



Employee Spotlight

Interview By: Beth Umstead

Diana Alvis
HR Director



Access Health Care is very pleased to introduce our New Human Resources Director - Diana Alvis! With over 18 years of experience in the Human Resources field, Diana is excited about her new role with Access Health Care. She particularly enjoys the daily challenges of her job, directing positive change, and assisting the organization in preparing for the market's demands.

Diana received her Bachelor's of Science degree in Management from the University of Southern Indiana before earning her Master's degree in HR Management (MHRM) from Keller Graduate School of Management. In addition, she acquired special training as a Predictive Index Analyst, earned her Florida Labor Relations Certification, and received important Human Resource certifications with SHRM-CP (Society of Human Resource Management - Certified Professional) and PHR-Certified (Professional in Human Resources). To stay up-to-date with the latest and greatest in the HR field, Diana is also an active member of HR Tampa and the Society of Human Resource Management (SHRM).



With her vast knowledge of all things Human Resources-related, Diana has taught HR classes as an adjunct professor for several years. This included teaching online courses for Harrison College for almost 4 years and Southern New Hampshire University for 2 years. She truly has a passion for Human Resources and believes that a company's number one resource is its people!

Diana moved to Florida in 2009 from Indiana. When not at work, she loves spending time with her two delightful daughters, Isabel (12) and Tessa (3). Isabel is very active with her travel softball team as a pitcher, and Tessa loves coloring and playing "make believe"! In her spare time, Diana enjoys building things around the house or working out at the gym.



Diana's favorite quote? "Either I will find a way, or I will make one." (Author unknown) She also loves helping people move past the idea that "This is how things have always been done!" When it comes to Human Resources, Diana believes that the right people in the right places creates the right environment and the right image!

Diana, welcome to the Access family!

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Enriching lives by providing
the healing touch.



MARCH 2020

Physician's Highlight

Nabeel Hamoui, MD, MBA
Specialty in Urology & Interventional Radiology
Board Certified



Nabeel Hamoui, MD, returns to Hernando County from Chicago, Illinois, where he practiced medicine since 2009. Dr. Hamoui received his medical degree from Duke University School of Medicine in Durham, North Carolina, where he served as a Fellow for the National Institutes of Health. Dr. Hamoui also holds a Master of Business Administration (MBA) degree from the Kellogg School of Management at Northwestern University.

Dr. Hamoui completed an internship in general and urologic surgery, a residency in diagnostic radiology, a fellowship in vascular and interventional radiology, and a residency in urology all at Northwestern Memorial Hospital, Chicago. He also served as Chief Resident in Urology from July 2017 to June 2018. He is certified by the American Board of Radiology.

Dr. Hamoui is the recipient of the 2018 Humanism in Medicine Award at Northwestern Memorial Hospital and in 2017 he placed first for clinical research at the annual Charles Huggins Resident Essay Contest of the Chicago Urologic Society.

He is a member of the American Urological Association, Society of Interventional Radiology, and the Radiology Society of North America.

Dr. Hamoui and his wife have two children. He enjoys traveling, reading, exercise, and chess.

New Patients 15 Years of Age and Older Are Always Welcome!

Practices are located at:

12900 Cortez Blvd., Ste. 101
Brooksville, FL 34613
352-606-3357

13944 Lakeshore Blvd., Ste. C
Hudson, FL 34667
727-378-4673

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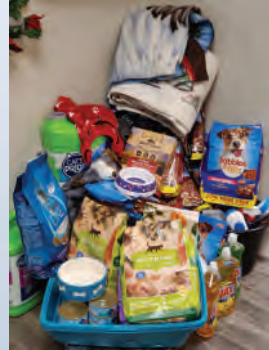
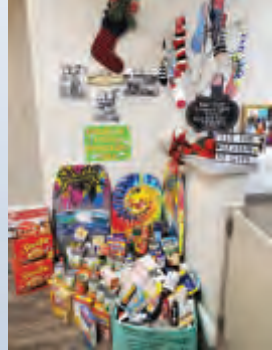
Editor: Juan Triana / Assistant Editor: Beth Umstead
Access our newsletters online @ www.ahcpllc.com

FUN STUFF!!!

The staff and patients at Dr. Brian Kroll's office raised over \$500 cash, an abundance of toys, food, clothes, toiletries, and pet supplies for Christmas donations to Spring Hill Holy Cross Church, The Dawn Center, and the local ASPCA!



Pictured L-R: Joeline Watson, Kristin Rose, Alicia Sirico, Jennifer Miller, Wendy Maringo



Dr. Husam Abuzarad's Office



Floral City Team



Marketing hosted a National Ugly Sweater Day on Friday, December 20th! Many offices participated with their best "Ugly Sweaters"!



Dr. Odelsa Diaz's Office



Dr. Evelyn Gonzalez-Ortiz's Office



Marketing Department



Corporate Training



Drs. Denner, Miller, and Diaz's Office



Dr. David Herndon



Dr. Sheetal Patel's Office



Dr. Jennifer Laman and Dr. Michael Lamparelli's Office

Hippo Drawings

The California Club office staff wanted to share their own HIPAA Hero Drawings to show off their creative skills!



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

Spring Word Search Answer Key

April	Field	Picnic
Bees	Flowers	Pollen
Birds	Gardening	Rain
Blooms	Green	Showers
Breeze	Ice Cream	Spring Break
Bugs	Kite	Sprout
Bunny	Lamb	Sunshine
Butterfly	Lemonade	Tulips
Chicks	March	Vacation
Daffodil	May	Weather
Duckling	Meadow	Woods
Easter	Nature	Worms
Eggs	Nest	Yard



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@ahcpllc.com or Elizabeth Umstead at eumstead@ahcpllc.com with all your exciting news!

