



Employee Spotlight

Interview By: Beth Umstead

Jeannette Garzon
Director of Operations

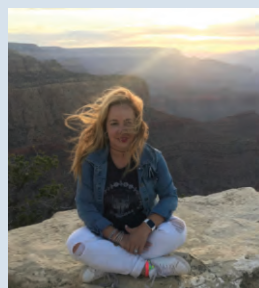
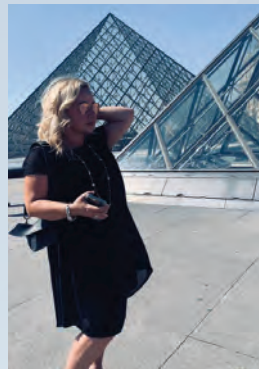
Access Health Care is very pleased to introduce our New Director of Operations - Jeannette Garzon! When asked what she likes most about her new role at Access, Jeannette said, "I like that every day is different, challenging, and exciting. No two days are the same. While some days are more challenging than others, I try to remain positive. I truly love what I do, so it's easy for me to see beyond a tough day or an unexpected turn!"

Jeannette received her Bachelor of Science in Nursing (BSN) from Florida Atlantic University in 1999 and her Bachelor of Arts degree in Communication from Southern New Hampshire University in 2018. Moreover, she has been part of the Nurse Advisory Board for Mead Johnson since 2010.



Jeannette and Samantha in Paris

Even though Jeannette was born and raised in New Jersey, she moved to South Florida 25 years ago. She has been married to her husband, Hugo, for 22 years, and they have one daughter, Samantha. Last year, they became empty nesters when Samantha started studying Film in Paris. She is part of the Global BFA program with Emerson College in conjunction with the College of Art in Paris. Jeannette is very proud of her daughter even though she misses her tremendously. She loves the fact that her job at Access keeps her very busy and helps her cope with her daughter being so far away.



When Jeanette is not at work, she loves to travel with her family. Some of her favorite travel spots include Sedona, Arizona, Prague, Czech Republic, and Florence, Italy. Jeannette feels very fortunate to have traveled extensively throughout Europe! She also enjoys kayaking and tries to get out on the water as much as she can. Her secret passion? You may be surprised to know that Jeannette is a die-hard soccer fan too! She really loves Madrid and tries never to miss a game!

Jeanette's favorite quote is, "You have to do everything you can. You have to work your hardest. And if you do, if you stay positive, then you have a shot at a silver lining." (Bradley Cooper) Most of all, Jeannette is happy to be at Access Health Care and looks forward to her role as the Director of Operations.

Welcome to the Access family!



Jeannette and the Operations Team



Enriching lives by providing
the healing touch.



AUGUST 2020

Physician's Highlight

Adisa Dzudza-Sunjic, MD
Board Certified in Internal Medicine



Adisa Dzudza-Sunjic, MD, has been practicing internal medicine in the Tampa Bay area since 2005. Prior to that, she worked at Lincoln Medical Center in New York, a teaching hospital affiliated with Cornell Medical School. Dr. Dzudza-Sunjic served as a primary care provider clinical instructor with active involvement in teaching residents.

Dr. Dzudza-Sunjic completed her residency in internal medicine at the highly prestigious Albert Einstein College of Medicine/Jacobi Medical Center in Bronx, New York. She received two medical degrees; one from the University of Sarajevo Medical School and another from the University of Milan Medical School. Moreover, Dr. Sunjic graduated summa cum laude from both medical schools. She earned her undergraduate degree from the University of Sarajevo.

Dr. Dzudza-Sunjic is board certified in internal medicine by the American Board of Internal Medicine and holds the highly coveted national NCQA certification in diabetes and heart/stroke care. She is also a member of the American College of Physicians.

She speaks English, Italian, Spanish, Bosnian, Croatian and Serbian.

Dr. Dzudza-Sunjic is married, and she and her husband have two teenage boys. She enjoys yoga, skiing, travelling, and spending time with her family.

Inside Access:

- Front Physician's Highlight - Adisa Dzudza-Sunjic, MD
- pg 2 Choose Wellness...Not Illness
- pg 3 Fall Puzzle
- pg 4 & 5 Indispensability of Compassion in Empathy plus Kindness in the Workplace
- pg 5 Congratulations to the Following Offices for Receiving Their PCMH Renewals!
- pg 6 & 7 Patient Praise, News Flash
- pg 8 Compliance Kudos West Coast, West Coast Finding Maynard Contest
- pg 9 Draw Stations
- pg 10 & 11 Julie Germaine Memorial
- pg 12 Positive Puzzle
- pg 13 Welcome Aboard To Our New Employees!
- pg 14 Hippo Drawings
- pg 15 Covid Updates
- pg 16 WIOV Winners!
- pg 17 Positive Puzzle Answer Key, Fall Puzzle Answers
- pg 18 AHCP's 4th Annual Photography Contest!, Editor's Corrections
- pg 19 East End News
- pg 20 Employee Spotlight

New patients ages 18 through geriatrics are always welcome!

Practices are located at:

5382 Spring Hill Dr.
Spring Hill, FL 34606
352-200-2190

4270 Lake in the Woods Dr.
Spring Hill, FL 34607
352-597-7249

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

Choose Wellness... Not Illness

Dr. Maria Scunziano-Singh, MD, NMD

The road to WELL is paved with the goodness of the earth.

What is Wellness? A state of complete uninhibited flow of energy throughout the body and all its layers, allowing for peace and balance of every organ system. The result? Happiness manifests.

