf of the patients. They do this all with empathy knowing that someday that could be them in the hospital too. They put the integrity of their work before worrying about being popular in the hospital or what might be the most convenient action to take. Among her staff, Deb is known to be a beacon of guidance and



BREAKS OVER
And all was done...
Instant karma in an instant
Flicker and flash, escape to where
Soundless and stillness command
Alas, awake to tears and uncertain grins
An inferno ripping deep
Whirling waves that pulse ceaselessly
Limb in limbo, spine uncertain
But no time to waste
Reparations underway at microsecond speed
Gonnnnnngggg
Breaks over

Poem written by
Dr. Maria Scunziano-Singh
for Deb Ludlow



Vehicle after accident

a torchbearer of positivity.

Deb's recovery was nothing less than miraculous. She is extremely grateful for all the support from the Access Health Care Physicians family. Everyone was amazing to her and her family through all of this which she feels helped her gain much needed strength. Her light still shines through in her actions as she fights like a soldier on behalf of the patients every day. Left with a few physical scars, her experience is touching more people than those immediately impacted. Deb is a walking testimonial that people can overcome almost any obstacles in life, all while honoring morality and integrity.



Deb Ludlow and April Reid from Case Management after completing a recent 15k walk

Appreciate those next to you; that employee you might not care for, that patient who is always difficult, the person who never smiles, and the one who makes sure you do. At the very least, show grace in wishing them the best. All these experiences can help us each grow so we can help each other heal whatever scars physically or emotionally we may have.

"Enjoy the little things in life, for one day you may look back and realize that they were the big things."



TREASURE COAST'S FINDING MAYNARD CONTEST



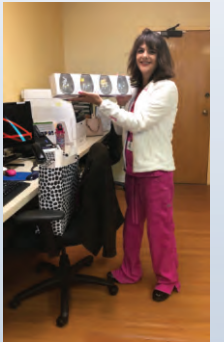
Tammy Figueiredo
Found Maynard Treasure Coast Winner - Dr. Hatz Office

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 Tuesday, August 7th at 8:00 a.m.

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



Congratulations!

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

Dr. Luke Kung and Staff
213 NW St. James Office
Dr. Kenneth Johnson and Staff



Dr. Luke King and Staff



213 NW St. James Office



Dr. Kenneth Johnson and Staff

Compliance Kudos



Please join us in congratulating our **2017 Quarter 4 Highest Regulatory Audit Winners!**

Congrats to Dr. Shaheen Pirani and Staff for being the highest scoring office with a score of **94.8%**.



Please join us in congratulating our **2018 Quarter 1 Highest Regulatory Audit Winners! Congrats to Dr. Elizabeth Hatz and Staff** for being the highest scoring office with a score of **94.2%**.

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

Will YOUR office be the next winner?!?



Other News
from the Treasure Coast!

The
BIG RED BUS
Arrives



Helen Ann Lowery



Big Red Bus for TC



Dr. Shammi Bali

POD Meeting

Every quarter, Access hosts a dinner for the physicians and management team to review important issues, answer questions, and bond. This quarter, the Professional Organization Development (POD) meeting was held on March 22nd at Silverthorn Country Club. New Physicians were welcomed, and the new Risk Management Software, pain management, Medicare Risk Adjustment, hospice care and other important topics were discussed with the group.



SUMMER WORD FIND ANSWER KEY

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G	R	I	L	L	T	I	P	K	A	Y	A	K	O	R	I
A	O	M	E	W	A	T	E	R	M	E	L	O	N	C	S
R	W	U	V	I	O	K	N	A	P	M	L	R	D	O	H
D	E	H	A	H	W	H	E	N	I	R	F	T	S	R	I
E	G	A	R	T	C	E	B	L	N	O	O	A	U	N	N
N	O	I	T	A	C	A	V	E	G	T	U	W	N	O	G
I	V	A	E	R	H	C	A	M	U	S	R	Y	G	N	S
N	U	B	A	M	T	R	U	O	S	R	T	J	P	T	K
G	S	A	I	L	I	N	G	N	T	E	H	A	B	H	R
Z	E	R	F	Y	M	W	U	A	Q	D	O	L	N	E	O
A	W	B	O	A	T	V	S	D	U	N	F	I	T	C	W
R	I	E	T	S	P	O	T	E	L	U	J	D	C	O	E
P	I	C	N	I	C	H	E	G	A	H	U	U	P	B	R
I	Q	U	S	A	N	D	C	A	S	T	L	E	N	A	I
C	M	E	M	O	R	I	A	L	D	A	Y	W	T	E	F

What is a Hospitalist?

By Deb Ludlow, Patient Care Manager

A hospitalist is a physician whose primary focus is the general medical care of hospitalized patients. Hospitalists engage in clinical care, teaching, research, and leadership in the field of general hospital medicine. Although hospitalists do not have an office in the community for outpatient visits, they help manage patients through the continuum of acute care hospitalization. They often see patients in the emergency room and may follow them into the acute care units, as well as coordinate plans for post-acute care through strong communication with the patient's primary care physician.



rapidly respond to crises or changes in the hospitalized patient's condition.

Our Access Health Care Hospitalist program began in 2012 when Dr. Pariksinh Singh had a vision, hired the first patient navigator/discharge coordinator and placed our first Hospitalist, Dr. Yuliya Markova, at one of our area hospitals.

Our program has grown a lot over the last six years. We now have a presence in six hospitals as well as 20 Skilled Nursing Facilities across the state. In addition, we

have added physician specialists to follow our patients at area Skilled Nursing Facilities along with the expertise and assistance of Case Managers for those facilities as well. With our excellent team of hospitalists, patients can have peace of mind that they are in good hands!