TREASURE COAST'S FINDING MAYNARD CONTEST

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

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

SPECIAL NOTES: Maynard pictured in special event photos, on trophies, etc. do not qualify as being hidden or part of this contest. Also, to be fair to all offices, the earliest you may submit your entry is Tuesday, March 17th 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.



Compliance Kudos

Please join us in congratulating our **2019 Quarter 2 Highest Regulatory Audit Winners!**

Dr. Ken Johnson and Staff - Highest scoring **office** with a score of **98.2%**
(Pictured L-R: *Melanie Caballero, APRN and Bianca Castillo*)



Please join us in congratulating our **2019 Quarter 3 Highest Regulatory Audit Winners!**

Dr. Luke Kung and Staff - Highest scoring **office** with a score of **98.9%**

(Pictured L-R: *Farida Hutchinson (top left), Tiyarna Delancy (bottom left), and Michelle Horidt*)



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?!?

HALLOWEEN FUN!



Dr. Shaheen Pirani's office staff enjoyed dressing up as TY Beanie Babies for Halloween! (Pictured L-R: Bonnie Morris, Tamika Brown, Michelle Beaty, Holly Lascell-Coldiron)



Congratulations!



Congratulations to Jenika Walker-Pittman who recently passed her RN exam! She currently works in Dr. Ken Johnson's office (Hillmoor) as an MA. We are very proud of Jenika and her accomplishments!



Spring PUZZLE

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

Spring forward and find the following Spring-related words!

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

- | | | |
|-----------|-----------|--------------|
| April | Field | Picnic |
| Bees | Flowers | Pollen |
| Birds | Gardening | Rain |
| Blooms | Green | Showers |
| Breeze | Ice Cream | Spring Break |
| Bugs | Kite | Sprout |
| Bunny | Lamb | Sunshine |
| Butterfly | Lemonade | Tulips |
| Chicks | March | Vacation |
| Daffodil | May | Weather |
| Duckling | Meadow | Woods |
| Easter | Nature | Worms |
| Eggs | Nest | Yard |

LIVING CONSCIOUSLY

OM

WELLNESS EXPO 2020

Saturday, April 18, 2020 | 10 AM - 4 PM
WellCome OM Integral Healing and Education Center

Come discover holistic health practitioners, services and products to support your healthy lifestyle. Join us for speakers and presentations from leading experts in alternative and complementary health services.

This event is FREE to the community. All are "WellCome"!

At the wellness expo, you can learn about:

- Holistic Health Services
- Holistic Product Vendors
- Wide Variety of Healing Practitioners
- Rehabilitative Bodywork and Massage
- Microcirculation Therapy
- Mind-Body Class Demonstrations
- Natural Living Products
- Plant Based Nutritional Education
- Local Honey & Handmade Gifts
- Meditation and Mindfulness
- Herbs and Supplements
- Energy Medicine
- Crystals & Gemstones
- Yoga, Pilates, Tai Chi, Qi Gong
- Dance and Fitness Movement
- Organic Gardening
- Environmental Education
- Child and Teen Wellness Services

4242 Lake in the Woods Drive, Spring Hill, FL 34607
WellComeOMCenter.com 352-600-4242

COMMUNITY EVENTS

WELLCOME OM INTEGRAL HEALING AND EDUCATION CENTER PRESENTS

WHOLLY HEALTHWISE

COMPLIMENTARY LECTURE SERIES WITH DR. MARIA

Thursday's 5:30-7 PM
4242 Lake in the Woods Drive, Spring Hill



Thursday, February 6th
Why We Get Down Sick

Thursday, March 5th
Sleep to the Beat: Rhythmic & Natural Drugs

Thursday, April 2nd
Wellness & Taking Saccaride to Help You Breathe

Thursday, May 7th
All About Skin and Sores

Thursday, June 4th
Protecting Our DC in a Cellular World

Thursday, July 2nd
Let's Talk Back: Protect & Keep Your Back Strong

Dr. Maria Scundano-Singh, M.D., N.M.D.
Dr. Maria Scundano-Singh is a holistic physician with a medical degree from New York Medical College. She also holds a diploma from the American College of Naturopathic Physicians. She has practiced as a Naturopathic Medical Doctor for over 20 years. She has a strong emphasis on nutrition and lifestyle strategies.

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ACCESS HEALTH CARE PHYSICIANS

2020 Diabetes Lecture Series

with Verna Pedersen Runyan APRNC, CDE



Time: 1:00 pm
Location: 5382 Spring Hill Dr.
Questions: Call (352) 200-2190
Who should attend?: All are welcome!
(Patients, Caregivers, Staff & the Community!)

February 3: Know Your Numbers
Understand the significance of HbA1c, cholesterol numbers, blood pressure and weight.

March 9: Diabetic Risks and Complications
Know the most common risks and complications associated with diabetes.

April 6: Move That Booty
Weight and exercise in the management of diabetes.

May 4: Open Forum

MORE WOW Winners!

July through December

Kelyn Naveed (Finance) Part of Kelyn's daily task is to answer phone calls from the patients. She is always pleasant, even when dealing with patients who may be upset because they do not understand their medical statements. She has the ability to calm down someone even if the person is agitated. She always takes the time to explain and go over their bill. No matter the circumstances, she is always professional and friendly. Kelyn seems to make it a pleasant experience for our patients. It is great to have someone on the team who is friendly and pleasant.

Jennifer Leto (Marketing) Jennifer is consistently a very thorough and great worker no matter how many directions she is pulled in. I don't have to worry about anything falling through the cracks and she always pays good attention to detail. She is always very professional no matter what is going on. Having people like this representing your department is priceless.

Tiana Magnifico (Corporate Training) A special Thank You to Tiana for her wonderful way of training all of the new hires at Access Health Care. It is great to have her as an Access Health Care employee. She trains with great patience and kindness, yet firm to ensure all new hires know the system in and out! She is encouraging and always has a smile.

