



PULSE

...in touch with you

CALENDAR OF EVENTS

Saturday, November 3

USM vs. UAB

USM Vann Hall

Tailgating: 4:30 p.m.

Game: 6:30 p.m.

Friday, November 9

Alzheimer's Memory Screening

Forrest General Conference Rooms

9 a.m. – 11 a.m. and 1 p.m. - 4 p.m.

Friday, November 9

Alzheimer's Disease

Lunch & Learn

Forrest General Conference Rooms

11:30 a.m. – 12:30 p.m.

Tuesday, November 13

In Their Footsteps: Experiencing Alzheimer's (Virtual Tour)

Cedar, Cypress, Poplar

By Reservation Only

Wednesday, November 14

Employee Benefits Fair

Cedar, Cypress, Poplar

10 a.m. – 2 p.m.

Friday, November 16

Thanksgiving Lunch

Southern Oaks & Gardens

11 a.m. - 2 p.m.

Saturday, November 17

USM vs. UTEP

USM Vann Hall

Tailgating: 5 p.m.

Game: 7 p.m.

Hattiesburg Clinic: Walk the Field

Tuesday, December 11

Winter Blood Drive

Cedar, Cypress, Poplar

8 a.m. – 5 p.m.

FROM THE DESK OF... KEN SMITH, ADMINISTRATOR OF HEART & VASCULAR SERVICES



A new name for Southern Heart Center is only one of the many positive changes impacting Hattiesburg Clinic's heart and vascular services areas. With anticipation of moving into a new four story, 80,000-square-

foot Heart & Vascular Center in early 2014, Southern Heart Center has changed its name to Hattiesburg Clinic Cardiology & Cardiothoracic Surgery. These two specialties, along with the clinic's Vascular Specialists department and FGH Cardiac Rehabilitation, will be housed in the new facility which will be located on the southeast corner of the Forrest General campus. Expanded cardiovascular diagnostic imaging and an updated vascular lab will also be featured. The new facility, which will be the first of its kind in our region, will be connected to the first and third floors of the hospital at a location near the southern point of the existing Forrest General cafeteria. Architectural design and preconstruction work for the project is ongoing with a tentative groundbreaking date of March 2013.

Two new providers have joined Heart & Vascular Services recently. Vascular Specialists welcomed Edgar Guzman, MD, who joined the clinic after completing his fellowship in vascular and endovascular surgery at Cleveland Clinic. Wissam Mechleb, MD, has joined Cardiology following his cardiovascular fellowship at East Tennessee State University. Dr. Mechleb is the brother of Bassam Mechleb, MD, who is also a Hattiesburg Clinic cardiologist at the Heart Care Center in

Laurel. Dr. Wissam Mechleb's primary role with the clinic will be to provide cardiology services for our satellite outreach program known as Cardiology Services, a partnership of Hattiesburg Clinic and Forrest General Hospital. Cardiology Services currently offers cardiology care to patients in Picayune, Wiggins, Columbia, Bay Springs, Richton, Waynesboro, Magee, Seminary, Prentiss and Collins. Through this program, patients are provided the opportunity to receive care by a Hattiesburg Clinic cardiologist without having to travel to Hattiesburg or Laurel. Also in partnership with Forrest General Hospital, Vascular Specialists will soon begin providing a similar outreach service to patients in Picayune, Columbia and Magee.

In addition to naming Nicole Polk, RN, as the new manager, the Vascular Specialists department has recently completed a remodeling and expansion project of their area on the second floor of the main clinic. The added space includes three patient exam rooms, a vascular lab, an additional physician's office and two imaging procedure reading rooms. New vascular ultrasound equipment has been added to this addition, allowing physicians and staff to perform in a more efficient manner and reduce patient waiting time. In conjunction with Forrest General Hospital, Vascular Specialists will soon formally announce the creation of a center which will potentially help patients keep their limbs where otherwise, they would not. This specialized center will treat patients with lower extremity peripheral vascular disease who are at high risk for amputation. Through this center, our vascular physicians will provide limb-saving procedures and the newest vascular rescue therapies for patients with complex wounds or severe ischemia.

continued on page 4

NEW PROVIDERS

HOSPITAL CARE SERVICE WELCOMES DR. AWAN

Ahmed Awan, 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 an internal medicine residency at Mt. Sinai School of Medicine in Englewood, New Jersey.

Dr. Awan is board-certified in internal medicine. His professional memberships include

the American College of Physicians and American Medical Association.

Dr. Awan joins Hattiesburg Clinic's Hospital Care Service physicians and will be providing care at Forrest General Hospital.

For more information, visit www.hattiesburgclinic.com.



OBSTETRICS & GYNECOLOGY WELCOMES DR. MOORE

Ben C. Moore, MD, was recently welcomed to Hattiesburg Clinic Obstetrics & Gynecology.