What is Illness? A condition of blockage of the vital energy flow in and through body channels and layers, which reduces the body's integrity and functionality. The result? Distress prevails.

I see our planet as a cosmic gift that the human race has been assigned to embrace, respect, and sustain. Every element within and surrounding the earth's energetic field has been spectacularly organized with infinite cyclical patterns. The dawn and dusk of each day, the ebb and flow of the tides, the seasons of the year, and the birth and transition of all life forms are some of the wondrous rhythms that we all know and admire. Yet, we all *seek to know* what mystical omnipotence has designed such precise sequences. Ahhh, the mystery of life!



There are added features to this massive universe that I consider very special: *Micro planets* that follow these *Macro planetary* and *cosmic* rhythms. Humans (animals, plants, and other life forms) are these Micro planets. We inhale and exhale, ingest and digest, and reproduce our environments such that we are natural extensions or micro-units of the whole parent planet earth.

Yes, we are integral bodies of and within a very large body.

The natural, robust health of human bodies correlates with the rhythmic patterns of nature. As we literally reflect this macrocosm, all our functions flow in synch with nature. When we eat, exercise, work, play, socialize, and sleep in the name of love for our entire planet, there is sustained wellness. Any and all deviations from the purity of heart and spirit for our Macro-Micro planets can and will change the course of wellness to illness.

Whole food, cultivated and harvested with respect and natural nutrients prepared lovingly by gentle, careful cooking (avoid microwaves, icy cold foods, smoked, deep fried, and high-heat grills) are critical for the path to total health. Another vitally important point is that whole food is to be chewed thoroughly and without haste for overall complete digestion. The timing of two to three meals between 8am and

6pm to satisfy body energy needs is a good schedule to maintain. Avoid late or very early eating. Anything less than consciously nutritious eating has no value to the health and wellbeing of a person (or any living creature) and should be avoided for prevention of illness and optimal living.

In temperate climates, land and sea plant-based foods with added seafood (namely, fish with scales) are optimal for their overall healthful value. The same can be said for tropical and subtropical climates. However, very cold climates may also see the use of sustainable and consciously sacrificed animals or seafood. These denser proteinaceous foods are added to the available land plants for increased energy needs of the human body in continuous frigid temperatures.

Fitness with various forms of exercise is essential for heart, brain, nerve, hormone, digestive, and immune competency. Body weight should be in a normal range for height and age, proportional and without burden to the spine and joints. Performing invigorating movements outdoors and in the sun is key to setting the body up for proper sleep-wake cycling. (Melatonin formation

happens with sunlight exposure, and lack of sun can negatively affect sleep.) Productive and gainful work, blissful play with friends, family, and pets, or creative activities that fulfill the spirit complete human connectivity. The palpable personal interaction, rather than the "virtual" one, is strongly recommended for optimal harmony and reduced risk by artificial electromagnetic frequencies. Moreover, the release of happy-inducing biochemicals such as oxytocin and endorphins (natural pain relievers) with human-to-human and animal presence cannot be understated.

Ultimately, there is primal need for sleep. This is equally important to that of nourishment and recreation. We cannot be well and in balance without this crucial posture at night. Sleep is very powerful to restore energy, repair and regenerate weakened or worn tissues and cells, help keep appetite under control, and strengthen immune function. 7-8 hours of sleep at night will only be attained if daily living is energetic (including sun exposure) with basic habits as mentioned above.

It is in your best living choices that allows for a natural harmony of the Macro and Micro planets.

Choose wellness, not illness, for the sake of peace, balance, and happiness in this universe.



TREASURE COAST'S FINDING MAYNARD CONTEST

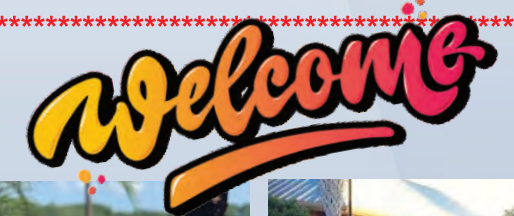
Be the first to find Maynard hidden within this edition of our newsletter and win an exciting prize compliments of our Compliance Department.

INSTRUCTIONS: Circle Maynard's picture, scan and email it to tubidia@ahcp LLC.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 25th 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.

Please welcome to the Treasure Coast Team:



Dr. Raymond Molano

New Physician at
634 NE Jensen Beach Blvd., Jensen Beach
and
1700 SE Hillmoor Dr., Suite 501, Port St. Lucie



Alberto Alfonso

New Operations Manager for the Treasure Coast offices

Albert enjoys Zumba, cycling, and daily walks. He also likes to spend time with his family including his godson, nieces, and nephews!



Compliance Kudos

Please join Maynard in congratulating our regulatory audit winners!

Quarter 4 2019

Dr. Luke Kung and Staff had the highest **Treasure Coast Office** score **with 93.0%**.



In addition to housing the roving trophy over the next quarter, this team was treated to lunch courtesy of AHCP!
Will YOUR office be the next winner!?

Indispensability of Compassion in Empathy plus Kindness in the Workplace

By Maria Scunziano-Singh, M.D.

We all need to help make our workplace one where we feel a sense of fulfillment, belonging, and real connection. Not only is this for the sake of each of us in our roles of service, but also for those whom we serve every day.

The attainment of these principles will only happen in the presence of three fundamental virtues: compassion, empathy, and kindness. Not only are these virtues vital to the working individual but to the success of a conscious company, business, workplace, or any group for that matter. Note: The word 'in' is important and noted below.

How easy is this to remember? Think: COME-IN-KIND

A bit of defining always helps with message clarification.