Sara Figueroa (Front Desk, Walk-in Clinic) Sara received a letter from a patient stating how wonderful she is! After being seen in the clinic, Sara called the patient at home to check on her and make sure she was doing ok. The patient was amazed and grateful to know that she and the office staff honestly cared. She felt this was above & beyond for Sara to do.

Rebekah Ray (H/R Assistant) As a team, we want to express our gratitude to Rebekah, who goes above & beyond in all her duties! She shows up every day with a smile on her face, a positive attitude and never complains, even when things get extremely hectic. We have been short staffed for months and she has pitched in to help with much more than her regular job duties. We are all grateful to have her on our team and the face of HR!

Dalia Jimenez (Medical Assistant, Drs. Diaz/Denner/Miller) Dalia is being nominated for her hard work! She has taken charge of ordering supplies and doing the inventory for the back office. She does the flu shot reporting. We made changes in the workflow in the back office, and Dalia has stepped up to make sure the work gets done. She helps her team with anything that is needed, and she is a tremendous help to everyone!

Jessica Claren (Quality Coordinator) We recently implemented a new MRA initiative that is a huge project and comes with many challenges, frustrations and frequent changes. Jessica coordinates a large portion of that initiative, and she has been so patient

and pleasant throughout the entire process. As we make changes based on the feedback she receives (sometimes provided to her in not so nice ways), Jessica maintains her composure and positive attitude. Her flexibility and high spirits make the development of this new initiative easier.

Ronda Mitchell (Team Lead, Michelle Stokes' office) Ronda is VERY conscientious of her duties! She follows policies and wants the best for our patients and our office. Her goal is to get a 100% on everything for compliance. She takes care of running the office with expertise! Ronda possesses great qualities and we'd like to recognize her. She has a great "gung-ho" energy for every task she is given and follows them through until completed.

Walter Levi (Care Coordinator) Walter works in the CCC and handles hundreds of calls a day. No matter how busy he is, he ALWAYS goes the extra mile to ensure that patient care / satisfaction is his top priority! Walter had a call come in regarding a patient wanting her referral to be changed to a physician closer to her home. Since the coordinator who originally handled the request wasn't available and Walter is aware of the referral process due to helping in the past, he took the extra step and looked into it further, as opposed to taking a message and having the patient wait for a call back. Kudos Walter! Your one-step resolution skills have truly made our patients happy and we appreciate all your efforts.

Debra Waldrop (Front Desk @ Main) We have had extremely daunting and stressful changes in our office and with the loss of employees, being short staffed, providers learning and people calling out excessively, Debra has always been my most dependable and kindest employee! She never calls out or comes in late. She is irreplaceable! The patients love her because she's so pleasant to be around and always has a smile on her face. We are so happy to have her on our team!

Theresa Baxter (Medical Assistant, Dr. Adam) Theresa has always gone over and above for our patients. If a patient is unsure on how to use an inhaler - she will have the patients go into the office so she can show them and get them comfortable using it. She has had patients come in with all their meds and she will go over each one so the patients understand what it is for. Theresa is always polite and professional in her everyday duties.

Sabrina Story-Perricone (Medical Assistant, Dr. Moynihan) WCMI is always such a busy place! Sabrina is always so kind to patients and staff. She is always smiling. She treats everyone with respect and professionalism. If all our employees were like Sabrina, patients would never want to leave the office to go home! She makes everyone feel welcome and at home. Great job, Sabrina!

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

W!OW Winners!

CONGRATULATIONS to our July through December W!OW Winners!

Alicia Sirico (FO, Dr. Kroll's office) BIG shout-out to Alicia! On an everyday basis, she is incredible! She is bubbly, fun, and the patients adore her. Over the last several weeks, Alicia has been doing check in and check out due to vacations and transfers, and she did an amazing job! Plus, she has been doing STAT referrals and authorizations as well as training a new front desk employee. Even through the hectic times, she never lost her smile, positivity or her mind! We are all so proud of her!

Joy Thorne (Master Timekeeper, HR) "I had an issue with PTO on a timecard and before I could call her to help, Joy already had it fixed!" She does a very good job with all her timekeeping duties! She is always on top of things, very proficient at what she does, knowledgeable with the system, and shares that knowledge in all her trainings. There are many different rules and processes to follow in getting all the timecards correct and submitted to Payroll, but Joy does a fantastic job!

Elizabeth Hernandez (Scheduler, Summit Imaging) Liz deserves the WOW award because she is extremely proficient at her job, she understands the urgency of scheduling patients based on the referring doctor's orders or our patients' immediate needs. Liz is professional, courteous, kind and always a pleasure to interact with. Anytime there is a scheduling issue, Liz is always happy to jump in and resolve and/or accommodate our patients.

Alicia Woodard (FO, Dr. Gonzalez-Ortiz) Alicia is being nominated for her superb knowledge and processing of referrals. She is definitely an expert in this area and is very helpful to patients and the offices ordering the referrals. Alicia is very customer service friendly if there are any issues with the process of getting referral authorizations. She is diligent in getting answers and making sure the patient's needs are met. We are very fortunate to have Alicia in our office!

Kandi Pace (Phlebotomist, Drs. Vinje & Rodriguez) Kandi has been an amazing help to our office when we have been short-staffed. She is always willing to step in and even take on double or triple the duties without any complaints. She is willing to come in early or stay late, if need be. She is one of the most efficient phlebotomists we have ever had in our lab while completing lab tasks and extra duties. She is one we can always count on to do her job and do it right! She is an awesome team player, and we are so happy to have her!