Because of a hospitalist's deep understanding of in-patient care, they are able to recognize and diagnose unusual disorders, anticipate problems, and

In Loving Memory

In loving memory of Michelle Bradley, ARNP, who passed away on Monday, May 28th, 2018. Michelle worked with the Skilled Nursing Facilities (SNF) for Access.

In remembering Michelle, Deb Ludlow writes, "Michelle was one of the most kind-hearted, caring, dedicated providers we've had the privilege to work with. Several of us in the Field Case Management team spent countless hours with Michelle coordinating care for our patients. The two quotes below were her favorite ones that were brought up during meetings with Michelle and the Field CM team. We all came to work really well together when she started rounding full time in the area SNFs. These two quotes will forever remind us of Michelle and all she did for our patients and our ever-evolving programs."

"Respect the platform." Mirza Baig

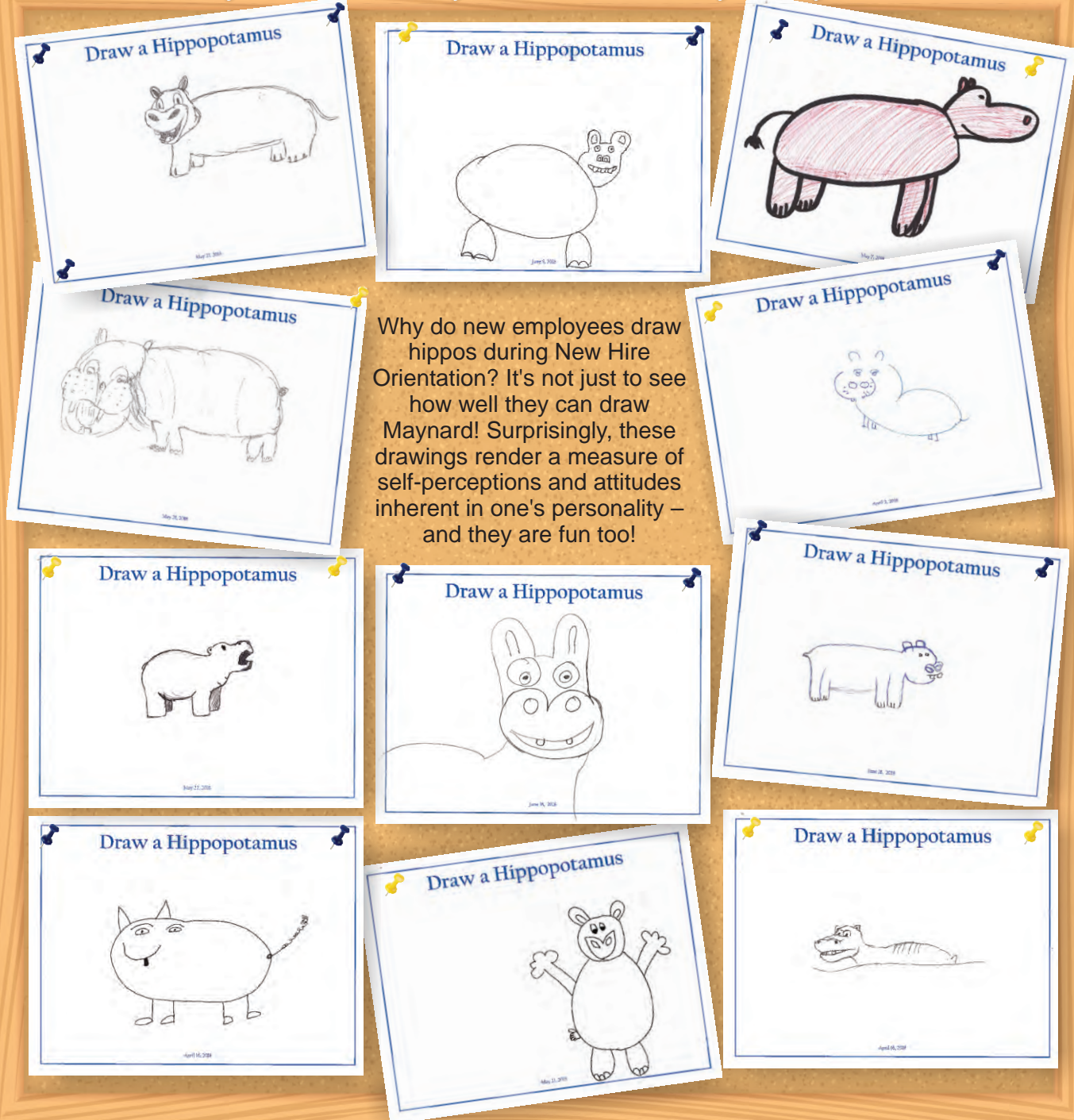
"Wearing our political hearts, we shall establish a pattern to the madness." Dr. J. Uzoho

Dr. Dalton Benson writes, "Michelle Bradley was one of the most dedicated people I have ever known. She had a larger-than-life personality, and people liked her wherever she went. Despite knowing for years that her cancer was terminal, she continued to work up until her final hospitalization. In some ways, I believe it was her work that kept her going. I particularly remember her peculiar sense of humor. A number of years ago, for my birthday and knowing that I am an Elvis fan, she gave me an Elvis mannequin (chest up)/ animatronic figure. It sang, moved its lips, and shook. She gave it to me at the SNF, after gathering the staff together, and absolutely roared when I opened the box. She marched to the tune of a different drummer, but was the most caring of people. She will be missed."

Dr. Jonadab Uzoho added, "She loved what she did and always took pride in her work."

Michelle is survived by her husband, Thomas; her son, Ashton; her mother, Marlene; her brother, Richard; and nieces and nephews.

