



PULSE

...in touch with you

Happy Holidays

from

HATTIESBURG CLINIC



Beth Moore, Administration

"I love all the treats and goodies that people make for the holidays - the things that you don't make any other time of year."



Susan Slaughter, Assistant Administrator

"I love the decorations that transform our homes and cities into a happy place full of holiday cheer!"



Janet Crawford, Manager, Surgery

"I enjoy the holiday season because it is a time to give thanks for what we have and to share blessings with those in need."



Cherie Wright, FNP, Nephrology

"I love spending time around the holidays to reinforce the importance of thinking of others first to my girls."



Krystal Keys, Family Clinic of Seminary

"During the holidays, I enjoy spending time with my family and friends. I also take time to be thankful for the many blessings I have been given."



Dylan Wagner, PA, Immediate Care - Laurel

"My favorite part of the holiday season is spending time with family. With all of our busy lives the holiday season gives us a reason and excuse to take time and enjoy the company of family. It also doesn't hurt that these times are accompanied by delicious foods!"



Ashley Ford, FNP, Urology

"My favorite thing about the holidays is seeing the faces of friends and family when they open that perfect gift that I have been hiding for months."

CALENDAR OF EVENTS

Tuesday, December 11
Winter Blood Drive
Cedar, Cypress, Poplar
8 a.m. – 5 p.m.

Friday, December 14
Free Memory Screenings
Collins Family Practice Clinic
704 Fifth Street in Collins

Wednesday, December 19
Wellness Wednesday
Qdoba Mexican Grill
3705 Hardy Street in Hattiesburg

Monday, December 24
Tuesday, December 25
Holiday – Hattiesburg Clinic Closed

Wednesday, December 26
Wellness Wednesday
Glory Bound Gyro Co.
6174 Highway 49 in Hattiesburg

Tuesday, January 1
Holiday – Hattiesburg Clinic Closed

Wednesday, January 2
Wellness Wednesday
Penn's Family Restaurant
6060 Highway 49 in Hattiesburg

Wednesday, January 14
Rise & Shine Registration Opens
Online Only



NEW PROVIDERS



MOORE JOINS PHYSICAL MEDICINE & REHABILITATION

Hattiesburg Clinic recently welcomed Dorothy D. "Dot" Moore, FNP, to Physical Medicine & Rehabilitation.

Moore received her Bachelor of Science in Nursing from University Medical Center School of Nursing in Jackson, Miss., and her Master of Science in Nursing from The University of Southern Mississippi in Hattiesburg, Miss. She is a certified family nurse practitioner and a registered nurse.

Moore is a member of the American Nurses' Association, the Mississippi Nurses' Association and Sigma Theta Tau International Honor Society of Nursing.

She joins P. Lynn Bell, DO. For more information, call 601.579.5430 or visit www.hattiesburgclinic.com



VASCULAR SPECIALISTS WELCOMES DR. GUZMAN

Edgar D. Guzman, MD, was recently welcomed to Hattiesburg Clinic Vascular Specialists.

He received his medical degree from National University of St. Augustin of Arequipa in Arequipa, Peru. He completed a general surgery residency at University of Illinois Metropolitan Group Hospitals in Chicago, Ill., and a vascular and endovascular surgery fellowship at Cleveland Clinic Foundation in Cleveland, Ohio.

Dr. Guzman is board-certified by the American Board of Surgery. His professional memberships include the Peruvian College of Medicine, American

Medical Association, American College of Surgeons, Society for Surgery of the Alimentary Tract, Society of American Gastrointestinal and Endoscopic Surgeons, Society of Vascular Surgery and the Society for Clinic Vascular Surgery.

Dr. Guzman joins Lewis E. Hatten, MD, FACS, RPVI; Brian L. Sellers, DO, RPVI, FACS; J. Keith Thompson, DO, FACOS, RVT; and Nichole C. Horn, PA-C.

For more information, call Vascular Specialists at 601.579.5010.



HOSPITAL CARE SERVICE WELCOMES DR. ZAFAR

Salman Zafar, MD, was recently welcomed to Hattiesburg Clinic's Hospital Care Service.

He earned his medical degree from Punjab University, King Edward Medical College in Lahore, Pakistan and completed internal medicine residency at Jersey City Medical Center in Jersey City, N. J.

Dr. Zafar is board-certified by the American

Board of Internal Medicine. He joins Hattiesburg Clinic's Hospital Care Service physicians and will be providing care at Forrest General Hospital.

For more information, visit www.hattiesburgclinic.com

CAUGHT IN THE ACT

Congratulations to the following employees who were "caught in the act" of showing PRIDE recently by PRIDE committee members.

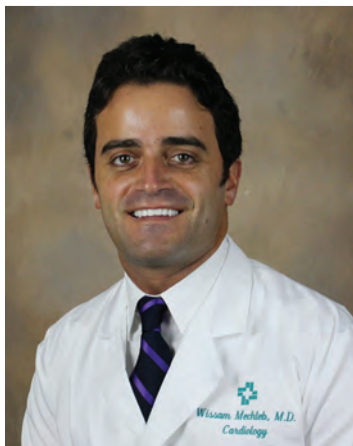
John Klauk caught Emma Colquitt walking a lost patient to her destination.