Elsy Rodriguez Troche (Operations Coordinator) Elsy has been a great team player since joining Operations. She is always willing to lend a helping hand with projects and to assist covering if another coordinator is out of office. She is a fast learner and always has a great attitude no matter what curve ball gets thrown at her. The most recent challenge she has been tasked with is handling the Freedom and Optimum Patient Grievances sent from the health

plan. Elsy grasped the process in less than a week and confidently took over as the point of contact for the F/O grievances. She is an incredible asset to the Operations Team and has definitely WOW-ed us this past month!

Lizbet Casilla-Hernandez (File Clerk, Dr. Shah) Lizbet is wonderful, positive, energetic co-worker. She is focused and determined to complete all tasks asked of her. We could not have received a better team player. Not only has she learned her position as a file clerk, but she has also excelled at being a patient coordinator. Lizbet is on time every day, and when needed, she stays late to help with any overflow of work. While she manages her school schedule. Lizbet has also excelled at the task of referrals and authorizations.

Joshua Hagen (IT Field Technician, IT) Josh saves the day! (Again) Anytime we are having issues with any of our electronics, Josh shows up on our doorstep. Not only does he fix what is broken, he does it with a smile on his face! There has never been a time where he is unable to troubleshoot the problem. He is definitely an asset to our Access Family!

Amarillys Laguillo (Front Office, Dr. Scunziano) Amarillys is always happy and smiling when I come to observe their office. She greets the patients with a smile and you are able to see her smile over the phone. Amarillys goes above and beyond to help her patients. She finds out the information that they need in order to help them with referrals or scheduling appointments. Even when patients come in grumpy, they seem to leave with a smile on their face. She is also a great team player in Dr. Scunziano's office and she is always ready to help out where needed.

Elizabeth Eubank (Medical Assistant, Dr. Fana) Beth is a positive individual who defines the term "team player". She is the first person to jump on any task that needs to be done. She demonstrates genuine compassion for both patients and co-workers. No matter the challenge, Beth faces it with a smile!

Kayla Petronelli (Front Office, Dr. Moynihan) The last patient of the day arrived with a transportation service. After her appointment, the patient called for a return ride home. Transportation did not arrive after waiting for 2 hours. The patient called repeatedly and even called other alternative services to try to get a ride home. Kayla waited with her the entire time, even after the office had closed and everyone went home. Kudos to our practice manager Eugene. Kayla kept him informed of the problem and he called and paid for Uber for the patient. Kayla stayed until the Uber arrived.

Andrea Just (Case Manager, Case Management) Andrea went above and beyond to help a patient. When a medication was denied for a patient, she did not give up and got it approved. We need more people in this world that have her heart and compassion! Andrea ROCKS! I hope all my patients get Andrea as their Case Manager.

Meet and Greet for Dr. Monica Esposito



(Pictured L-R): Dr. David Herndon, Maribel Dixon, APRN, FNP-C, Amber Duren, APRN, FNP-C, Dr. Monica Esposito

On November 18th, AHCP held a special "Meet & Greet" for Monica A. Esposito, DO at the 5500 Little Road office in New Port Richey. The public was invited to enjoy light refreshments and get to know Dr. Esposito, who is board certified in internal medicine and osteopathic manipulative treatment. Also in attendance were Dr. David Herndon, Amber Duren, APRN, FNP-C, and Maribel Dixon, APRN, FNP-C. For more information about this practice, or to schedule an appointment, please call (727) 372-1005.



(Pictured L-R) Amber Duren, APRN, FNP-C, Dr. David Herndon



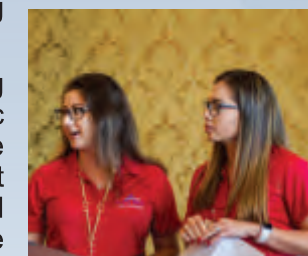
Team Lead Event

The Operations Team hosted a POD meeting for our amazing PCP Team Leads on October 8th, 2019.

This inaugural Team Lead POD meeting focused on providing education for Team Leads to help improve patient experience, increase employee satisfaction, and deploy some new processes and support systems to help bolster office success. This daylong meeting was split into two energizing sessions that included a review of corporate goals, office job descriptions, team-building exercises, and more.

The Team Leads particularly enjoyed the team building exercises such as the Human Knot, Minefield, Magic Carpet, and Tallest Tower. The Tallest Tower exercise involved stacking household items to create the Tallest Tower to encourage creative problem solving and develop collaboration skills. The Magic Carpet exercise had the Team Leads working together to flip their tarp over without any participant stepping off.

While the day was most definitely filled with fun, the Team Leads learned valuable skills that many of them took back to their office and started implementing. Operations has heard numerous testimonies that this POD not only improved communication within offices, but also improved communication and collaboration between different Access offices.



PATIENT PRAISE:



ACTC – Dr. V. Rao Emandi's Office

- I am extremely impressed with the radiation center and Dr. Emandi's team! The office staff is very upbeat and positive. I feel that the overall positivity in the center has helped me achieve the remission I am currently in.

Drs. Anil Bhatia and Robert Hartzell's Office

- I work in the retail business, so I am familiar with what good customer service should be. In the past few months, your office has become very friendly and the staff always smiles! Also, Wendy Padgitt is always willing to help and her door is always open. Thank you!

Billing Department

- Randi Miller is such a wonderful person! She is very kind, respectful, and helpful. I have never met her in person, but I feel as if I've known her all my life.

Drs. Amy Capoccia and Luis Rivera's Office

- I really like my new doctor! (Dr. Rivera) He has a good personality.
- Dr. Amy Capoccia is the best! She is great and her staff is too.
- Yolanda Thomas is an awesome person who did my check in and check out.