HIPPO DRAWINGS FROM NEW HIRE ORIENTATION



MORE...

W!OW Winners!

Merceil Gordon (Golf Cart Driver) Merceil is really great about communicating and staying on top of the needs for the golf carts at 14690. She offers her thoughts and suggestions for solutions and improvements. She's very reliable and dedicated to her job. Merceil covers extra hours when there is a need and doesn't complain. She provides excellent customer service to the patients and staff and is appreciated very much!

Felicia Rader (MA, Rodriguez/Vinje) Felicia is an asset to our office! She helps without complaining. Recently she was called into work early one morning to help with the lab and she did it without hesitation! She is a dependable person who can always be counted on. She works well with her provider and all the staff. Our team is great and we believe that Felicia is one of the reasons why!

Heather Cummings (FO, Diagnostic Clinic) Heather received two nominations! In summary she is being recognized for being a great team player who goes above & beyond in everything she does. Whether she is helping call patients for HEDIS to come in and get outstanding tests completed, or helping fax documents into the insurance plans so they would drop off the gap reports and help bring the provider scores up, or accommodating other physicians whose offices don't use Caretracker by calling them with the results because they are needed for reporting purposes, she does it all with pleasure and a smile on her face! Heather receives many patient compliments after their interactions with her. She is an asset to Access!

Christy Bladgett (Billing & Coding) Christy is a vital member of the Hospital Billing Team. She approaches every project with a positive attitude and works diligently to complete all tasks in a timely manner. She has taken on every role and learned them all making her someone we value greatly and know that we can count on! Christy continues to strive to improve our processes. She never hesitates when someone needs help and always cheerfully chips in and helps us to achieve our goals together as a team!

Yngris Pacheco (Jibawi/Garrett's office) Yngris is appreciated so much! For example, when a fellow new employee needed

assistance with the office routines, lab work and the computer system, she is always willing to help and has a very positive attitude and spirit! Our office is so lucky to have her!

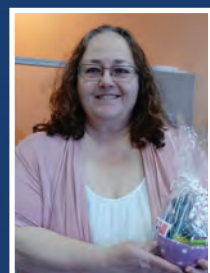
Randi Miller (Finance Dept.) We recently received yet another "Atta-girl" on the YouMatter hotline for Randi! This is the 3rd in a string of compliments so far this year and it came on the heels of a traumatic personal experience Randi had just returned from. This is proof that, even in the midst of her own troubles, Randi manages to make patients feel special and appreciated while resolving the issues they are calling about. We are lucky to have Randi at Access!

Bridgett Werry (Corporate Training) Bridgett is awesome!! She is always smiling and happy; she has a GREAT positive attitude at all times! She maintains this, even when she is swamped with work. She is willing to help us with anything we need at any time. She is happy to show shortcuts, tricks and give tips to improve processes and work flow. She is an invaluable resource to all!

Lisa Whitson (Shah's office) Lisa consistently goes above & beyond to provide excellent customer service to our patients. She helps patients navigate their way to understanding the referral process and always does so with a big smile. She is such an asset to us all!

Tiana Rubiano (Reynolds/Stokes' office) Tiana is on top of EVERYTHING and so proactive! When records are requested, she does so immediately and they are received the very same day - within an hour sometimes! She calls patients if they miss an appointment. For instance, today she called 19 minutes after a patient didn't show up to notify them and reschedule their appointment. Tiana assists with scheduling diagnostics and has called around for the best price for self-pay patients. She is a delight to work with and has a positive attitude day in and day out! She is so refreshing! Tiana is an asset to Access Health Care!

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



Melody Ludwick
Medical Records



Kayla Frias
Dr. Durai's Office



Carolina Santos
Diabetic Clinic

WEST COAST FINDING MAYNARD CONTEST

Melody Ludwick, Kayla Frias and Carolina Santos tied for the West Coast "Find Maynard" contest in the February 2018 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 August 7th at 8:00 a.m.

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



We'd love to hear from you if you or someone in your office has noteworthy news to share! Please email Juan Triana at j triana@ahcpllc.com or Elizabeth Umstead at eumstead@ahcpllc.com with all your exciting news!

W!OW Winners!

CONGRATULATIONS to our January through May W!OW Winners!

Melody Ludwick (Medical Records) Despite being very busy in Medical Records, Melody ALWAYS stops what she is doing to help us in the Main when we have issues accessing medical records for review. She never seems upset or disturbed. She always has a smile for whoever she is helping and takes whatever time is needed to help fix the problem. Melody is a great team player who definitely deserves a WOW award!

Christine Himes (FO, G. Kronenthal's office) Christine received two nominations! In the past year during many changes in the office, Christine has really stepped up to help with any and all tasks. She is pleasant, well organized and ALWAYS ready to go the extra mile for patients and staff. Christine is a tremendous asset to our office and to Access.

Sara Barker (FO, Main) Special kudos to Sara for stepping up and pitching in! There's been a recent shortage in staff and Sara has really helped to keep things together. She's always kind to patients and goes above & beyond the call of duty to ensure their satisfaction. She's filled in where she's needed without a peep or indication of unhappiness or annoyance. She's ready to help no matter the job: reports, faxes, check in, check out, closing, adjusting her shift or anything else that is required. We have the deepest gratitude for her continued dedication and assistance.

Sherry Blake (Checkout/Referrals, J. Garrett's office) Sherry is an extremely hard worker. She has multiple job duties and somehow she is able to multitask and complete all of it in a timely manner. She is an absolute must have employee. She also helps patients in need outside of work. Sherry always goes above & beyond her call of duty.