Delana Pearce caught Amber Bates helping Dr. Holland's nurse with calls without being asked. She also recognized that a PAR asked Sandra Gibson several questions that were outside her role, but she still went out of her way to research and give answers, and to direct her to the appropriate person for the issues she could not address.

Thank you to all employees who were caught showing your PRIDE. Is your PRIDE showing?

NEW PROVIDERS

DR. MECHLEB JOINS CARDIOLOGY



Hattiesburg Clinic recently welcomed Wissam K. Mechleb, MD, to the departments of Cardiology and Cardiothoracic Surgery to provide cardiology services in Collins, Magee, Picayune, Prentiss Seminary and Wiggins.

Dr. Mechleb earned his medical degree from St. Joseph's University Faculty of Medicine in Beirut, Lebanon. He completed a residency in internal medicine, as well as a fellowship in cardiovascular disease, at East Tennessee State University in Johnson City, Tenn.

Dr. Mechleb is board-certified by the American Board of Internal Medicine and is a member of the American College of Physicians.

Dr. Mechleb practices with G. Josh Blair, MD;

Eric W. Enger, MD; Lawrence J. Leader, MD; Arthur C. Martin, MD; Thomas S. Messer, MD; Benjamin T. Rester, MD; Randel L. Smith, MD; Craig A. Thieling, MD; Thad F. Waites, MD; Robert G. Wilkins, MD; B. Craig Chancellor, ACNP; Mary Feagans, PA; Sheena T. McElhane, PA-C; and Katie A. Meyers, PA-C; of Hattiesburg Clinic Cardiology. He is also affiliated with Bassam K. Mechleb, MD; Wassim E. Mouannes, MD; Joseph A. Proli, MD; Brian Gibson, PA, and K. Scott Parker, ACNP, at Heart Care Center, a service of Hattiesburg Clinic.

For more information or to make an appointment, call 601.268.5800 or visit www.hattiesburgclinic.com.

6164

THE CHILDREN CLINIC WELCOMES DR. NAYLOR



Yakeyla N. Naylor, MD, was recently welcomed to The Children's Clinic.

Dr. Naylor earned her medical degree from the University of Mississippi School of Medicine in Jackson, Miss., and completed a pediatric residency at University of Mississippi Medical Center in Jackson.

Her professional memberships include American Academy of Pediatrics and Mississippi

State Chapter of the American Academy of Pediatrics.

Dr. Naylor joins Theodore E. Atkinson, III, MD; Leigh A. Haden, MD; S. Kimble Love, MD; Susan L. Robbins, MD; Matthew C. Whittington, MD; Jeffery C. Williams, MD; and Pamela A. Love, PNP, FNP.

For more information, call The Children's Clinic at 601.261.3500 or visit www.hattiesburgclinic.com.

WELCOME HOME DR. CLATTERBUCK!



On Nov. 16, Richard E. Clatterbuck, MD, PhD, returned from Germany where he served in the U.S. Army as a military neurosurgeon.

This was Dr. Clatterbuck's third tour in the military. Thank you for your service and dedication to our community and our country, Dr. Clatterbuck! Welcome home!

READ BETWEEN THE LINES

As if you need another reason to read *The Pulse* from cover to cover every month - Corporate Planning and Development (CP&D) will give away an item from the PRIDE closet to the lucky employee that spots their 4-digit employee

number hidden somewhere within the newsletter. Look closely! Every month, different numbers are picked at random. If you find your number, contact CP&D at 601.268.5606 to claim your prize.

CUSTOMER SERVICE CORNER- HOLIDAY CUSTOMER SERVICE

KATHY ROUNSAVILLE, CUSTOMER RELATIONS DIRECTOR

Great customer service is important at all times of the year, but during the holiday hustle and bustle, we need to take time and remember the importance of our customers. Below is a poem that many have taken credit for and rewritten over the years – from Mahatma Gandhi to L.L. Bean to Sam Walton. It's a great reminder of why we do what we do for our customers.

A Customer

A customer is the most important person in any business.

A customer is not dependent upon us. We are dependent upon him.

A customer is not an interruption of our work. He is the sole purpose of it.

A customer does us a favor when he comes in. We aren't doing him a favor by waiting on him.

A customer is an essential part of our business--not an outsider.

A customer is not just money in the cash register. He is a human being with feelings and deserves to be treated with respect.

A customer is a person who comes to us with his needs and his wants. It is our job to fill them.

A customer deserves the most courteous attention we can give him.

He is the lifeblood of this and every business. He pays your salary.

Without him, we would have to close our doors. Don't ever forget it.

Retrieved from <http://loyaltyandcustomers.com/2010/01/a-customer/>



DO YOU HAVE A STORY TO TELL?

Do you have a memorable experience you'd like to share? Did you have an experience of quality care that you would like to tell us about? Have you and your family been employed at and/or received care from Hattiesburg Clinic for generations? Or, perhaps you remember the day when Hattiesburg Clinic first opened its doors on May 1, 1963. Whatever your story might be, we'd love to hear from you. To share your story, visit www.hattiesburgclinic.com or click on the PRIDE tab of the intranet.

IN THE GREEN!

Congratulations to the following clinics and departments for being "in the green" in all categories in the patient survey process YTD Nov. 1. (This means they are delivering a great patient experience and their patient experience scores are higher than industry averages in all categories!) Great job!