- **EMPATHY:** The ability to truly understand another person's thoughts and feelings.
- **COMPASSION:** Capacity to feel another's pain or sorrow and desire to help alleviate this.
- **KINDNESS:** An act or quality of being generous, caring, and helpful to others.

Yes, they are different. A person can be empathetic and not necessarily compassionate or even kind. How so? Empathy implies an intellectual connection but this may not lead to an act of kindness. For example, if one individual makes a degrading comment to a listener who is empathetic, the shared feelings may lead to unkind actions. The result of all of it can propagate through a team, an office, or entire company.

On the other hand, if a person is having a moment of sadness over a personal loss, an empathetic person may motion with a comforting word or respectful embrace and offer to help ease the anguish. This is an example of compassion in empathy and kindness.



The quest to create the best workplace environment requires the interplay of management with team members to cultivate and nurture the triad of compassion, empathy, and kindness. The managers can guide the direction of an office with the team coming together to work on developing an optimal atmosphere. This is where everyone can exchange and feel a sense of camaraderie and security.

It is incumbent upon all administrators/managers to lead by example. The act of listening to and connecting with staff is the sine qua non of a successful company. Each manager taking personal responsibility for enhancing the understanding of colleagues and other staff is rewarding and extremely valuable. Conscious efforts to support is critical in the generation of excellence in workplace functionality, as it will lead to both staff and customer satisfaction.

The value of compassion, empathy, and kindness has been well established by data. For example, in Businessolver's 2017 Workplace Empathy

Monitor report, empathy has a significant and direct impact on employee productivity, loyalty, and engagement. The following were findings from the report:

- 77% of workers would be willing to work more hours for a more empathetic workplace; 60% would actually accept a reduced salary for the same.
- 92% of HR professionals note that a compassionate workplace is a major factor for employee retention.
- 80% of millennials would leave their current job if their office became less empathetic; 66% of Baby Boomers also shared this sentiment.

continued on page 5

Positive Puzzle

Answer Key
From
Page 12



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

Abundance	Beautiful	Celebrate	Delightful
Elegant	Fabulous	Generous	Healthy
Inclusive	Joyful	Kind	Love
Majestic	Noble	Optimism	Positive
Quaint	Radiant	Sincere	Thoughtful
Unity	Vision	Well	Excited
Youthful		Zeal	

Answer to Fall Puzzle from Page 3

"Life starts all over again when it gets crisp in the fall." ~ F. Scott Fitzgerald

1		F	O	O	T	B	A	L	L													
2							C	I	D	E	R											
3					C	A	M	P	F	I	R	E										
4					A	P	P	L	E													
5									S	W	E	A	T	E	R							
6							O	C	T	O	B	E	R									
7									A	U	T	U	M	N								
8							T	U	R	K	E	Y										
9							S	C	H	O	O	L										
10	T	H	A	N	K	S	G	I	V	I	N	G										
11							O	R	A	N	G	E										
12							A	C	O	R	N											
13	S	C	A	R	E	C	R	O	W													
14									H	A	L	L	O	W	E	E	N					
15						C	A	N	D	Y	C	O	R	N								
16							P	U	M	P	K	I	N									
17							C	O	Z	Y												
18							H	A	Y	R	I	D	E									

W!OW Winners!

CONGRATULATIONS to our January through July W!OW Winners!

Gina Ardito (Phone Operator, Call Center) Gina has done a great job learning and growing in her position. Since beginning in the phone room, she has become invaluable! Gina helps her fellow co-workers and makes sure to learn all she can about her job, the company/physicians, not to mention cross-training! Thank you, Gina, for all your hard work & dedication!

Karen Toledo (Medical Assistant, Drs. Nimer & Mathur) and Holly Hall (Receptionist, 14690 SHD) There was a situation with a patient and Karen & Holly came to his rescue! For two days, a patient was desperately trying to get help with his medication. Unfortunately, no matter who he tried to talk to, he was unsuccessful and getting very frustrated and agitated. The patient got in touch with Holly who was able to assist him by reaching out to Karen. Karen took control of the situation, put the patient's needs first, and was able to get the patient the medicine he needed. Kudos to both Karen & Holly for going above & beyond for one of our patients!!

Heidi Nazelrod (BO Lead, Dr. I. Diaz's office) Heidi is being recognized for the work she is doing on some patient care efforts. She is very responsive and takes initiative. She seems to care a lot about her patients and her responsibilities in the office, which shows in her work. All her extra efforts are appreciated. Thanks Heidi!

Kayla Frias (Team Lead, Dr. Morraredy's office) Kayla is being nominated for all her efforts and competence in bringing the HEDIS scores up.

She has also demonstrated an exceptional ability for being a team player assisting the new office staff in understanding their tasks while multitasking as a Front Desk Receptionist, MA and Phlebotomist all at once. She has played a key role in the smooth functioning of the office during a staff shortage. We need more Kaylas in the office!

Amy Conrad (Front Office, Drs. Reynolds & Ajibola's office) Amy is such a huge help!! When she answers the phone, she always has a happy voice. Amy moves her way around CareTracker with a breeze and always helps so efficiently. She is a team player and does it with a smile and pleasantness at all times. I always know whenever I call her, she is going to go above & beyond for whatever the task is! Thank you, Amy, for all you do!