Donna Ramsey (FO, Hartzell / Bhatia) Donna is amazing! She helps everyone out all the time. She not only answers phones, she does the referrals, helps out at the front desk and does call backs. If anyone needs anything, they know they can count on Donna! She goes above & beyond with everything she does. She is an asset to our office and we are soooooo lucky to have her!

Christianna Kukich (Referrals) Christianna was one of our best referrals coordinators! Because of her commitment to referrals, she was moved to a training position and was responsible for all new hires. She created cheat sheets and small questionnaires to make it fun for them while they learned. Shortly after that, Christianna was moved to intake, and she is doing a great job there too! She has learned every aspect of the department, and she is always willing to learn more and take on more responsibility. We are extremely grateful to have her on our team!

Arelis Rodriguez (MA, Durai) Arelis is always ready and prepared for the day as well as SUPER organized. She will always go out of her way to help a fellow employee when they're in

need. She always looks for ways to improve the office. Arelis works fast-paced but also very accurately and is always willing to train new people when they need guidance. She is always complimented by patients and her gentle ways. She deserves to be recognized!

Rachel Cook (Corporate Training) Rachel has done an excellent job learning the new PCMH process, taking initiative, and being deeply focused on gathering the necessary documentation, learning the new online system, transitioning from the old standards to the new, and completing audits with all the program offices. She has shown a lot of improvement in her performance over the past few months. Her dedication in tackling this new program, which is more complex and administratively more complicated than the previous program, is impressive. She is a great asset to our team!

Ronda Mitchell (MA, Reynolds/Stokes) Ronda consistently gets her work done quickly and efficiently. Then she asks her coworkers if there is anything she can do to help them. She says "just throw it at me and we'll get it done"! She introduces herself to every patient as she is bringing them back to the scale, she makes them feel comfortable and addresses all their concerns. She is open to correction with medical terminology and the process of medical procedures. Ronda is a HUGE asset to our team!

Keishla Dones (Credentialing) Keishla was a huge help in training a new employee. She was there every step of the way through the learning process making sure every little detail was covered and she always dropped what she was doing just to help. Keishla went above & beyond to see that everything was fully understood. She was unselfishly willing to help anytime without ever making someone feel like an inconvenience. She is a true team player and deserves to be recognized for all her hard work.

Enid Cedre (Lead, Juvvadi) Enid is an amazing worker and a pleasant person to work with. She always goes out of her way to give a helping hand, and she will never leave a man behind! She always has a smile on her face even in the most stressful times. She strives to do her best for the office as well as for herself. She is the "Go To" person for anything and everything, and we believe it's time she is recognized for her hard work, dedication and camaraderie.

Tracy Coburn (Medical Records) Tracy is one of the most conscientious, detail-oriented people there is! On a daily basis she receives numerous legal documents from many sources and keeps track of the processing. We have personally seen how she verifies and follows up until the process is completed. We are impressed every day how she handles the volume of incoming and outgoing work that is involved with her position. For this and much more, she should be recognized with a WOW Award!

continued on page 17

Welcome Aboard

To Our New Employees!