- Connections
- Eye Associates
- Family Clinic of Purvis
- General Surgery
- Lincoln Center Family Practice
- Hypertension Center
- Neurology – Picayune
- Purvis Physical Therapy
- Prentiss Family Practice Clinic
- Runnelstown Clinic
- Spine Center
- Sumrall Medical Center
- Urology
- Vascular Specialists

PAINTING WITH A TWIST

\$5 OFF

For any Questions, please contact us at:
 601.264.0074 Phone
 601.264.0075 Fax
 hatt.pwat@gmail.com
www.paintingwithatwist.com/hattiesburg/







A little bit of Paint...
A little bit of Wine...
A WHOLE lot of FUN!



This Coupon can only be redeemed during scheduled public classes. Not valid for private parties, fundraisers, and or special events. Not redeemable for cash. Offer valid thru 12/31/12 and only at the Hattiesburg, MS Studio. Must present Hattiesburg Clinic ID or proof of employment.

Painting With a Twist is now offering employees \$5 off of scheduled classes! To receive this discount, bring this coupon and your ID badge to your next class before Dec. 31! For more information, call Painting With a Twist at 601.264.0074.

WINTER WORD SEARCH

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

Please search for the following words:

- APPLE CIDER
- BELLS
- FIREPLACE
- HOT CHOCOLATE
- ICICLE
- MITTENS
- SLEDDING
- SNOWMAN

6178



**MEET... CECILLA
'DIANA' COOLEY**

What is your position in the clinic? I am an office clerk at Dermatology - Laurel.

What are your responsibilities in this position? My responsibilities include answering phones and making appointments, registering patients, filing, taking nurse messages and assisting patients with any needs they may have.

How long have you been with the clinic? I have been an employee for almost four years.

Where is your hometown? Waynesboro, Miss.

When you're not at Hattiesburg Clinic, what do you like to do? I enjoy spending time with my grandchildren when I am not working.

What is your favorite thing about working at Hattiesburg Clinic? My favorite part of working at the clinic is being able to help people and my co-workers/friends.

What makes you proud to work for Hattiesburg Clinic? I am proud to be a part of such a reputable health care system that serves many communities.

Tell me something your co-workers may not know about you. My favorite hobby is deer hunting.

2013 COMMITTEE SIGN-UP!

It's that time of year again-time to sign-up for a committee and give back to our communities! For the past several weeks, a committee chairperson has been featured in a video describing her committee and the impact it's had on the community and the volunteers. Visit the intranet homepage to watch a video and consider donating your time and efforts to a great cause in 2013!

All employees are eligible and invited to serve on a committee. Employees can sign up for as many committees as they wish but must meet the following requirements (Requirements are subject to change depending on committee.):

- Have manager's approval
- Be able to attend committee meetings
- Help with planning and promotion of the signature event/fundraiser (if applicable)
- Assist with T-shirt distribution (if applicable)
- Attend organization's event (if applicable)

Employees can earn two PRIDE points for committee participation and one PRIDE point for participating in the event for a total of THREE PRIDE POINTS!!!

All dedicated employees are encouraged to chair a committee. To chair a committee, employees must meet the following requirements:

- Have manager's approval
- Help recruit committee members
- Plan and conduct committee meetings
- Organize and plan a signature event/fundraiser with committee members
- Help design a T-shirt(if applicable)
- Work with organization regarding event participation
- Work with CP&D to promote event/fundraiser

Employees can earn three PRIDE points for serving as chair and one PRIDE point for participating in the event for a total of FOUR PRIDE POINTS!!!

If you have an idea or suggestion for a clinic committee, please send your suggestion to Susan Yarrow in CP&D. A committee must have a volunteer committee chair and a minimum of 10 committee members.


Please print your name on the inserted form and return to Corporate Planning & Development by January 4, 2013.

For more information, please contact Susan Yarrow at phone 601-261-3689, fax 601-261-3601 or email susan.yarrow@hattiesburgclinic.com. Thank you for taking PRIDE in Hattiesburg Clinic!

PURCHASING TIPS: SEARCHING FOR ITEMS

When ordering a piece of capital equipment through Horizon Supply Source, it is important to make sure your approval path has been changed from Dollar Level to Capital.

To do this successfully:

1. First, make sure your cost center is correct. (If the cost center is changed after the approval path is changed, the path will default back to Dollar Level.)
2. Click on the binoculars () next to the Approval Path field in the top left corner of your requisition. (If there are no binoculars, call Purchasing for assistance.)
3. In the window that pops up, click on the link that says CAPITAL.
4. Your Approval Path field will now say CAPITAL instead of DOLLAR LEVEL GROUP I.

If you have questions, please call Purchasing at 601.584.4306.