Arisa David (Medical Assistant, Dr. Shah's office) Arisa is the glue that holds the office together. She uses tactfulness when it is needed. She balances out the chaos from the providers to other staff members. She assists with patient wound care and making appointments for new patients, has organized the inventory to a monthly and timely ordering system, and those are just a few things! Arisa is kept in the know of all the goings on in the office and keeps the balance among everyone. She has tremendous patience to deal with our patients' high demand and offers huge empathy to get them through their troubling times. Arisa is one of the big STARS in our office. Her contributions are greatly appreciated, and she is dependable, punctual, respectful, appreciative, and gracious.

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



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

Indispensability of Compassion in Empathy plus Kindness in the Workplace

continued from page 4

Here are a few words on kindness:

"Three things in human life are important: the first is to be kind, the second is to be kind and the third is to be kind." - Henry James

Some important steps that all of us can follow to foster a benevolent, empathetic work environment include the following:

1. Listen carefully so that a colleague or co-worker senses your understanding and willingness to help. Remove distractions and cell phone use in a personal meeting.
2. Avoid a trail of e-mails with strong undertones and overtones of frustration. Set time aside to talk in person to an individual seeking help, guidance, or resolutions to a problem.
3. Ask for clarification in a respectful way if you do not understand another individual's needs or concerns. This helps avoid misunderstanding and poor outcomes.
4. Seek help of another colleague to assist if you are unable to answer the needs of someone who is having a problem of some

sort. Reassure the individual that you will do your best to help.

5. Walk in someone else's shoes, as the old saying goes. It is the only way to really understand someone. Keep an open mind and consider what the person has been through before you jump to an uncomfortable conclusion or react harshly.
6. Assumptions can be wrong. Do not make them. Learn facts and have full clarity. Stress at home can cause irritability in a person's attitude or performance.
7. Kindness in words goes a long way. Give thanks, compliment what you see, and let your co-workers know that you care.
8. Reach out to help someone who appears to be hurting but may not verbalize it out of fear or shame. A simple 'Are you OK?' can be very helpful to a person in distress.

The time to help make your workplace a pleasant and rewarding experience is now. When you take a proactive role in this cause, the return on your investment will be all worth it.

Remember to COME-IN-KIND...

Congratulations! CONGRATULATIONS TO THE FOLLOWING OFFICES FOR RECEIVING THEIR PCMH RENEWALS!

Congratulations to the following offices for receiving their National Committee for Quality Assurance (NCQA) Patient-Centered Medical Home (PCMH) renewal recognition. This recognition is given to offices that demonstrate evidence-based, patient-centered processes that focus on highly coordinated care and long-term participative relationships.



Dr. Amy Capoocia and Staff



Dr. Syed Ali - Dr. Seema Nishat and Staff



PATIENT PRAISE:



Drs. Anil Bhatia and Robert Hartzell's Office

- Dr. Bhatia is a wonderful physician! I absolutely love the care he provides as well as his understanding and patience. I also love the staff! From Amber Fackler, Carmen Marrero, Maria DeJesus, and Danielle Myers, they are always smiling, pleasant, and go out of their way to help the patients!

Case Management

- Andrea Just has done a marvelous job with helping me decide what to do next with my doctors. Her calls really mean a lot to me! She is very helpful and I appreciate her very much!

Compliance Department

- Juan Triana is extremely knowledgeable and did an excellent job explaining the details of my medical-related concerns. I know that sometimes I can be difficult to deal with, but he remained very kind and caring.

Draw Station at 7269 Spring Hill Drive

- The entire staff at the Draw Station is great, but Sandi Gast is very special! She not only got me in and out of the Draw Station quickly and efficiently, but she is also a great employee! I appreciate all you do!
- The Draw Station Team is wonderful! All three ladies, Tina Rhoton, Patti Van Riper, and Sandi Gast, are witty and humorous, which is very comforting to me. They just make me happy! In fact, I didn't realize my blood was being drawn until they were putting the bandage on my arm!

Finance Department

- Randi Miller is such a kind and caring person! She has been helping me with my account and deserves to be complimented!
- Randi is such a wonderful employee! She is upbeat, personal, and extremely helpful in dealing with my account. Thank you Randi!

Hospitalists

- Debra Ludlow was an invaluable asset to me during this COVID-19 crisis! I live in New York and was unable to assist my 88-year old mother who needed to go to Oak Hill Hospital. When I was referred to Debbie, she sprang into action to assist with my mother's situation. Every time I called, Debbie answered the phone with a calm

demeanor and helped me put all the pieces of the puzzle together. She was, quite simply, my guardian angel that day and if it weren't for her, I know the outcome wouldn't have been the same. Thank you Debbie! You are truly an asset to your organization!

- I wanted to take the time to tell you what an asset Debbie Ludlow is! She is always here to assist with Access patients, is well informed about patients and their families, and is a huge help anytime I reach out to her. I had to take the time to give credit where credit is due, and she is a pleasure to work with!

Dr. Brian Kroll's Office

- Dr. Kroll's office is wonderful! My husband and I both see Dr. Kroll, and he is always truly interested in what is going on with us and how he can help us. Jennifer Miller is also very caring. We are extremely happy with Access Health Care because of the wonderful people who work for this company!

Drs. Jennifer Laman and Michael Lamparelli's Office

- Marc Alessandrone, PA should be commended for his attentiveness and dedication! Were it not for Marc and his "heads-up-ness" and concern for me, I don't know where I'd be. I feel a lot more secure in the treatment I've received since signing up with Access Health Care.