Dr. Moore earned his medical degree from the University of Mississippi School of Medicine in Jackson, Miss., and completed an obstetrics and gynecology residency at University of Tennessee Chattanooga in Chattanooga, Tenn. He is a junior fellow of the American College of Obstetrics and Gynecology.

Dr. Moore joins Jennifer C. Bailey, MD; Louis W. Benton, MD; Hilton L. Gillespie, MD; A. Lamar Glaze, MD; John G. Holland, MD; Melissa W. Holland, MD; Jeffrey L. Hudson, MD; Libby Y. C. Kot, MD; Deanna K. Stewart, MD; Donald G. Townsend, MD; Laura Keith, ANP; and Sherry L. Tullos, CFNP, WHNP.

For more information, call Obstetrics & Gynecology at 601.268.5640 or visit www.hattiesburgclinic.com.



PATEL JOINS CONNECTIONS

Hattiesburg Clinic recently welcomed Neelou Patel, FPMHNP, to Connections in the practice of psychiatry.

Ms. Patel received her Bachelor of Science in Nursing from William Carey University and her Master of Science in Nursing from The University of Southern Mississippi. She is dual board-certified as a family nurse practitioner and a psychiatric nurse practitioner by the American Nurses Credentialing Center.

Ms. Patel joins Beverly J. Bryant, MD; Ryan M. Denney, PhD; Krystal Draughn, LCSW; Joshua R. Hamm, MS, LPC; Melanie R. Hamm, PNP; Ronald S. Kent, MD; Diann Mayfield, APMH-NP; Robert C. Sevier, PhD; Melissa Smith, FNP-BC; Cathryne E. Wells, CCC/SLP; and Lynwood C. Wheeler, PhD, ABPP.

For more information, call 601.261.5159 or visit www.hattiesburgclinic.com.



DR. RHEE OFFERS NEW TREATMENT

Suyon Rhee, DPM, of Hattiesburg Clinic's department of Podiatry, recently received certification to provide a new treatment for patients with onychomycosis, a fungal infection of the toenails.

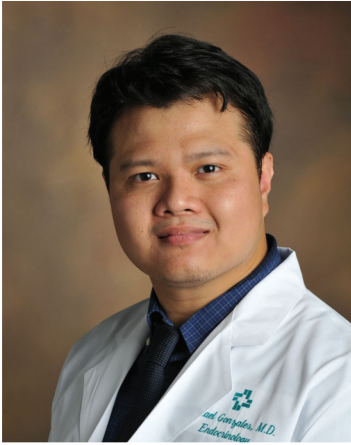
The treatment system, called ClearSense, is for cosmetic improvement of dermatologic conditions. To remedy this infection, the ClearSense treatment technology heats the infected nail and the nail bed with laser energy. This results in a decrease of nail fungus and an increase in the growth of clear nail. The treatment may be performed with no down time and patients may resume normal activity immediately following

treatment.

Dr. Rhee received her Doctor of Podiatric Medicine from Ohio College of Podiatric Medicine in Cleveland, Ohio, and completed her residency at FDR Veterans Administration Hospital in Montrose, N.Y. She is also board-certified in podiatric medicine and a member of the American Board of Podiatric Orthopedics.

To schedule an appointment or for more information, call Podiatry at 601.579.5117 or visit them at 1101B S. 28th Avenue in Hattiesburg.

NEW PROVIDERS



DR. GONZALES JOINS ENDOCRINOLOGY

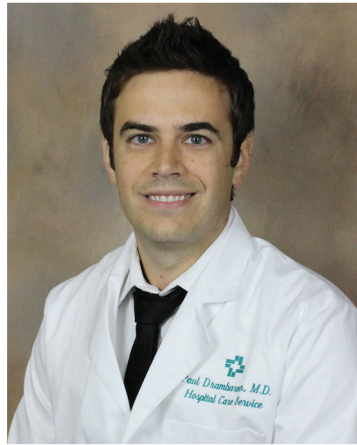
Michael C. Gonzales, MD, was recently welcomed to Hattiesburg Clinic Endocrinology.

He earned his medical degree from University of Saint Thomas in Manila, Philippines, where he also completed a medical internship. Additionally, Gonzales fulfilled an internal medicine internship and residency, and an endocrinology fellowship at Eastern Virginia Medical School in Norfolk, Va.

Dr. Gonzales is board-certified in internal

medicine. His professional memberships include the American College of Physicians, American Association of Clinical Endocrinologists and The Endocrine Society.

Dr. Gonzales joins Richard J. Galloway, MD; Daniel T. McCall, IV, MD; and J. Gregory Powell, MD. For more information, call 601.296.2780 or visit Endocrinology at 5909 U.S. Highway 49 in Hattiesburg.



HOSPITAL CARE SERVICE WELCOMES DR. DRAMBAREAN

Paul Drambarean, MD, was recently welcomed to Hattiesburg Clinic's Hospital Care Service.

He received his medical degree from Indiana University School of Medicine in Indianapolis, Ind., and completed an internal medicine residency at University of Miami School of Medicine Regional Campus in Atlantis, Fla.