January - June 2018



Adrienne Keefer6/18/18	Jenna Knight4/25/2018	Nidia Perez5/14/2018
Adris Garcia Garcia6/4/2018	Jenna Valdes6/11/2018	Niurka Chavez6/26/2018
Airelys Caballero Arias2/7/2018	Jennifer Derby6/18/2018	Olivia Calandra2/5/2018
Alicia Woodard4/1/2018	Jennifer Leto4/16/2018	Olivia Queen4/2/2018
Amanda Eberts5/29/2018	Jennifer McCormick5/21/2018	Olivia Williams4/16/2018
Amber Perry3/13/2018	Jessica Hutchinson, ARNP4/1/2018	Onelia Opiela5/21/2018
Anabel Fragoso Gomez2/26/2018	Jodi Causey3/19/2018	Patricia Kosa4/16/2018
Anabel Hernandez5/29/2018	Johan Gonzalez3/19/2018	Penni Jividen5/7/2018
Angela Morgan5/24/2018	John Curtis3/28/2018	Penny Douglas3/26/2018
Anna Espinosa Fry6/18/2018	Jonadab Uzoho, MD2/5/2018	Rachel Smith5/1/2018
April Lynch4/1/2018	Jose Marty4/16/2018	Rafia Brewster1/29/2018
April Stumpf6/4/2018	Kaitlin Mahla2/19/2018	Ratchanok Matthaya3/13/2018
Armicia Gordy3/26/2018	Kaitlyn Vreeland5/21/2018	Raymond Jimenez6/1/2018
Ashlee Darkes5/21/2018	Kaitlynn Gillchrest5/7/2018	Rebecca Goins3/21/2018
Ashley Smith4/23/2018	Karely Diaz-Morales4/30/2018	Renee Violette4/9/2018
Ashley Walters6/11/2018	Karen Ellingson, PA-C3/26/2018	Rhonda Griffin3/19/2018
Ashli Gunter4/16/2018	Karen Lopez2/12/2018	Rhonda Skaggs6/18/2018
Brandi Fields3/5/2018	Karyssa Phillips6/4/2018	Robert Goocher6/5/2018
Brianne Janak2/27/2018	Kathleen Russo5/22/2018	Rosa Pulido4/30/2018
Brieann Vore2/26/2018	Kaylee Whittington5/21/2018	Roxana Gonzalez Morales2/26/2018
Brittany Brown6/18/2018	Keesha Sindelar2/19/2018	Sabrina Krisa2/28/2018
Carla Danesi3/5/2018	Kerri Ann Lordeus, ARNP6/4/2018	Samantha Aragunde5/7/2018
Carmella Fallanca3/5/2018	Kimberly Caruso6/5/2018	Savannah Strickland2/19/2018
Cassandra Helmandollar5/22/2018	Kimberly Mahla4/18/2018	Shelby Hallman5/7/2018
Cateri Reeder5/7/2018	Kimberly Wiley2/5/2018	Sheri Dwyer4/16/2018
Catherine Delaney4/1/2018	Kristine Braunstein3/26/2018	Shirley Feliciano6/5/2018
Cody Rosenzweig5/22/2018	Laura Thomas4/2/2018	Simonne Hammarquist, MD4/30/2018
Corrine Aponte-Walker4/16/2018	Lauren LaMonde5/7/2018	Stacey Spadafora5/11/2018
Dakota Stuart3/14/2018	Leslie Morong5/21/2018	Stephanie Macy5/7/2018
Dalia Jimenez3/5/2018	Liancia Tifer4/16/2018	Stephany Hartt5/22/2018
Dawn Lewis3/19/2018	Linda Bianchini4/19/2018	Surendar Rao4/16/2018
Deborah Diaz De Ulloa6/4/2018	Lindsey Wells6/5/2018	Susan Hill5/7/2018
Dejanae Conley5/7/2018	Lora McNeil2/26/2018	Swanette Cantero2/26/2018
Dina Hidalgo6/11/2018	Loretta Collins5/23/2018	Tara Turci6/15/2018
Elizabeth Bandaly3/19/2018	Louis Littleton2/26/2018	Teodulo Mationg, MD3/26/2018
Elizabeth Echevarria5/14/2018	Lucia Sannuto6/4/2018	Terrance Flaughter3/27/2018
Elizabeth Eubank3/5/2018	Luz Villafane2/19/2018	Terrance McGinness5/14/2018
Elizabeth Velazquez Zaldivar2/12/2018	Lydia Torres4/2/2018	Tessa Walker5/29/2018
Enoelia Cubero5/21/2018	Maria Figueredo5/7/2018	Tiffany Harvin5/9/2018
Eric Hanneman3/19/2018	Maribel Dixon4/10/2018	Tiffany Martinez6/5/2018
Erica Morales5/7/2018	Mariely Troche-Otero4/26/2018	Tiffany Palumbo5/21/2018
Erin Dillon3/19/2018	Marisa Henly5/7/2018	Tomika Harris5/7/2018
Evelyn Gonzalez4/1/2018	Mary Spicer6/27/2018	Tonya Clark4/16/2018
Frank Cail III4/11/2018	Matthew Afanador6/11/2018	Tracy Johnson6/18/2018
Gabriella Hoffmann5/21/2018	Matthew Leon4/23/2018	Vanessa Biegler2/5/2018
Gabriella Sanvenero3/28/2018	Maureen Brodski6/4/2018	Victor Correa Noriega2/7/2018
Gabrielle Fuerte2/28/2018	Meghan Corne3/14/2018	Victor Fernandez Santiesteban2/5/2018
Garland Hiers6/11/2018	Melissa Lopez6/4/2018	Victoria Copeland3/26/2018
Helaine Colosimo4/2/2018	Melissa Martinez6/4/2018	Wanda Haight5/21/2018
Ivonne Candelaria2/21/2018	Melissa Reyes5/29/2018	Wanda Sciarriano5/21/2018
Janet Matherly5/7/2018	Michael Eaton4/2/2018	William Boettger4/16/2018
Janice Kozloff6/25/2018	Monica Sotomayor-Lugo2/19/2018	Yosleny Reyes Gonzalez2/26/2018
Janice Tolbert5/7/2018	Natalia Lugo-Reyes5/9/2018	Yuneiky Aguilera Napoles2/26/2018
Jason Fitzgerald5/10/2018	Natalie Colon4/2/2018	Yvonne Delcampo2/12/2018
Javier Torres6/18/2018	Natalie Sanon3/5/2018	Yvonne Reiter4/9/2018
Jeanna Long4/11/2018	Nicholas Schille1/29/2018	Zahkiia Persons6/4/2018
Jenette Rosenlieb6/4/2018	Nicole Rowe4/16/2018	

PATIENT PRAISE:



Case Management

- Case Management is super. My case manager, Theresa Daughton, does a superior job!
- Our sincerest thanks for all that Karely Diaz Morales has done for my mother. We appreciate and thank God for putting her in our way! Keep up the good work!

Dr. Pal Durai's Office

- The office staff was great and a joy to be around, especially Arelis Rodriguez-Nieves and Kayla Frias Sabino.
- Whenever I need a referral, Lisa LaGala does a good job at getting her referrals taken care of.

Drs. Miguel Fana & Rafael Velasquez's Office

- The staff is great! Lieter Medina, Lisa Braden, Yolanda Crane and Dr. Velasquez are always helpful.
- Front desk staff are always polite, prompt, and personable.
- You guys are great – I love Erin Forrey, ARNP and Dr. Fana!

Drs. Robert Hartzell and Anil Bhatia's Office

- Thank you for all you do to care for us and our medical needs. You are appreciated and loved! You are THE GREATEST!!
- I want to thank you for your extraordinary care. Your concern and quick action helped me physically and emotionally. Thank you for being there!

Drs. Jennifer Laman and Amy Capoocia's Office

- Both doctors and their staff are so professional. Everyone here cares about you.
- After 7 years in Florida, I am very fortunate to have finally found a great facility with Dr. Laman and Dr. Capoocia! I am never leaving!
- The staff is wonderful!
- Dr. Capoocia is the best doctor I have ever had – I love her!

Dr. Dan Pulsipher

- The staff is very nice and friendly. We are happy we found this office!
- I love Dr. Pulsipher!
- This is a nice place, nice people, and a nice lady at the main desk.
- Dr. Pulsipher is very nice and listens to you.