Case Management

- Thank you, Shelley Brown, for always supplying the right direction and answers for me. Thank you for all the hard work you do for me. You are a very bright light in my day!
- Theresa Daughton is my guardian angel! Whenever I am feeling down and need a boost, she calls. She is a wonderful person!
- There are people who just do their job and then there are people who truly care. Theresa Daughton really cares about her patients!
- I want to thank Jennifer Rifenburg for her kindness, consideration, and caring that she has shown me! She is amazing!
- Thank you to Felicia Shewbart for reaching out to me after my hospitalization. Felicia called me out of the blue and she was really a Guardian Angel! She answered all my questions and provided me with some needed reassurance. Felicia really made a difference in my life!

Dr. Ana Cruz-Diaz's Office

- Dr. Cruz-Diaz is a wonderful doctor. Bridget Bullock is also helpful.
- I just want to add that Dr. Cruz-Diaz is an excellent doctor with great professionalism, a wonderful bedside manner, and she is very knowledgeable as well as extremely helpful. She also has a wonderful and very friendly staff!
- Heather Cummings and Bridget Bullock are always smiling and very helpful!

Hospitalists

- Debra Ludlow has gone above and beyond her call of duty to help me. She is always very kind, and no matter how busy she is, she will stop to truly listen and help where she can!
- I appreciate Dr. Abu Mohammad's kindness and the endearing way he refers to me. I feel we speak the same language!

Dr. Angie Layme's Office

- Dr. Angie Layme is very wonderful and kind. I appreciate her and am very happy to have her as my doctor. She's the best!

The Main

- I have multiple physicians at Access that I see for various conditions, and I wanted to share that Access has the BEST group of physicians I have ever seen. Every physician treats me with the utmost respect and caring. I am amazed at how compassionate everyone has been. Access Health Care is doing an amazing job!!
- I MUST pat Dr. Parikith Singh on the back for the culture you have instilled in all of your staff. One and all are obviously patient-oriented and just a pleasure to do business with. I am so pleased and comfortable that you are my PCP!

continued on page 7

Congratulations!

CONGRATULATIONS TO THE FOLLOWING OFFICES FOR RECEIVING THEIR PCMH RENEWALS!

Congratulations to the offices listed below for receiving the National Committee for Quality Assurance (NCQA) Patient-Centered Medical Home (PCMH) Renewal Recognition for using evidence-based, patient-centered processes that focus on highly coordinated care and long-term, participative relationships.



Dr. Ian Adam and Staff



Dr. Michelle Arrieta and Staff



Dr. Pal Durai and Staff



Dr. Dhammika Ekanayake and Staff



Dr. Akila Iyer and Staff



Dr. Luis Jovel and Staff



Dr. Harish Madnani and Staff



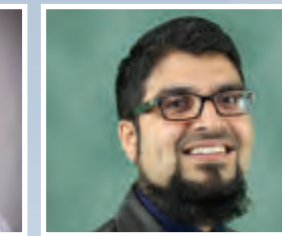
Dr. Sheetal Patel and Staff



Dr. Apurva Shah and Staff



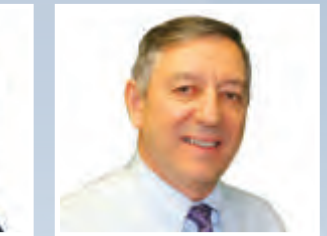
Dr. Jatin Sheth and Staff



Dr. Danish Siddiq and Staff



Dr. Alex Tambrini and Staff



Dr. Grigor Varlakov and Staff



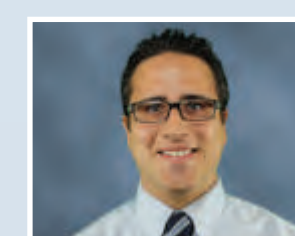
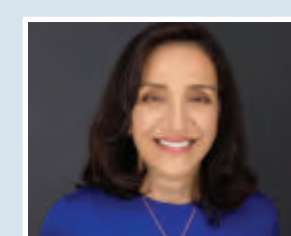
Dr. Miguel Fana, Jr. - Dr. Rafael Velasquez and Staff



Dr. Jennifer Laman - Dr. Michael Lamparelli and Staff



Dr. Pariskith Singh - Dr. Maria Scunziano-Singh and Staff



Dr. Nathaniel Vinje - Dr. Jose Rodriguez and Staff



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.

The National Committee for Quality Assurance (NCQA) announced that Access Health Care Physicians, **Dr. Gayathri Morrareddy and Staff, Dr. Ana Cruz-Diaz and Staff, Dr. Cameron Esmkhani and Staff, and Dr. Mariya Milko 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.



Dr. Gayathri Morrareddy and Staff



Dr. Ana Cruz-Diaz and Staff



Dr. Cameron Esmkhani and Staff



Dr. Mariya Milko and Staff

Congratulations!

CONGRATULATIONS TO THE FOLLOWING TREASURE COAST OFFICES FOR RECEIVING THEIR PCMH RENEWALS!



Dr. Shammi Bali and Staff



Dr. Kenneth Johnson and Staff (Both the Hillmoor Drive and St. James Drive locations)



Dr. Luke Kung and Staff



Dr. Shaheen Pirani and Staff

CONGRATULATIONS TO THE FOLLOWING EMPLOYEES AT DR. MAYRA LORENZO'S OFFICE FOR EARNING NEW CERTIFICATIONS!

- Margarita Korolevich – CCMA (Certified Clinical Medical Assistant)
- Cornelia Bolgehn - DNP (Doctor of Nurse Practitioner)



Kudos

MORE PATIENT PRAISE:



Dr. Mariya Milko's Office

- We love Dr. Milko and her staff!

Dr. Mallik Piduru's Office

- I want to thank Dr. Piduru for taking such good care of me! When you noticed some concern on my face, you were very reassuring. You showed me that you are not just an excellent surgeon, but also a caring human being. Many, many thanks!