TRAINING CALENDAR

December

- » **CPR** – Wednesday, Dec. 5 at 8:15 a.m. in the Cypress room. Call 601.579.3209 or email Sandi.Arnold@hattiesburgclinic.com to register.
- » **Nurse Orientation** – Thursday, Dec. 6

January

- » **CPR** – Thursday, Jan. 3 at 8:15 a.m. in the Cypress room. Call 601.579.3209 or email Sandi.Arnold@hattiesburgclinic.com to register.
- » **Nurse Orientation** – Wednesday, Jan. 9
- » **CPR** – Tuesday, Jan. 15 at 8:15 a.m. in the Cypress room. Call 601.579.3209 or email Sandi.Arnold@hattiesburgclinic.com to register.
- » **CPR** – Thursday, Jan. 31 at 8:15 a.m. in the Cypress room. Call 601.579.3209 or email Sandi.Arnold@hattiesburgclinic.com to register.



CLOVERLEAF IMMEDIATE CARE SM

a service of HATTIESBURG CLINIC

We have extended our hours!



Monday – Friday, 8 a.m. – 6 p.m.
Saturday, 8 a.m. – 4 p.m.
Sunday, 1 p.m. – 6 p.m.

Cloverleaf Immediate Care serves clinic employees and patients with quality care when they are unable to see their primary care physician. The walk-in basis allows Dr. Johnson and Dr. Gooch to provide direct medical attention during the week and on weekends. The staff is dedicated to providing excellent treatment for minor injury and illness, and also offers services including lab and X-ray.


Cloverleaf Immediate Care is located at 5909 US Highway 49 and can be contacted at 601.296.2800 for more information.

**Please remember that if you have a life-threatening emergency such as heart attack or stroke to proceed to your nearest emergency room.*

5909 US Highway 49, Hattiesburg, MS // 601.296.2800



John J. Johnson, MD, PhD, MRO



Kenneth L. Gooch, MD, MRO



DEPARTMENT SPOTLIGHT: ACCOUNT SERVICES

Hattiesburg Clinic's Account Services department is responsible for outsourcing unpaid balances to collection agencies, discussing and implementing payment plans with guarantors, updating guarantor addresses from returned billing statements, adjusting accounts per terms of bankruptcy and providing billing records as requested by law firms and outside agencies.

Located next to the Hypertension Center on Medical Boulevard, Account Services is available Monday through Friday from 8 a.m. to 5 p.m. There are currently 11 employees working in the department. The handling of unpaid debt is a sensitive matter, especially in the health care environment. Account Services takes great pride in treating patients in a professional and respectful manner.

For more information or if you have questions about a bill, please call 601.268.5841.

Pictured:
Front (left to right):
Kathy Forte
Nikki Everett
Heather Hood
Tocara Williams
Diane Hogan

Back (left to right):
Nelly Bolar
Roxanne Barnett
Mary Mitchell
Lisa Pearce
Stacy Taylor
Patty White

MEMBERSHIP RECRUITMENT FOR 2013/2014 PRIDE COMMITTEE

Are you interested in being a part of the PRIDE Committee? Here's how you can apply. We are seeking volunteers interested in serving in an ambassador role on the PRIDE committee who:

- Have a strong commitment to improving the patient experience and employee satisfaction.
- Go above and beyond the call of duty as it relates to showing PRIDE.
- Have the time to commit to meeting on a monthly basis for one to two hours at lunch (for up to a two-year commitment). Monthly meetings are generally held on the third Thursday of each month from 11:30 a.m. to 1:00 p.m. at the main clinic.

Members of this committee may also have the opportunity to participate in various sub-committees including the Reward and

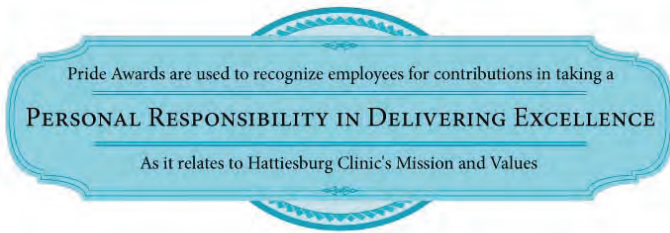
Recognition process and the Suggestion process.

PRIDE committee members are eligible to earn two PRIDE points for committee participation and are eligible to earn additional PRIDE points for serving on subcommittees.

If you are interested in participating, please complete the membership form located on the front page of the intranet, have your manager approve and follow the submission instructions on the form. All forms must be turned in to CP&D by Dec. 17, 2012. The selection process will take place in late December and you will be notified by Jan. 4 if you have been chosen to participate. If you have questions, please call Kathy Rounsaville at 601.268.5765.

EMPLOYEES RECEIVE 'PAT ON THE BACK,' PRIDE AWARDS

In October, employees nominated their peers for "Pat on the Back" and PRIDE awards. From the nominations, there were a total of 77 "Pat on the Back" recipients and one PRIDE recipient.