The Main

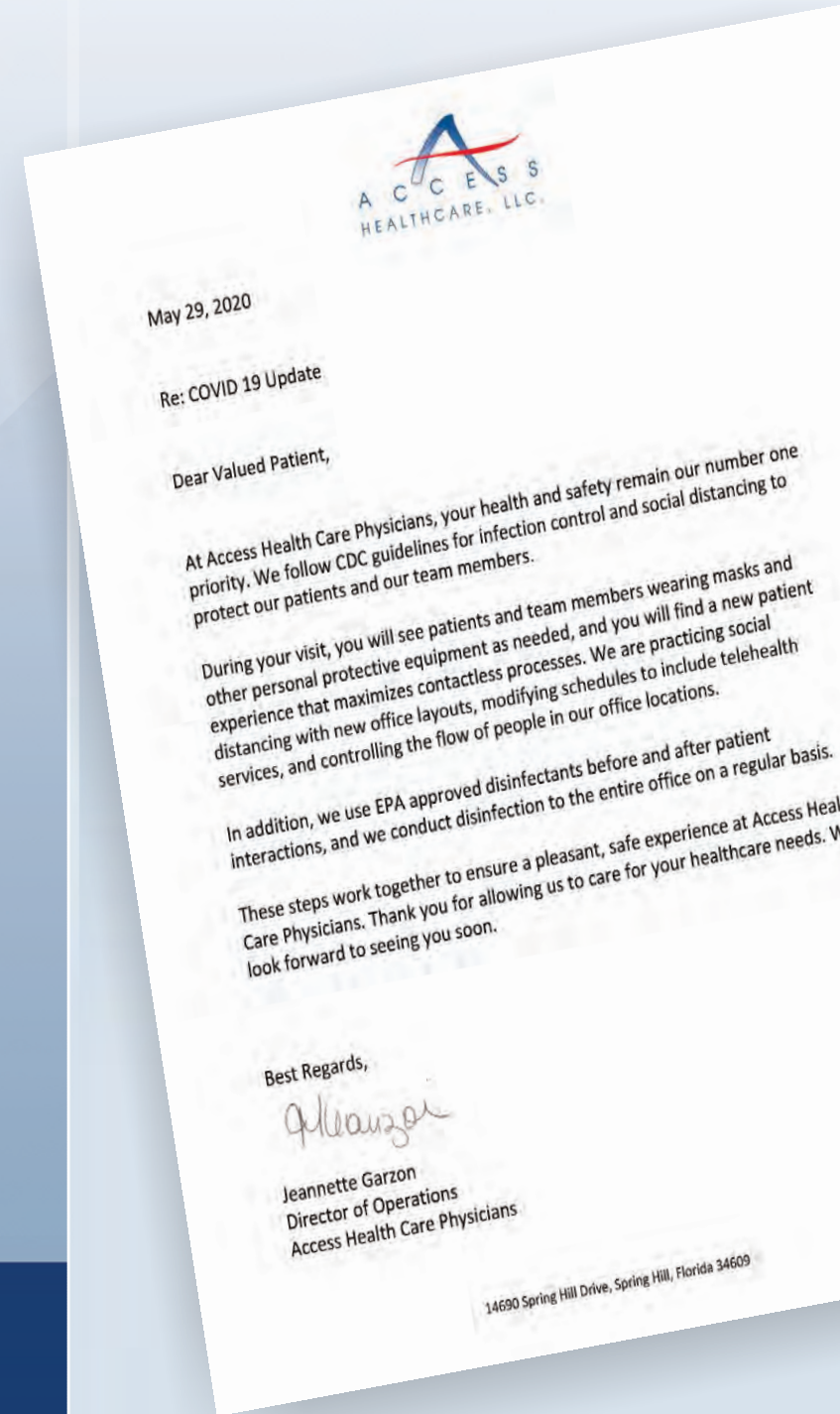
- Dr. Pariksinh Singh has helped us so much! Not only does he provide excellent care, but he has also done so much for my husband and me. Dr. Singh even stayed at the hospital some nights when my husband was there. Thank you for everything you do!

Dr. J. F. Pierre's Office

- Brent Squires, LPED, is an outstanding person! He is kind, respectful, and extremely helpful to me. Every time I need diabetic shoes or inserts, he treats me as if I am his only patient. Brent is GREAT!

continued on page 7

COVID Updates...



STOP

BEFORE COMING INSIDE

IN AN EFFORT TO PREVENT SPREAD OF INFECTION

IF YOU...

- Are coughing, sneezing, feverish, or have other respiratory symptoms
- and / or
- Have traveled extensively in the last 14 days

PLEASE go to the nearest Triage Center listed on the following page.

TRIAGE CENTERS

<p>CITRUS Dr. Vinje & Dr. Rodriguez 401 N. Central Ave., Inverness</p> <p>Dr. Torres & Dr. Diaz 6279 N. Lecanto Hwy., Beverly Hills</p> <p>HERNANDO Access Main Plaza Walk-In 5344 Spring Hill Dr., Spring Hill</p> <p>Dr. Hartzell, Dr. Bhatia, & Dr. Ali 11479 Cortez Blvd., Brooksville</p>	<p>HILLSBOROUGH Dr. Joseph 2137 W. MLK Blvd., Tampa</p> <p>PASCO Dr. Laman's Walk-In 13235 SR 52, Ste. 108, Hudson</p> <p>PINELLAS Dr. Fana & Dr. Velasquez 5798 38th Ave. North, St. Petersburg</p>
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Thank you for your cooperation.

Hippo Drawings

from
New Hire Orientation



Why do employees draw hippos during New Hire Orientation? It's not just to see how well they can draw Maynard! Surprisingly, these drawings render a measure of self-perceptions and attitudes inherent in one's personality – and they are fun too!