I asked several questions and he was very helpful.

- Don't change anything!

Dr. Shereen Saba

- Thank you so much for providing me with the quality of care that you do and for always taking the time during my appointments. I am always treated with kindness, dignity, and respect at each visit. Your office is very professional and Dawn Quirino is amazing and never impatient!

Dr. Danish Siddiq's Office

- I am very happy with Dr. Siddiq and the office.
- You cannot really improve on perfection! I have been coming here since 2011. Tyler Trowell, Cathy Allen-McDonald, and Cortney McKeiver are wonderful!
- I love this office! They are very responsive and friendly.

Drs. Veselin Stoyanov and David Herndon's Office

- This is the best office I've ever been to!
- Dr. Stoyanov is the best doctor I have ever had and the staff is excellent too. Thank you Dr. Stoyanov!
- Yana Geyvandova, ARNP is excellent!
- I have always been treated very well whenever I come to this office.
- Everyone is doing a great job here!

Drs. Jaime Torres and Odelsa Diaz's Office

- Keep up the good work!
- These are the best doctors, staff, and nurses!
- You are all so wonderful and caring and devoted to your patients.
- I love everyone who works here. They are so concerned, helpful, polite, respectful, and caring.

The Main – 5350 Spring Hill Dr.

- Everyone here is wonderful!
- I've been coming here for over 10 years. As a healthcare provider myself, I appreciate the professionalism I encounter here.
- Always a great team!
- Access Health Care is "The Best"!!



Manjusri Vennamaneni, MD, is Awarded the 2018 Martin L. Block Award

Dr. Vennamaneni was recently awarded the 2018 Martin L. Block Award for excellence and innovation. The award was presented by the RISE Association which supports healthcare professionals who aspire to meet the challenges in the ever-changing landscape of accountable care and healthcare reform.



Hernando County Recognizes Dr. Pariksith Singh

Dr. Pariksith Singh was recently recognized by the Hernando County Board of County Commissioners for his many achievements and contributions to the community. At the May 8th meeting, the Hernando County Board of County Commissioners presented Dr. Singh with a Resolution recognizing "his distinguished achievements, leadership, philanthropic efforts, and community initiatives that enrich and give back to our community."

Left to right: Nick Morana, Pariksith Singh, MD, County Commissioner Wayne Dukes



Congratulations!

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. Manjusri Vennamaneni and Staff** (photo not yet available), **Drs. Mark Denner, David Miller, Ivan Diaz and Staff, Dr. Alex Tambrini and Staff, Dr. Grigor Varlakov and Staff and Dr. Husam Abuzarad and Staff**, 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.



Drs. Mark Denner, David Miller, Ivan Diaz and Staff



Dr. Alex Tambrini and Staff



Dr. Grigor Varlakov and Staff



Dr. Husam Abuzarad and Staff



NEWS FLASH

Jim Butler and the Auroveda Community Outreach Center



Jim Butler has been working at the Auroveda Community Outreach Center for over a year and a half and has already made a big difference to so many people! Every day, individuals come to the center seeking help in a variety of ways such as medical assistance, financial assistance, food stamps, or more. Jim diligently

works to help each person with their needs. For example, he refers people to the Crescent Clinic for health care services, directs those who are substance dependent on how to get help, and even works to help some people who are in need of suitable housing.

Jim is exceptional at understanding and helping people improve their situations. Many times, people just come in to talk to Jim and share, while others see him as a friendly counselor. Jim always encourages people and lets them know that he will help them figure out solutions. For instance, one man came in asking for help with getting dentures. Jim worked for months with Medicaid and getting all the paperwork sorted out so this man could finally get what he needed. In appreciation, this man made sure to stop by the Outreach Center and show Jim his new smile as soon as he received his dentures.

Jim views his work at the Outreach Center as a calling on his life. Even outside working hours, Jim visits and plays music for people in prison as well as distributes fresh produce from the Auro Community Garden to help the hungry. As a scholar of Religious Theology, Jim is dedicated to serve the community. Most of all, he wishes to be a vessel of God's love for all people, especially to those whom others choose to forget.

Auroveda Community Outreach Center

The Auroveda Community Outreach Center has been designated as a local community partner agency with the Department of Children & Families Florida ACCESS Program.

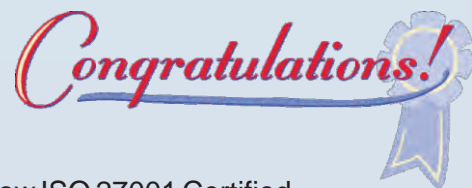
Need help to buy food?
Need temporary cash assistance?
Need help paying medical bills?
Need help with prescription assistance?
All of these services require an application process and may take up to 30 days for approval. This includes temporary cash. There is no cash on hand at any of the centers.

The Auroveda Community Outreach Center can assist you with:

- Providing the use of computers so that you can apply for assistance
- Checking the status of an application or redetermination of benefits
- Reporting a change or open an account with Florida ACCESS
- Helping to verify your identity
- Providing general assistance with the application
- Providing help to submit a web application
- Providing you with the current status of your application and helping you with outstanding information that is still needed to determine whether you are eligible.

Location:
 5390 Spring Hill Drive • Spring Hill, FL 34606
 (P) 352-610-4329
 Hours: M-F 10am-12pm and 12:30pm-4pm

Congratulations to the IT Department for the ISO 27001 Certification!



Shawn Epling, Director of IT, has announced that the organization is now ISO 27001 Certified.

The ISO 27001 is part of a family of standards that help organizations keep information assets secure. Using this family of standards helps an organization manage the security of assets such as financial information, intellectual property, employee details or information entrusted to them by third parties.