October 2012

Cheryl Lowe

Contract Accounts



October 2012

All Employees Hattiesburg Clinic (X2) LAW Neurology	Shameika Easterling (X2) Administration	Robbie Lee Information Services	Joyce Smith Administration
Ken Abel Patient Representatives	Jeri Eron Administration	Maintenance Staff Physical Plant	Tasha Spencer Arthritis Center - West
Sarah Abel Patient Representatives	Katie Este Patient Account Representatives	Glen Mallette Physical Plant	Christi Stogner HIM
William Arnett, MD Family Medicine	Sandy Ezell LAW	Matthew McClain, MD Family Medicine	Amanda Thornton Patient Account Representatives
Jennifer Aultman Lake Serene Clinic	Samantha Francis Cardiology	Amber McDaniel Transcription	Amy Tisdale Eye Associates
Darcy Blair Administration	Leslie Ford Connections	Ellen Messer Corporate Planning and Development	Becky Tough Collins Family Practice Clinic
Mary Brown Refunds	Lisa Freeman Administration	Beth Moore Administration	Kara Trigg OB-GYN
Charolett Burch Claims Review	Lydia Ghlor Immediate Care	Ellen Moree Transcription	Fay Vigue Administration
Pam Byrd Immediate Care	Kristy Gould Corporate Planning and Development	Pam Nobles Administration	Judy Wallace Administration
Kathy Cameron Hematology and Oncology	Sandy Green Human Resources	PACS Team Imaging	Dana Walley Physical Plant
Terrilyn Chocklin Patient Account Representatives	Daniel Hammett Information Services	Scott Patterson Purchasing	Nancy Walters Health Care Billing
Debbie Cochran Dialysis-Picayune	Tammy Harris Patient Account Representatives	Jean Anne Potin Administration	Jack Wansley Patient Representatives
Cindy Cole (X2) Immediate Care - Laurel	Steve Hartfield Physical Plant	Renita Prine Bookkeeping/Data Processing	Jessica Welch Lab
Christopher Cooley, MD Eye Associates	Krystal Hernandez Lab	Susan Randolph HIM	Marlinda Westrope Eye Associates
Julie Crain Transcription	Mary Hibbler Eye Physicians and Surgeons	Stephanie Reynolds Eye Associates	Jesse Williams Information Services
Tracy Cuevas Human Resources	Heather Hillman Lake Serene Clinic	Brett Robbins, MD Lake Serene Clinic	Regina Wooley Lake Serene Clinic
Anthony Davis Information Services	Tiah James Lake Serene Clinic	Kathy Rounsaville Corporate Planning and Development	
Marcia Douglas Breast Center	Lisa Lee OB-GYN	Donna Schaefer Accounting	
Doug Dunnam Physical Plant	Jackie Lee Claims Review	Pam Shows Connections	

All PRIDE award recipients receive:

- PRIDE award certificate
- Three PRIDE points
- Recognition in *The Pulse*
- Eligibility for the Employee of the Quarter Award
- Name entered in special drawing for a gift chosen from in-stock items in CP&D

This month's winner is:

Cheryl Lowe, Contract Accounts

All "Pat on the Back" recipients receive:

- Pat on the Back certificate
- Recognition in *The Pulse*
- Eligibility for the Employee of the Quarter Award
- Name entered in special drawing for a gift chosen from in-stock items in CP&D

This month's winner is:

Katie Este, Manager for Patient Account Representative

Keep looking for opportunities to recognize your co-workers! For more information on the process, please refer to the Employee Reward and Recognition policy located on the intranet under the PRIDE tab.

CONGRATULATIONS TO ALL THE RECIPIENTS!

YOUR HEALTHY LIVING AMANDA RICE, MD, COLLINS FAMILY PRACTICE



“Big boned.” “Pleasantly plump.” All words used to describe larger women in my family. I was overweight as a child. As a college athlete, exercise became an important part of life. However, like most, life changed during parenthood, medical school and marriage. My focus was more on everyone else’s health. Suddenly, we received notice that a 35-year-old classmate

provider, mother and wife, I had to be an example. In 2009 I began exercising one hour every day. I still eat foods I enjoy but in moderation. I also recently started Ideal Protein and have lost 31 pounds in six weeks with determination! Making conscious decisions about what I eat, along with regular exercise, has helped me lose over 60 pounds in three years. Realizing food is for nourishment, not a reward, helps keep me focused. Most importantly, seeing my children enjoy better habits and exercising with me is enough to continue a healthy journey. Hypertension and diabetes plague my family and my community. Therefore, it is essential for me to not only talk about it but also to “be about it.” Being healthy is not a fad but truly a lifestyle.

died of a heart attack. This was serious! As a health care

This column is all about you! Would you like to contribute? We want to know what you do to maintain a healthy lifestyle and what inspired you to start. You can submit an article by filling out the Healthy Living form on the PRIDE tab of the intranet and sending it to Amanda Collins in CP&D, or by emailing Amanda.Collins@hattiesburgclinic.com.

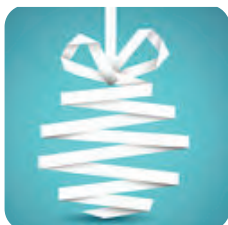
Entries should be no more than 200 words and must include your name and department. The deadline to submit will be the last day of each month. We reserve the right to edit or modify any submitted content. Depending on the number of responses, all articles may not be used or may be published at a later date. For more information, please call Amanda Collins at 601.268.5869.

EPIC OVERVIEW:TROUBLESHOOTING MARCIA MORDICA, DIRECTOR EPIC SUPPORT SERVICES



Since integrating the Epic system over a year ago, we have been able to make adjustments and improvements for users. All changes and modifications depend on communication between the user and the Epic support team. If you notice that information in Epic seems off, like calculating the age of a deceased patient, let someone from the Epic team help address the mistake. If you feel any of your processes are redundant or repetitive, we encourage you to put in a Layton Service Desk ticket or call Marcia or Josh Slaven. You should also contact

Marcia or Josh if there is a certain workflow you use to do in McKesson and no longer can that relates to scheduling, registration or billing. In many cases, we can work together to make changes to the system or process and make things easier for the user. If you have simple questions regarding scheduling, registration or billing in regards to Epic, or you aren’t sure if your request requires a helpdesk ticket, feel free to call Josh at 601.579.3003 or Marcia at 601.268.5706.