Kudos MORE PATIENT PRAISE:

Drs. Kevin Palmer and Mallik Piduru's Office

- Excellent surgeon and staff!
- Thank you for smiling and showing your compassion.
- Thanks to Patty Sizemore for being such a wonderful "interface" with this rather dramatic surprise in our lives. You, Dr. Piduru, and Maria Cruz have all been better than good professionals!

- Jessi-Lynn Jones is awesome! This is the only doctor's office where my blood pressure does not go up. It's like family here!

Drs. Danish Siddiq and Sumbul Ali's Office

- Dr. Siddiq and his staff are absolutely wonderful! Dr. Siddiq's kindness and help do not go unnoticed. Thank you for caring!

Stories to Warm Your Heart!

Dr. David Miller

- When one of our patients in her 80's was released from the hospital, she only had half of gallon of milk in her refrigerator. Because all of her family is in New York City, Dr. Miller went to Publix and stocked her refrigerator with 2 weeks' worth of food! Thank you, Dr. Miller, for having such a good, warm heart for our patients!

Dr. Ivan Ramos' Office

- Joannie Atherton is doing a wonderful job! I think she is one of the best employees that Access has! Joannie has helped me over and over again, and every time she is kind and pleasant to me.

Dr. Maria Scunziano-Singh's Office (Lake in the Woods)

- I am very impressed with Natalie Sanon, APRN and the care she provided to me! She took the time to really review my record before seeing me to become familiar with who I was. Natalie is caring and represents Access very well!
- Excellent provider and office staff – I'm very pleased!

Dr. Pariksith Singh - Patient Thank You!



To The Whole Access Team - I want to Thank each and every one of you for the Great personal Care You gave my Dad - I Tried To get him to move in with me for well Over a Year, but he Said he needed Access Health and its Caring Staff. Dr Singh became a Friend, Sara and Marisel were always There to Greet him - Sharrona and Others providing Loving Care. Keep Up The Great Work You all do daily!



Congratulations to **Ernesto Nunez** (our Risk Adjustment Provider Data Validation Auditor [RAPDV] and Educator) for passing the Clinical Documentation Improvement Professional Exam (CDIP) from AHIMA!





Compliance Kudos

Please join Maynard in congratulating our regulatory audit winners!

Quarter 4 2019



Dr. Ian Adam and Staff had the highest score for a **PRIMARY CARE OFFICE** with **99.4%**.



Dr. Martin Canillas and Staff (WCMI Pasco) had the highest score for a **SPECIALIST OFFICE** with **98.1%**.



Quarter 1 2020



Dr. Sheetal Patel and Staff had the highest score for a **PRIMARY CARE OFFICE** with **97.2%**.



Dr. Ghiath Mahmaljy and Staff had the highest score for a **SPECIALIST OFFICE** with **98.1%**.

In addition to housing the roving trophy, these teams were treated to lunch courtesy of AHCP! Will **YOUR** office be the next winner!?

WEST COAST FINDING MAYNARD CONTEST



Tyrishia Ruiz, from Drs. A. Jibawi and Dr. Tambrini's office is the winner of the March 2020 "Finding Maynard" contest! 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 Tuesday, August 25th 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.

Welcome Aboard

To Our New Employees!

February 2020 through July 2020



Aaron Ostrander.....	5/28/2020	Kamisha Stallworth.....	5/18/2020
Alondra Guzman.....	7/27/2020	Kathleen Russell.....	4/12/2020
Amanda Waranka.....	2/4/2020	Kayla Crawford.....	7/13/2020
Amber Goosen.....	6/15/2020	Kelly Simms-Graham.....	6/30/2020
Amy Morgan, APRN.....	2/12/2020	Kristen Lampela.....	2/3/2020
Anantkumar Shah, MD.....	2/17/2020	Kristin Roppolo.....	6/22/2020
Angela Kunesh.....	7/9/2020	Krizia Daniels, APRN.....	2/3/2020
Angelica Russell.....	7/27/2020	Latarsha Zene-Santiago.....	3/2/2020
Angelique Gray.....	6/3/2020	Leann Frestick.....	2/3/2020
Ashlee-Nicole Orr.....	6/29/2020	Leslie Raley.....	5/18/2020
Ashleigh Johnson.....	5/19/2020	Lisa Runyon.....	2/3/2020
Ashley Calabrese.....	7/6/2020	Lisa Zugras.....	6/24/2020
Ashley Giannotto.....	7/27/2020	Maheshkumar Patel, MD.....	4/6/2020
Ashley Miles.....	6/22/2020	Mandee Cantone.....	7/21/2020
Ashley Olszewski.....	3/2/2020	Michael Rudelli, MD.....	3/2/2020
Ashley Rioseco.....	7/13/2020	Michelle Pelletier.....	7/21/2020
Bailey Demilt.....	3/31/2020	Mindy Ehrsam, APRN.....	7/6/2020
Barry Zalman, DO.....	5/8/2020	Misty Deem.....	7/13/2020
Brandi Martin.....	3/10/2020	My-Lai Pons.....	6/10/2020
Britany Ross.....	6/29/2020	Nancy Wright.....	6/22/2020
Brittany Smith.....	6/1/2020	Natalie Badr.....	3/16/2020
Candra Williams.....	7/20/2020	Pierrot Jeannot, MD.....	6/9/2020
Carl Ellis-Smith.....	2/24/2020	Rachelle Scarfone.....	6/29/2020
Carrie Fitzgerald.....	1/28/2020	Raquel Cruz.....	3/2/2020
Cassandra Johnson.....	6/22/2020	Raquel Palavicini.....	5/26/2020
Chieko Bozek.....	6/22/2020	Raymond Molano, MD.....	4/1/2020
Christopher Prater.....	6/30/2020	Rhonda Sansone.....	6/1/2020
Ciara Lynch.....	7/27/2020	Robert Fuerst.....	6/24/2020
Craig Brady, APRN.....	7/27/2020	Rosemarie Remedio.....	3/9/2020
Crystal Abreu.....	2/3/2020	Samantha Arnold.....	2/19/2020
Dawn Frost.....	6/15/2020	Shannon Gestring.....	7/6/2020
De'Kendria Underwood.....	3/2/2020	Shannon Richardson.....	3/16/2020
Donna Dentrone.....	7/14/2020	Susan Ondrejcek.....	6/8/2020
Donna Williams.....	3/23/2020	Tanisha Hyde.....	2/3/2020
Edward Laughman.....	7/6/2020	Tatianna Leconte.....	2/3/2020
Emily Stevens.....	6/1/2020	Thuyet "Lucy" Doan.....	3/16/2020
Emily Terry.....	5/18/2020	Tiana Richardson.....	7/6/2020
Farah Lakhani, APRN.....	5/11/2020	Tiara Jackson.....	7/13/2020
Felicia Hess.....	6/1/2020	Tiffany Cardella.....	7/16/2020
Gail Shue, APRN.....	5/18/2020	Tiffany Dodge, PA-C.....	2/17/2020
Gina Natale.....	3/16/2020	Tonya Oakley.....	3/10/2020
Grace Joseph, APRN.....	6/29/2020	Travis Clark.....	7/30/2020
Grecia Ibarra, APRN.....	6/17/2020	Veronica Rodriguez.....	7/27/2020
Hope Green.....	3/16/2020	Zaceshia Hamilton.....	2/3/2020
John Bretnall.....	6/8/2020	Zoe Sterling.....	5/18/2020