Drs. J.F. Pierre and Nadja Pierre's Office

- I cannot say enough good things about Brent Squires and Irene Nystrom! Brent is such a caring individual and never seems pressed for time when he is taking care of me. Both Brent and Irene go out of their way to ensure that I have all that I need. Thank you!

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

- I wanted to let you know that Jessi-Lynn Jones and Amarillys Laguillo do a wonderful job! You are both very professional and helpful!
- Amarillys is awesome! She always takes care of my concerns.

Dr. David Sassano's Office

- The staff is always friendly and willing to help.
- I always feel comfortable with Dr. Sassano and all the staff! This includes the floaters when they are here to help.
- They have the best doctor and staff ever! Dr. Sassano takes his time and cares about his patients.

Dr. Jatin Sheth's Office

- Everything has been wonderful!

Drs. Danish Siddiq and Sumbul Ali's Office

- Cortney McKeiver is a wonderful employee! She is an amazing woman who is always very happy and positive as well as kind and considerate. Cortney always goes over and above what is expected of her!

Drs. Veselin Stoyanov, Mohamad Jibawi, and S. Grant Willis's Office

- Dr. Mohamad Jibawi pushed my 87-year old mother in her wheelchair to our van when we exited a movie because it was raining and he didn't want her to get wet! While this wasn't an office visit, he impressed us with his caring and attention for an unknown elderly woman. I will be looking into the possibility of having him as my primary care physician!

Kudos **FROM AROUND THE OFFICES**

Phone Operators

- I want to recognize Patricia Young from the Main! Patti took it upon herself to help pack up things we would need and helped transfer it to our new building when Care Coordination was moving. She also stayed late to help and helped us clean our desks, assisted IT with the computer set up, and organized everything so there would be less chaos on our first day.



Access Laboratories Receives COLA Accreditation

Congratulations to our very own Access Laboratories for receiving their COLA Accreditation (Commission on Office Laboratory Accreditation) last summer! Located at 11373 Cortez Boulevard, Suite 300 in Brooksville, Access Laboratories met the strict standards of the accreditation process for quality in daily operations, accuracy in proficiency testing, and an evaluation of the laboratory's facility. This important accreditation lasts for two years and is a direct result of the lab's commitment to excellent service for their patients!



Compliance Kudos

Dr. David Sassano and Staff - Highest scoring **PRIMARY CARE OFFICE** with a score of **96.7%**!



Please join us in congratulating our **2019 Quarter 2 Highest Regulatory Audit Winners!**



Dr. H. Van Nguyen and Staff - Highest scoring **SPECIALIST OFFICE** with a score of **96.3%**.

Please join us in congratulating our **2019 Quarter 3 Highest Regulatory Audit Winners!**



Dr. Sheetal Patel and Staff - Highest scoring **PRIMARY CARE OFFICE** with a score of **98.3%**.



Drs. Kevin Palmer, Mallik Piduru and Staff - Highest scoring **SPECIALIST OFFICE** with a score of **97.6%**.

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

INSTRUCTIONS: Circle Maynard's picture, scan and email it to eumstead@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, March 17th 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!