“THE BEST WAY TO SPREAD CHRISTMAS CHEER IS SINGING LOUD FOR ALL TO HEAR.”
- “ELF” THE MOVIE

7031

WELCOME: NEW EMPLOYEES



The following new employees participated in the October 29 orientation.

Left to Right:

Alethea Cook - Phlebotomist/Laboratory
Evan Lucas - Interface Programmer/Information Systems
Janell Smith - File Clerk/Imaging
Jennifer Wagner - Receptionist/Nephrology
Stephanie Spiers - LPN/Cardiology - Picayune
Don Prine - Patient Rep/Patient Reps
Andrea Martinez - PAR/The Family Clinic - Purvis



The following new employees participated in the November 5 orientation.

Left to Right:

Christina Lott - Lab/XRay Tech/Cloverleaf Immediate Care
Danielle Walker - RN (Dr. Guzman)/Vascular Surgery
Charisse Reid - Customer Service Rep/Patient Accounts
Stacy Neames - Review Specialist/Review & Compliance
Nanette McCauley - After-Hours Receptionist/PAR/The Poplarville Clinic
Meredith Elliott - Cardiovascular Coding Clerk/Cardiovascular Coding
and Reimbursement
Dawn Nelson - PAR/Wiggins Clinic



The following new employees participated in the November 12 orientation.

Left to Right:

Ryan Kinsey - Central Sterile Tech/Central Sterile
Emily Farlow - Receptionist/Lake Serene Clinic
Yi Burns - Lab & XRay Tech/Cloverleaf Immediate Care
Connie Sumrall - Pre-Cert Nurse/Business Operations
Christy Cauley - Phlebotomist/Laboratory
Ashley Thompson - Receptionist/Tech/Physical Therapy
Angie Coley - PAR Gastroenterology/Patient Accounts

**“BLESSED ARE THOSE WHO CAN GIVE
WITHOUT REMEMBERING AND RECEIVE
WITHOUT FORGETTING.”**

- JEREMY FITZGERALD

UNITED WAY AGENCY PROFILE:



BOY SCOUTS OF AMERICA, PINE BURR AREA COUNCIL

The Pine Burr Area Council of Boy Scouts of America is a United Way Education Partner and provides service for 17 counties in south Mississippi. The Pine Burr Area Council offers a year-round program that places emphasis on character development, citizenship and moral and ethical training through Cub Scouts, Boys Scouts and Venture. The council targets Scoutreach and Learning for Life Character Education programs as well. Camp Tiak in south Forrest County is the official Boy Scout Camp covering the 17 southernmost counties of Mississippi. It is a 1,100-acre primitive camp that is nationally certified and holds all state and local certifications.

United Way provides funding used for the Scoutreach program, which gives underprivileged youth the opportunity to participate in scouting. Through this United Way program, disadvantaged youth receive leadership training and other opportunities through the Scoutreach program. Scouts earning the Eagle Scout rank are motivated to finish high school and attend college.

Troop leaders are needed to work with youth on a weekly basis. Other needs include assistance with audio/visual projects and maintenance for facilities. A background check is required for volunteers.

For more information about the Pine Burr Area Council of Boy Scouts of America, call 601.582.2326.

WINTER BLOOD DRIVE

On Dec. 11, Hattiesburg Clinic will be hosting its winter blood drive. The blood drive will be located in Cedar, Cypress and Poplar rooms from 8 a.m. until 5 p.m. and appointments can be made by going to www.bloodhero.com. Each employee who gives will receive one PRIDE point. One donation of blood can save the lives of up to three people. Find the hero in you and donate blood this winter!

CONSTRUCTION UPDATES

- Build out in new medical office building by Highland Community Hospital is complete.
- Renovation of Dermatology Clinic of Hattiesburg (Dermatology-West) is complete.
- Preparation of construction documents is underway for the new Hattiesburg Clinic Heart & Vascular Center on the Forrest General campus.
- Preparation of construction documents is underway for the new Dermatology-South clinic.
- Preparation of construction documents is underway for the new Bellevue facility.



NURSE'S NOTES

NURSES CARING FOR NURSES

Throughout the year, we have been reviewing what nurses give to patients. We must also focus on how we, as nurses, should take time to care for ourselves. In order to be the nurse who is patient, kind, trustworthy, interested, a good listener and an advocate for our patients, we must be in a healthy state. So what does that mean?

One way nurses can contribute to a healthier future is to set high standard examples for our patients and their family members to follow. Before we can achieve that goal, we must take a closer look at our own health. As a nation, we have seen a constant decline in the overall health of citizens due to tobacco use, lack of physical activity, alcohol consumption and unhealthy diets to name a few. But there is some good news. As a whole nursing population group, according to Health Risk Assessment (HRA), only three percent use tobacco and drink less than the suggested maximum of two units of alcohol per week.