POSITIVE PUZZLE

This word search is filled with positive words from A-Z!
Be sure to look across, down, and diagonally for these *uplifting* words!

Abundance
Elegant
Inclusive
Majestic
Quaint
Unity

Beautiful
Fabulous
Joyful
Noble
Radiant
Vision

Celebrate
Generous
Kind
Optimism
Sincere
Well

Delightful
Healthy
Love
Positive
Thoughtful
Excited

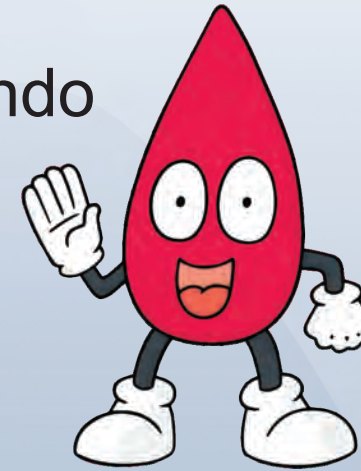
Youthful

Zeal

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

DRAW STATIONS

- Hernando
- Citrus
- Pasco



Draw Station Locations

- ⊙ No Appointment Necessary
- ⊙ Stop in Convenient Locations

Access would like to inform you of our conveniently located outpatient laboratory draw stations to have your lab work performed close to home or work by an Access Health Care Phlebotomist.

No Appointment is Necessary!
Simply stop in at the draw station located closest to your home or workplace:

11373 Cortez Blvd., Ste. 302, Brooksville
352-596-7705
M-Th 8:00 am - 3:00 pm, F 8 am - 12 pm

2699 Spring Hill Dr., Spring Hill
352-666-6724
M-F 7:00 am - 2:00 pm

914 W. Jefferson St., Brooksville
352-799-1935
M, W, F 7:30 am - 4:30 pm

14690 Spring Hill Dr., Ste. 300, Spring Hill
352-277-5272
Tu, Th 7:30 am - 4:30 pm

Please Note: Many laboratory tests require overnight fasting. Please be sure to check with your physician.

V2 - Hernando County

Draw Station Locations

- ⊙ No Appointment Necessary
- ⊙ Stop in Convenient Locations
- ⊙ Open Monday through Friday

Access would like to inform you of our conveniently located outpatient laboratory draw stations to have your lab work performed close to home or work by an Access Health Care Phlebotomist.

No Appointment is Necessary!
Simply stop in at the draw station located closest to your home or workplace:

401 N. Central Avenue
Inverness, FL
352-419-6526
M-F 7:30 am - 3:00 pm

Please Note: Many laboratory tests require overnight fasting. Please be sure to check with your physician.

Citrus County

Draw Station Locations

- ⊙ No Appointment Necessary
- ⊙ Stop in Convenient Locations
- ⊙ Open Monday through Friday

Access would like to inform you of our conveniently located outpatient laboratory draw stations to have your lab work performed close to home or work by an Access Health Care Phlebotomist.

No Appointment is Necessary!
Simply stop in at the draw station located closest to your home or workplace:

13911 Lakeshore Blvd., Ste. 107
Hudson, FL
727-862-0569
M-F 7:30 am - 2:00 pm

5537 Gulf Drive
New Port Richey, FL
727-849-2600
M-F 7:30 am - 3:00 pm

Please Note: Many laboratory tests require overnight fasting. Please be sure to check with your physician.

Pasco County



Julie Germaine:

March 12, 1975- June 7, 2020

It is with deep regret and sadness that I announce that our charismatic and beautiful friend died suddenly at home on June 7th. Julie had it all, confidence, intelligence, beauty and such a fun loving personality. Her larger than life laugh would make us smile, even on difficult days. She will truly be missed by our office and all of our patients.