In addition, Mr. Epling also announced that the organization completed its SOC II Type II recertification and the results will be in shortly. His department is also in the process of becoming SOCI Type I and HITRUST certified.

Congratulations to the entire IT Department for all your hard work!



Diabetes Recognition Program (DRP)

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.

The DRP Program includes measures which cover areas such as:

- HbA1c control
- Blood Pressure control
- Eye examinations
- Nephropathy Assessment
- Smoking and Tobacco Use and cessation advice or treatment

Those who achieve DRP Recognition show their 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.



Dr. Jennifer Laman



Dr. Danish Siddiq and Staff



Dr. Manjusri Vennamaneni and Staff



Dr. Pariksinh Singh and Staff

Health Fairs & Community Events



Citrus County Health Expo

The Citrus County Health Expo was held at the YMCA on Saturday, February 3rd. AHCP was well represented by the entire Citrus Team reaching out to the community and answering questions.

Pictured L-R: Dr. Odelsa Diaz, Dr. Jaime Torres, Charles Kronenthal, Bridget Bullock, Dr. Jose Rodriguez, April Reid, Dr. Ana Cruz-Diaz

Compliance Kudos



Please join us in congratulating our **2017 Quarter 4 Highest Scoring Regulatory Audit Winners:**

Congrats to Drs. Veselin Stoyanov, David Herndon, and S. Grant Willis and Staff for being the highest scoring **PRIMARY CARE OFFICE** with a score of **97.8%**.



Congrats to Dr. Q.A. Fattah and Staff for being the highest scoring **SPECIALIST OFFICE** with a score of **98.1%**.

(Not Pictured)

Please join us in congratulating our **2018 Quarter 1 Highest Scoring Regulatory Audit Winners:**



Congrats to Dr. Pal Durai and Staff for being the highest scoring **PRIMARY CARE OFFICE** with a score of **100%**.



Congrats to Drs. Kevin Palmer, Mallik Piduru and Staff 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!

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

NEWS FLASH

Doctor's On The WXJB Radio



L-R: Dr. Pariksith Singh, Dr. Mariya Milko, Drs. Abdel and Mohamad Jibawi, Dr. Oleg Gligich

Dr. Maria Recognized by Pine Grove Elementary School

On Monday, June 4th, Pine Grove Elementary School hosted its annual "Business Partners in Education" Ceremony. Dr. Maria Scunziano was invited to accept a recognition certificate for Auroveda Foundation's contribution to the school's garden.



L-R: Nancy Hurst (Title 1 Parent Educator), Dr. Maria Scunziano-Singh, Doug Poteet (Science specialist teacher and founder of the school's Garden Club)

Gulf Coast North AHEC recognized Access and Dr. Singh's Efforts

On May 29th, Gulf Coast North AHEC (Area Health Education Center) recognized Dr. Pariksith Singh and Access Health Care for their outstanding efforts to reduce the prevalence of tobacco dependence in the community. For individuals wanting to quit smoking, Gulf Coast North AHEC provides a wide range of health education programs such as a "Tools to Quit" program.



L-R: Dr. Abdel Jibawi, Cynthia Heitzman, Dr. Manjusri Vennamaneni, Julie Erickson, Dr. Pariksith Singh, Sheena Thompson, Mirza Baig



L-R: Pariksith Singh, MD, receives recognition award from Sheena Thompson, Certified Tobacco Treatment Specialist for Gulf Coast North AHEC, Inc.



Summer Word Find

C	Y	D	X	A	S	U	N	S	C	R	E	E	N	P	F
G	R	I	L	L	T	I	P	K	A	Y	A	K	O	R	I
A	O	M	E	W	A	T	E	R	M	E	L	O	N	C	S
R	W	U	V	I	O	K	N	A	P	M	L	R	D	O	H
D	E	H	A	H	W	H	E	N	I	R	F	T	S	R	I
E	G	A	R	T	C	E	B	L	N	O	O	A	U	N	N
N	O	I	T	A	C	A	V	E	G	T	U	W	N	O	G
I	V	A	E	R	H	C	A	M	U	S	R	Y	G	N	S
N	U	B	A	M	T	R	U	O	S	R	T	J	P	T	K
G	S	A	I	L	I	N	G	N	T	E	H	A	B	H	R
Z	E	R	F	Y	M	W	U	A	Q	D	O	L	N	E	O
A	W	B	O	A	T	V	S	D	U	N	F	I	T	C	W
R	I	E	T	S	P	O	T	E	L	U	J	D	C	O	E
P	I	C	N	I	C	H	E	G	A	H	U	U	P	B	R
I	Q	U	S	A	N	D	C	A	S	T	L	E	N	A	I
C	M	E	M	O	R	I	A	L	D	A	Y	W	T	E	F

Can you find the following Summertime words?

(Be sure to look across, down, backwards, and diagonally to find them all!)

- | | | |
|-----------------|--------------|--------------|
| August | Gardening | Pool |
| Barbecue | Grill | Sailing |
| Beach | Hot | Sand castle |
| Boat | Humid | Sunscreen |
| Camping | June | Swim |
| Corn on the cob | Kayak | Tan |
| Fan | Lake | Thunderstorm |
| Fireworks | Lemonade | Travel |
| Fishing | Memorial Day | Vacation |
| Fourth of July | Picnic | Watermelon |

Please Welcome...

MEET & GREET EVENTS

Dr. Ana Cruz-Diaz Meet & Greet

Ana C. Cruz-Diaz, MD had a Meet and Greet event on Friday, February 2nd and was a big success! Many patients were excited to have a new doctor so close, especially an office that has a lab.