However, despite our knowledge of the hidden dangers of these issues, nurses demonstrate higher rates of unhealthy lifestyles and behaviors compared to other health care professionals. Nurses continue to struggle with nutrition, fitness and weight. Seventy percent of nurses are overweight with 40 percent being obese. Only 35 percent exercise four to five times a week and only 40 percent eat the suggested four or more servings of fruits and vegetables a day. We know and understand that these same risk factors that threaten our patients, also affect us. If we fit into any one of these categories, according to American Nurses Association President Karen Daley, it is more likely to distract the patient from the nurses' ability and willingness to be a credible health educator and role model. Are we telling our patients to do as

we say and not as we do?

Bottom line, the public trusts nurses. In Gallup's annual survey that ranks professions for their honesty and ethical standards, nurses have been voted number one with the exception of 2001. A total of 81 percent of Americans believe nurses are honest and sincere, according to the survey. Because of this level of trust, nurses must set examples for patients. In order for the patient to totally believe in what we are teaching them about their health, they must see it exemplified through ours.

Before we can begin to see that changes are needed and a commitment made, we must stop and reflect on our health care needs. If you are lacking in one of these areas, ANA challenges you to commit to one new health behavior lifestyle change. Remember it takes three weeks to adopt a behavior change and three months to maintain it. Seek your provider's advice and direction. Set realistic lifestyle goals and seek support and encouragement from others. Most of all, do this for you. After all, your patients depend on you to be there for them today and every day in the future.

-Sandi Arnold, RN, BSN
Director of Clinical Education & Training

(2012, January/ February). Nurses still at top in trust. *The American Nurse*, pp. 2.
(2012, July). Nurses commit to modeling health and wellness. *The American Nurse*, pp. 46.
Harrington, S.

Nurses top honesty and ethics list for 11th year. Retrieved from <http://www.gallup.com/poll/145043/nurses-top-honesty-ethics-list-11-year.aspx>

EMPLOYEES IN MOTION

Jennifer Thacker, Manager - Neurosurgery

WELLNESS WEDNESDAYS

There is a new place to eat on Wednesdays! Qdoba has joined the clinic for Wellness Wednesdays for the third Wednesday of the month. Employees who dine-in will receive 50 percent off with their ID badge!

For the first Wednesday of the month, wear your badge and receive 50 percent off your meal at Penn's Family Restaurant. Employees can also go to Glory Bound Gyro Company (formerly Old Athens Grill) on the last Wednesday of the month to receive a 50 percent discount. These specials are good for lunch and dinner at each restaurant. Some exclusions do apply. For more information, call Susan Yarrow at 601.261.3689.

PATIENT APPLAUSE

Karin Moore

Revenue Support

“Karin was exceptional in working with me so that I could gain a better understanding as to why my office was receiving refund checks. Karin took care of all my needs in a timely manner and in my work, time is everything. Karin was very accommodating in getting me the documentation that I needed and giving me a thorough rundown as to why we were receiving refunds.”

Dr. Wendell Helveston and Staff

Neurology

“Over the past three years, Dr. Helveston and his staff have been my rock. As someone with a rare condition, it has been such a blessing to have a physician as compassionate and caring as he! Thank you for everything you do and continue to do for my care!”

Holly Byrd

ASC – Urology

“It was very nice to have someone treat you as if you were the only person being treated. She was very professional and had that ‘bedside manner’ that made you feel as if you were someone special instead of just another patient. If I had a choice, I would love to have her be my nurse for any treatment I receive at Hattiesburg Clinic. I hope she continues her great work!”

Kara Trigg

Obstetrics & Gynecology

“Kara has been phenomenal over the last nine months of my pregnancy and postpartum. Every question I have asked or anything I have needed, Kara has been very quick to respond. She is always one to follow up personally with all issues to make sure everything was resolved and addressed. I wish there were more nurses like her! She has made my pregnancy experience one that was very pleasant!”



All Employees

Hattiesburg Clinic

“My husband and I came to the clinic so he could have a stress test done. From the moment we stepped in, we were treated like royalty! Employees we passed in the hall greeted us with “good morning” and a smile. In the elevator on the way to the third floor, the employee in the elevator with us made conversation and graciously motioned for us to exit first. When we had the stress test done in Dr. Messer’s office, everyone from the front desk to the techs who performed the test were so kind. They made us feel special with the attention they paid us. We felt like we must have been very important people! We are just so appreciative of the good attitudes that everyone had and how friendly and welcoming they were. Hattiesburg Clinic seems like it would be a great place to work because every employee we saw sure seemed happy to be there!”

Dr. William Waller

Dermatology - South

“Overall – the perfect visit!”

Dr. John Hrom

Hematology & Oncology

“A visit to Dr. Hrom is always a treat. He is kind, funny, listens well and knows what he is talking about – though, he does not know much about fishing!! Dr. Hrom is a credit to Hattiesburg Clinic. My family and I view him as an excellent cancer doctor!”

Dr. Libby Kot and Staff

Obstetrics & Gynecology

“I work for a health care facility so I understand how busy it can get at times. The whole staff - from the front desk to my provider - did an awesome job with everything. They showed that they really care.”

Providers and Staff

Laurel Heart Care

“My mother was a patient at the Heart Care Center and also my father. I just love the doctors and the staff. Couldn’t ask for anything better - they are the best.”