Gone, but never forgotten my friend. RIP. Love, Dr. Laman, Dr. Lamparelli, Dr. Jibawi, and Dr. Malone

WE have put together some sentiments given to us by Julie's friends and colleagues:

Julie will forever be remembered as a truly selfless and compassionate person, who was never too busy to help another or sacrifice her time. The care and dedication she provided to her patients was one of a kind. We did not get to work with Julie for nearly as long as we'd like to have, but her generous and lovable spirit was something you felt after just meeting her. The world and our patients would truly benefit if we could all embrace the "Julie way" of treating one another. She will always be in our hearts. -EH

Julie was a wonderful human being inside and out. She was very compassionate towards all of the patients and she got along so well with her co-workers. Her jokes and silly stories from her past will definitely be missed. Julie has a very special place in our hearts and will be missed forever. -HP

I really enjoyed working with Julie and will always remember her laugh! She was a great nurse practitioner and coworker, always willing to help, and a great patient advocate. Julie will be missed! -MT

I have known Julie Germaine for less than a year, but I took even less than that to know the kind of person she was. She was undoubtedly one of the most transparent human beings I have ever met. Sharing without hesitation how and what she truly felt about any situation or person. It is to that fact that I can confidently say that she was one of the most compassionate and dedicated health care providers I have ever known to date. I would witness her spend her lunch time and after work hours making phone calls for patients so they can obtain what they needed, acting as nurse, nurse practitioner, and social worker for all her patients. It is clearly evident that there is a reason nursing and health care was her calling; it takes complete dedication, compassion, a sense of responsibility and a great heart to be in healthcare. And she was the perfect epitome of these qualities. I will greatly miss her energy and personality she brought into our office. I remember telling her multiple times that I wished she worked with us every day, and I hope she'll always remember that is how most people felt about her. Miss you ~ Rest in Peace my friend. -GB

From the moment Julie Germaine, APRN, walked into our office, I instantly knew she would fit right into our work family. Julie's energy was magnetic and her love of life was palpable. I would always joke with her that I knew she was in the building the second she walked in because I could hear her voice from across the office! Her laugh was infectious and always made everyone smile. I can still hear her laugh and I will never forget it. Her dedication to patient care was above and beyond amazing! She loved it when a patient would come in with challenging issues. It was like she was on a mission to help them in any way that she could. She connected with everyone she met with an open mind and heart. Julie made me

feel like I had known her forever and always welcomed me with open arms and a friendly smile. She is a woman that I will continue to look up to and admire for her tenacity, huge heart, and loving soul. I miss her terribly but am eternally grateful to have had the joy of knowing such a wonderful woman and will forever hold her close to my heart. -MB

Dave Mathew's Band - We loved them. We have been going to his concerts for 10 years or so. Our biggest thing was to have any reason to take a trip - we were planning it! I loved our DMB and other country concerts." -LR

"Julie was my best friend from the age of 14. Julie was fun and adventurous! A favorite memory was 'Our Boat'. My parents let us take our boat all over Florida. We skied with alligators and water moccasins! We dove off the cliffs into the most beautiful water in Vero Beach. Julie was an amazing woman, a friend to so many, intelligent and just wonderful. I am so heartbroken. I love her and miss her." -NC

"Julie loved playing board games, hanging out with friends, snored like a chain saw, and we called each other sister-wife because she was single and my husband always picked up the check. We hung out most weekends. She was fun, always willing to go places and try new things. There is no other!" -CWM

"Julie was my middle school friend. We had a lot of fun during those years. Always dancing, shopping, swimming, traveling with our parents. She was the friend I was allowed to bring on trips. We reconnected in 2009. We picked up like we never had moved away from each other and became fast friends again. I was living in Philadelphia with a husband and two girls, and would come to Florida to see my mom several times a year. Julie always met up with me. After a long shift at work, driving from St. Pete to NPR or if we were visiting Orlando, she always made time for us. We were

fortunate to have her here too for St. Patrick's Day and a DMB concert in the last several years. Julie had a way of telling you what you needed to hear. The good and the bad. She reminded me of the good when I could only focus on the bad. She loved me and my family, and was there for us. She was very giving. Super smart! Sarcastic as ever! Loved the water. And her dog Sadie. She was a good friend." -MS

Julie and I were inseparable growing up. There's hardly a memory I have from the age 11 through 45 that doesn't have her in it. She was my confidant, my travel buddy, and my sanity check. We went from sneaking out of windows to roam our neighborhoods to flying to Italy to roam around Tuscany. She was the most thoughtful, caring, and REAL person I've ever known. I know she's still looking out for me; she just has a better view from heaven. -JP

I've known and loved Julie as far back as I can remember. When in elementary school, summer vacation was spent swimming, building outdoor forts, having sleepovers, and playing outside until dark. She was a stickler for correct grammar and had no qualms about letting you know if you've made a grammatical error. She told the truth even when it was difficult or uncomfortable to do so. She was dedicated and driven. She had an incredible sense of humor and a larger-than-life laugh. She was smart, giving, and fiercely loyal. If you had her back, she had yours. She enjoyed traveling and loved all things Italian. Nothing was more important to her than family. If you were lucky enough to be her friend, you WERE family to Julie. She will be missed by so many. -DGM



Angela Morgan with Julie



Julie and Dr. Rosario Tucci



Julie with Dr. Jennifer Laman



Joanna Gambina with Julie