Dr. Ana Cruz-Diaz practices at 7729 East Pine Lake Lane, Floral City, FL 34436. Call 352-765-3003 to schedule an appointment.

Pictured L-R: Alyssa Carnes, Dr. Ana Cruz-Diaz, Alexa Hughes



Dr. Ana Cruz-Diaz

Dr. Edel Alvarez Meet & Greet

Edel Alvarez, MD had a Meet and Greet event on Saturday, February 24th along with Simply Healthcare. The event was a huge success with a bouncy house for children and music for all!

Dr. Edel Alvarez practices at 2198 15th Ave. S, St. Petersburg, FL 33712. Call 727-803-6887 to schedule an appointment.



Pictured L-R: Dr. Edel Alvarez, Latora Lumpkin



Pictured L-R: Bret Harrop, Fatima Nash from Pace, Dr. Edel Alvarez, Latora Lumpkin, Lorianne Crego, Paola Sanciprian, and Keith Harrington from Simply Healthcare

Dr. Janice Rodriguez Meet & Greet

Janice M. Rodriguez, MD had a Meet and Greet event on Friday, February 23rd that was also a great success! Along with Dr. Jude A. Pierre and his staff, Dr. Rodriguez welcomed many patients to the event.

Dr. Janice Rodriguez practices at 5290 Applegate Drive, Spring Hill, Florida 34606. Call 352-686-3101 to schedule an appointment.



Janice M. Rodriguez, MD



Pictured L-R: Dr. Janice Rodriguez, Dr. Jude A. Pierre, LeAnne Wright, ARNP, and Verillian Smith



FUN STUFF!!!



Reagan-Larratta Wedding – On March 1st, Kelsey Reagan (formerly from HR, now in Accounting) married Tyler Larratta in a lovely wedding in Brooksville.

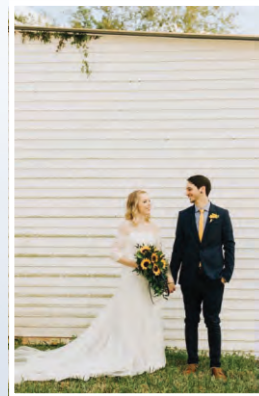


Martin-Rogers Wedding – On May 4th, Jeanine Martin from Credentialing married Ryan Rogers in a fabulous, Star Wars-themed wedding. Congratulations Jeanine and Ryan, and May the Fourth be with you!!

Juan Triana, CCO, and Sam Vantassel ready with lightsabers



Dokoupil-Vore Wedding – On June 2nd, Caroline Dokoupil (Corporate Trainer) married Kirk Vore, saying their vows in a romantic, hot air balloon ride over the quaint town of Telluride, CO!



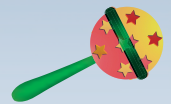
Special Days



On May 24th, the Quality Department showed their support for Red Nose Day to raise money to help end child poverty!



The Compliance Department had fun at Ashley Lutz's baby shower for baby Emmalee due in August!





Amber Fackler and Dr. Anil Bhatia



The Staff at Drs. Robert Hartzell and Anil Bhatia's Office celebrated Memorial Day in style!

Photo Left: Jeanette Ramirez, Danyeil Schepfer, Donna Ramsey, Amber Fackler



Greg Sylvia, PA-C as Uncle Sam

More Special Days



Mr. Preda's Retirement Cake



Mr. Preda and Linda Knutson

BABY NEWS

Congratulations to Amber and Matthew Duren on the birth of their son, Timothy Duren on March 14th weighing 5 lbs. 10 oz.!



Congratulations to Heetal Patel, PA-C and husband, Dipen Patel for the birth of their daughter, Vaani on January 12th. She weighed 6 lbs. 2 oz., was 19.75 inches long, and her big brother, Ved, is excited to have a little sister!

Congratulations to Elsy (from HR) and Jorge Rodriguez Bejarano Troche with the birth of their daughter Leilanie! Leilanie was born on March 24th and weighed 7 lbs. 5 oz., and was 19 1/2 inches long. Her big brothers, Noah and Ayden, and her big sister, Lena, are all excited to have Leilanie join the family!



Leilanie Troche



The Troche Family



Elsy Troche and family

FUN STUFF!!!

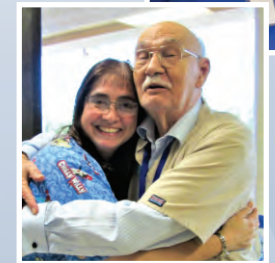
Mr. Preda has been at Access Health Care in our Medical Records department for 13 years! He is truly one of a kind. If you don't know him personally, you have definitely heard of him or seen him around. Mr. Preda is a man of many talents. He started his medical career years ago in Romania at the age of 15 in pre-medical school. He then lived in New York and worked as a surgery medical assistant, eventually moved to Florida, settled down, and had two children. He has been an asset to our department, and is always willing to jump in and help whenever he can. He always has a positive and caring attitude from the beginning of the day to the end of the day. Unfortunately, it is time to say goodbye to our dear co-worker and friend. We wish him the best in his retirement! - By Joanne Champion from Medical Records



Mr. Preda's Retirement



Mr. Preda and Karen Cross



Joanne Champion and Mr. Preda

Congratulations to Garland Hiers (from Dr. Vinje's Office) and her fiancé, Rick, on the birth of their daughter Gianna Lynn Willard on April 6th! Gianna weighed 7lbs. 5 oz. and was 20 inches long, and her big brother, Grant, is excited to have Gianna join the family!



Congratulations to Drs. Anthony and Leidy L. Isenalumhe on the birth of their daughter Nyah Gabriella on June 23rd!