Dr. David Yeh and Staff

Neurosurgery

“Dr. Yeh has the best run office around and his employees are the best!”

HAPPY HOLIDAYS!

Hattiesburg Clinic will be closed for the Christmas and New Year holidays on Dec. 24, Dec. 25 and Jan. 1. The following clinics will hold alternate hours:

Immediate Care

Dec. 24	8 a.m. – 2 p.m.
Dec. 25	Closed
Dec. 31	8 a.m. – 6 p.m.
Jan. 1	8 a.m. – 6 p.m.

Cloverleaf Immediate Care

Dec. 24	8 a.m. – 2 p.m.
Dec. 25	Closed
Dec. 31	8 a.m. – 2 p.m.
Jan. 1	Closed

Immediate Care – Laurel

Dec. 24	Closed
Dec. 25	Closed
Dec. 31	TBD
Jan. 1	TBD

Petal Family Practice Clinic

Dec. 24	9 a.m. – 1 p.m. (walk-in only)
Dec. 25	Closed
Dec. 31	8 a.m. – 7:30 p.m.
Jan. 1	9 a.m. – 5 p.m. (walk-in only)

For more information on holiday hours, visit www.hattiesburgclinic.com or facebook.com/hattiesburgclinic.

STAYING HEALTHY DURING THE HOLIDAYS!

One great thing about the holiday season is all of the food and yummy treats! From cobbler to candy canes, the holidays are a hard time to focus on healthy eating!

This year, try replacing a lunch or dinner with a delicious **Asian salmon bowl with lime drizzle!**



Ingredients:

- 1 cup jasmine rice
- 2 teaspoons unsalted butter
- 1 large clove garlic, finely chopped
- 1/4 teaspoon red pepper flakes
- 3 tablespoons pure maple syrup
- 3 tablespoons fresh lime juice
- 3 tablespoons reduced-sodium soy sauce
- 1 teaspoon cornstarch
- 4 salmon fillets (4 ounces each), skin removed
- 1 teaspoon canola oil
- 2 packages (5 ounces each) baby spinach
- 2 teaspoons black sesame seeds

Preparation

Heat oven to 400°F. Cook rice as directed on package. In a small saucepan, melt butter over medium heat and sauté garlic and pepper flakes until garlic is lightly golden, about 1 minute. Add syrup, lime juice and soy sauce. Cook until bubbling, about 3 minutes. In a bowl, combine cornstarch and 1 teaspoon water then stir into garlic glaze. Cook until slightly thick, about 1 minute. Arrange salmon fillets on a foil-lined baking sheet. Spread 1 teaspoon of glaze over each

fillet. Roast until just cooked through, about 12 minutes. In a medium skillet, warm oil over medium heat. Add 1 package spinach and sauté until just wilted. Remove from pan and repeat with second package of spinach. Divide rice among 4 bowls and top each with 1/4 spinach and 1 salmon fillet, broken into large pieces. Drizzle with remaining sauce; sprinkle each with 1/2 teaspoon of sesame seeds and enjoy!

Recipe provided by Forrest General Wellness, retrieved from www.epicurious.com.

SALVATION ARMY ANGEL TREE

If you adopted a Salvation Army Angel Tree child this year, remember all new and age appropriate items should be unwrapped with the angel's code number attached. Participants can bring all donations and gifts to Corporate Planning &

Development in the main clinic by noon on Dec. 14. Please contact Katie Tate at the Salvation Army by calling 601.544.3684 with any questions.



**DERMATOLOGY - SOUTH
HATTIESBURG CLINIC**

1 Lincoln Parkway, Ste. 103, Hattiesburg MS 39402 // 601.579.3130
www.hattiesburgclinic.com // www.facebook.com/hattiesburgclinic

*Happy Holidays
from*

**DERMATOLOGY - SOUTH
HATTIESBURG CLINIC**

Offering general, surgical and cosmetic dermatology services.

FILLER SPECIAL FOR DECEMBER!

With the purchase of Restylane or Perlane (1cc), receive a free wrinkle correcting treatment with Dysport (botulinum toxin, up to 50 units – a \$200 value!).

William L. Waller, III, MD, Board-Certified Dermatologist
 Lavinia Drambarean, Certified Physician Assistant
 Teresa Rahaim, Licensed Aesthetician

5994

january
ANNIVERSARIES

5 years
 Mandy Dedeaux
 Michele Herndon
 Deborah Smith
 Dr. Gabriella Szatmary
 Erica Woods

15 years
 Opal Bond
 Dr. Jane Kersh

10 years
 Marsha Breland
 Shammah Burns
 Sheilda Hensarling
 Angel Magee
 Amanda Ryals
 Teresa Thornton

20 years
 Doris Buckhalter

It is important to Hattiesburg Clinic to recognize our employees for their contributions to the clinic. There have been some omissions of employees and their anniversaries this year, which have been included below. We apologize for this oversight.

Otis Rowell – 10 yrs in September, 2012
 Brandy Maulden – 10 yrs in October, 2012
 Angela Smith – 10 yrs in March, 2012
 Butch Mallette – 15 yrs in August, 2012
 Denise Walters – 15 yrs in March, 2012