July 2019 through January 2020



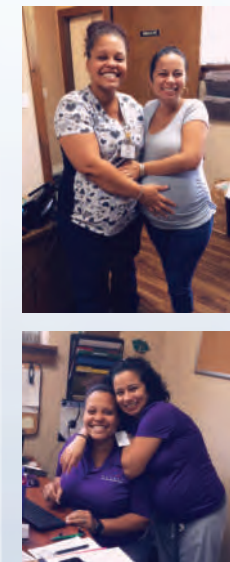
Aaron Denson, MD	7/15/2019	Gabriella Miller	8/19/2019	Marcelino Mederos-Rodriguez, MD	7/15/2019
Abdelrahman Alnakhala	11/4/2019	Gina Ardito	9/30/2019	Marilyn McGinnis	12/26/2019
Abigail Kamaka	9/16/2019	Grecia Ibarra, APRN	1/08/2020	Mark Roldan, APRN	10/28/2019
Adisa Dzudza-Sunjic, MD	1/6/2020	Haley Tonelis	9/4/2019	Marylou Johnson	9/16/2019
Alyssa Ingersoll	11/4/2019	Heather Heinzman	1/6/2020	Melissa Schafer	11/11/2019
Amanda Dolan	1/20/2020	Heather Johnstone	10/14/2019	Melissa Smith	10/14/2019
Angelina Ruiz	8/5/2019	Heather Switzer	12/9/2019	Michelle Estrera	1/20/2020
Arianne Ney	11/11/2019	Hileyska Sanchez-Mercado	10/21/2019	Michelle Nelson	10/14/2019
Arissa Williams	11/11/2019	Ines Medina-Castillo	7/29/2019	Monica Esposito, DO	9/23/2019
Arlene Capaccio	10/23/2019	Jacqueline Sullivan	11/25/2019	Myra Richardson-Robinson	9/30/2019
Arvetta Tucker	1/20/2020	Jaleesa Harris	1/6/2020	Nancy Caballero	1/20/2020
Ashley Leschinsky	11/11/2019	James Davis	9/4/2019	Natalie Agosto-Serrano	10/14/2019
Ashley Lewis	12/9/2019	James Foster	12/16/2019	Paige Green	10/28/2019
Ashley Rodriguez	12/23/2019	Jayde Looper	1/20/2020	Patricia Soultis	9/30/2019
Ashley Sledge	11/25/2019	Jeannette Garzon	1/27/2020	Patrick Celata	10/14/2019
Ashti Khargu, APRN	10/28/2019	Jenna Roberts	9/4/2019	Paulette Montolio- Feliciano	1/2/2020
Ayesha Kietzman	8/19/2019	Jenny Sanchez	10/28/2019	Peter Zavitsanos, MD	8/5/2019
Bobbi Hardisky	9/9/2019	Jeremy Tharp, MD	11/25/2019	Philip Thomas	9/16/2019
Bonnie Towne	1/28/2020	Jessica Lebron	10/28/2019	Quwana Jackson	1/6/2020
Brett Lewis Burke	11/25/2019	Jodet Patton	11/25/2019	Rhonda Rutherford	12/2/2019
Brianna Banuelos	9/4/2019	John Malone, DO	12/2/2019	Rosario Tucci, MD	10/11/2019
Brianna Nikolet	9/16/2019	Johonna Asquith, MD	8/12/2019	Sabri Ben Haloua	1/13/2020
Brianne Martin	11/12/2019	Jose Burgos-Breban, MD	1/1/2020	Samia Boufares, APRN	10/15/2019
Brittany Kasten	12/9/2019	Joshua Cross	11/12/2019	Sandra DeClue	12/16/2019
Carmen Marrero	1/6/2020	Julia Bennie	1/13/2020	Sandra Knight	9/3/2019
Cerida Nimchick	9/23/2019	Justen Durr, APRN	1/20/2020	Sarah Chinchilla	11/18/2019
Chanel Underwood	1/6/2020	Karen O'Connell	1/13/2020	Sarah Green	12/17/2019
Chase Makarewicz	8/5/2019	Kari Folks	9/4/2019	Serenity Crawford	8/5/2019
Chimere Branton, APRN	10/7/2019	Kathy Alcalá	11/25/2019	Shelly Beal	12/9/2019
Christian Ramos	9/30/2019	Katlyn Cancel	7/31/2019	Shriya Patel	9/23/2019
Chiquilla Beene, APRN	1/6/2020	Kaye Rozecki, DO	7/26/2019	Sierra Nelson	1/15/2020
Christian Ramos	9/30/2019	Kayla Gordon	11/18/2019	Sindy Galvez-Espinosa	7/29/2019
Christine Hawkins	9/5/2019	Kayla Leamon	10/28/2019	Skyler Eaton	8/5/2019
Christy Moody	1/27/2020	Kennedy Voelkel	12/9/2019	Solano Baron	9/16/2019
Cindy Perretti	10/28/2019	Kesha Hall	10/21/2019	Sophia Flowers	10/28/2019
Clayton Alonso, MD	7/29/2019	Keshia Wilson	8/19/2019	Srinvas Sanka, MD	9/16/2019
Craig Muir	9/4/2019	Keshlyann Alicea-Vazquez	8/19/2019	Stacey Cox	1/20/2020
Daniel Kerr, MD	7/15/2019	Kourtney Lynch	10/28/2019	Stephanie Salomon	11/11/2019
Dawn Daniels	8/30/2019	Kristen Emery	12/30/2019	Stephen DeWhite	9/4/2019
Dennis Eroh	12/17/2019	Kristen Knoll	1/13/2020	Steven Carlton	1/6/2020
Diana Alvis	11/4/2019	Krystal Wessel	9/30/2019	Susan Lewis	1/6/2020
Diana Colon	10/14/2019	Larry Sidwell	8/19/2019	Susan Ohling	9/12/2019
Diane Mackey	8/5/2019	Latisha James	8/19/2019	Tamika Brown	9/5/2019
Dweep Patel	10/28/2019	Laura Freeland	7/15/2019	Tanika Bailey	1/6/2020
Ebony Claybrook	12/9/2019	LaVonna Baker	1/6/2020	Tara-Lyn Vasquez	9/16/2019
Eileen Perez	1/20/2020	Leslie Morales-Claudio	8/19/2019	Tatum Johnson	1/27/2020
Elisha Bateman	9/16/2019	Linda Diruzzo	9/3/2019	Taylor Dalton	1/20/2020
Elizabeth Baez	12/9/2019	Llaqueline Feliciano	11/14/2019	Tina Bingnear	10/28/2019
Elizabeth Garcia	8/19/2019	Lori Franqui	12/16/2019	Tintu Mathew, APRN	1/6/2020
Erica Brown	10/14/2019	Lori Rowe	12/16/2019	Victoria Anderson	8/5/2019
Ericka Hanson	1/21/2020	Lovonne Potocki	10/28/2019	Vikki Jett	9/9/2019
Erica Brown	10/14/2019	Madelene Denley	12/9/2019	Yaima Guzman	12/30/2019
Gabriella El Yamani	12/16/2019	Mara Santiago	9/30/2019	Zuzana Talbot, MD	9/5/2019

AND MORE FUN STUFF!!!

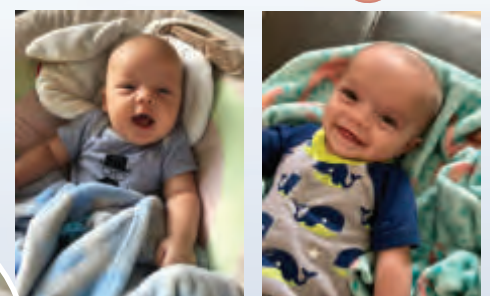
The Care Coordinators and Call Center held an office-wide Christmas decoration contest!
The end result was a Winter Wonderland Extravaganza!



MORE FUN STUFF!!!



BABY NEWS! Amber Williams and Marcela Wells worked together in Beverly Hills with Dr. Torres and Dr Diaz. When Marcela was the Team Lead there, both Amber and her found out they were pregnant and that their due dates were 3 days apart. Marcela was scheduled to have Christian on July 22nd, and Amber was scheduled to have Adyn on July 26th. However, Adyn arrived a little early on Monday morning 7/22/19 and Marcela had Christian a few hours later on the same morning! Now, Marcella works at Dr. Rincon's office, they are both Team Leads and still best friends! Now that's a story!



Adyn Williams was born July 22, 2019 @ 8:20 am 9lbs 5oz
Christian Wells was born on July 22, 2019 @ 10:50 am 8lbs 3oz



Pictured L: Holding each others babies after they were born

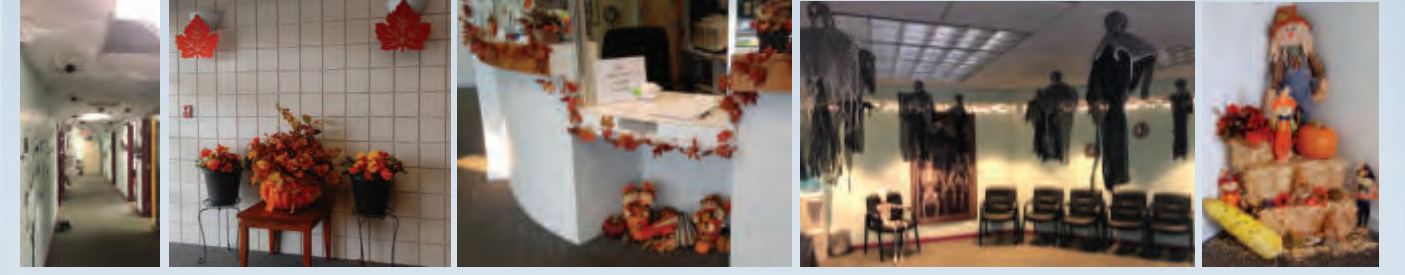
Compliance News

National Compliance Officer Day

September 26th was National Compliance Officer Day!
(Pictured L-R: Front Row – Maynard, Juan Triana – Second Row – Mariann Hyde, Beth Umstead, Andrea Moore, Julie Erickson, Amy Bennett, Rebekah Honkoski, Ashley Lutz – Insert: Tricia Ubidia)



Dr. Pal Durai's staff went all out with their Fall and Halloween decorations this year!

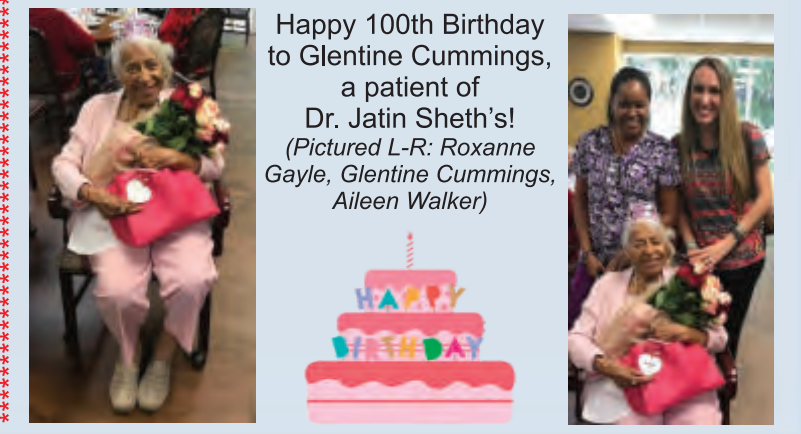


Glentine Cummings' 100th Birthday!

Happy 100th Birthday to Glentine Cummings, a patient of Dr. Jatin Sheth's!
(Pictured L-R: Roxanne Gayle, Glentine Cummings, Aileen Walker)



Rebecca Henry shows off her artistic abilities with this beautiful painting for Drs. Denner, Miller, and Diaz's Hurricane Donation box!



Halloween Fun!



Drs. Denner, Miller, Diaz's Office – Front Office Witches



Drs. Denner, Miller, Diaz's Office – Back Office Vampires



Credentiaing – Inside Out Emotions



Dr. Michelle Arrieta's Office – Sanderson Sisters from Hocus Pocus



Dr. Ayham Alshaar's Office



Dr. J.A. Pierre's Office – Disney Villains

HALLOWEEN Costume Contest WINNERS

BEST INDIVIDUAL COSTUMES
 MALEFICENT ELIZABETH EUBANK DR. MIGUEL FANA'S OFFICE
 THE BEARDED LADY ANDREA MOORE COMPLIANCE DEPT.

BEST GROUP COSTUME
 VOODOO DOCTOR & DOLLS DR. HARISH MADNANI'S OFFICE
FUNNIEST COSTUME
 POCOHONTAS DR. MIGUEL FANA

BOTH WILL BE GIFTED A TARGET GIFTCARD

LUNCH WILL BE CATERED TO THE OFFICE GRANTED BRAGGING RIGHTS & A GIFTCARD

HONORABLE Mentions of 2019



Dr. Sheetal Patel's Office – Mrs. Pac Man and Ghosts



Dr. Pal Durai's Office – Hippies



Summit Imaging Schedulers – Snow White and the 7 Dwarves



Quality Department – Alice in Wonderland



WCMI Schedulers – Wanted for Overbooking



Dr. Ivan Ramos' Office – Open Season



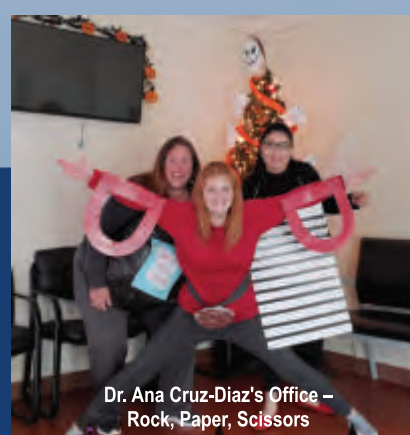
Drs. Nathaniel Vinje and Jose Rodriguez's Office – Superheroes and Villains



Drs. Miguel Fana and Rafael Velasquez's Office – Disney Royalty and Villains



Dr. Ana Cruz-Diaz's Office – Rock, Paper, Scissors



Drs. Miguel Fana and Rafael Velasquez's Office