Dr. Drambarean's professional memberships include the American Medical Association, American

College of Physicians and the American College 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.

HATTIESBURG CLINIC THANKSGIVING LUNCH

Hattiesburg Clinic invites you to join co-workers, physicians and providers for our annual Thanksgiving Lunch hosted by Southern Oaks House & Gardens on Nov. 16 from 11 a.m. to 2 p.m. Departments are encouraged to stagger lunch hours and carpool due to limited parking. Only on-site eating will be allowed in order to encourage fellowship with employees and providers. For more information, call 601.268.5606.

PAINTING WITH A TWIST

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

\$5 OFF

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.

OB-GYN SIGNS UP OVER 2000 PATIENTS FOR IRIS



OB-GYN recently wrapped up its Iris contest and signed up a total of 2,112 patients during the six month process!

The overall winner of the challenge is Peggy Boutwell who received a free vacation day!

The hard work also paid off for Janene Page, Renee Walters and Cindy Puckett who, along with Peggy, earned over 500 points throughout the competition.

Thank you to the entire OB-GYN team for your dedication to our patients and congratulations to all the winners!

CUSTOMER SERVICE CORNER- I HAVE PRIDE

KATHY ROUNSAVILLE, CUSTOMER RELATIONS DIRECTOR

Now that we have recently completed our annual customer service training for 2012, let's review the 10 key service behaviors of **I Have PRIDE**.

Because I have PRIDE, I will:

1. Welcome or greet every person.
2. Offer assistance.
3. Listen.
4. Show courtesy, respect and empathy.
5. Establish expectations.
6. Be accountable.
7. Always say, "Yes."
8. Maintain privacy.
9. End with "What else can I do for you," and "Thank you."
10. **Take Personal Responsibility In Delivering Excellence** – every time.

When reviewing this list, you will quickly see that these behaviors are simply common sense. The key, however, is to deliver these expectations every day with every customer! And, remember – a customer is anyone you come into contact with including patients, family members of patients, co-workers, providers and anyone else that crosses our path! By focusing on **I have PRIDE**, we will provide a great experience to our internal and external customers. **Is your PRIDE showing?**

From the Desk of... continued from page 1

This center will offer a much needed service to patients.

The Cardiology department has recently added cardiac PET studies to its collection of cardiovascular imaging modalities. Hattiesburg Clinic is the only site in our area to offer this service to its patients.

As you can see, the clinic's heart and vascular departments, like many other areas of the clinic, continue to grow and expand in a number of new and exciting ways to improve the overall access and quality of health care to our patients. This progress allows us to continue to pursue the clinic's mission of providing quality care in an efficient and cost effective manner with emphasis on excellence and service to our patients.

HAPPY THANKSGIVING!

Hattiesburg Clinic will be closed for the Thanksgiving holiday on Nov. 22 and Nov. 23. The following clinic's will hold alternate hours:

Immediate Care-	Nov. 22	closed
	Nov. 23	8 a.m. – 2 p.m.
Cloverleaf Immediate Care -	Nov. 22	closed
	Nov. 23	8 a.m. – 6 p.m.
Immediate Care – Laurel -	Nov. 22	closed
	Nov. 23	closed
Petal Family Practice Clinic -	Nov. 22	closed
	Nov. 23	9 a.m. – 5 p.m. (walk-in only)

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

IN THE GREEN!

Congratulations to the following clinics for being "in the green" in all categories in the patient survey process YTD Oct. 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!

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

*Ranked in the top 25 percent of all NRC Picker clients!

EPIC OVERVIEW: EPIC CARE

Epic's ambulatory product, EpicCare, facilitates efficient patient care by collecting and displaying clinical information gathered from patient encounters. This information can be organized into reports, as well as electronically routed to other providers. EpicCare-certified staff members include system analysts, clinical analysts, Dragon specialists, Iris specialists, clinical report writers and interface analysts for transcription and scanned documents.

EpicCare system analysts maintain and modify clinical portions of Epic. This includes troubleshooting and optimization, like revisions to Chart Review and additions to Navigators. They also customize Epic's software to meet Hattiesburg Clinic's needs, offer Iris user support, maintain the current system and make changes to it as needed.

Our clinical analysts are responsible for training

new clinical employees, creating and modifying smart tools, providing site visit support, arranging solo training for providers, and analyzing clinical issues and workflow improvement. These analysts are also responsible for building, modifying and maintaining the clinical portion of the training system and training materials.

Members of the EpicCare team also train and support Dragon voice recognition software users and write reports which extract clinical information for provider's productivity and research purposes.

If you have any questions or need assistance from the EpicCare team, please do not hesitate to contact the Epic Help Desk at 601.579.3200 or enter a ticket via the Layton Service Desk.

EPIC TOOLBOX TIP

Epic TIPS & TRICKS


Toolbar Personalization

Add a button to the Toolbar

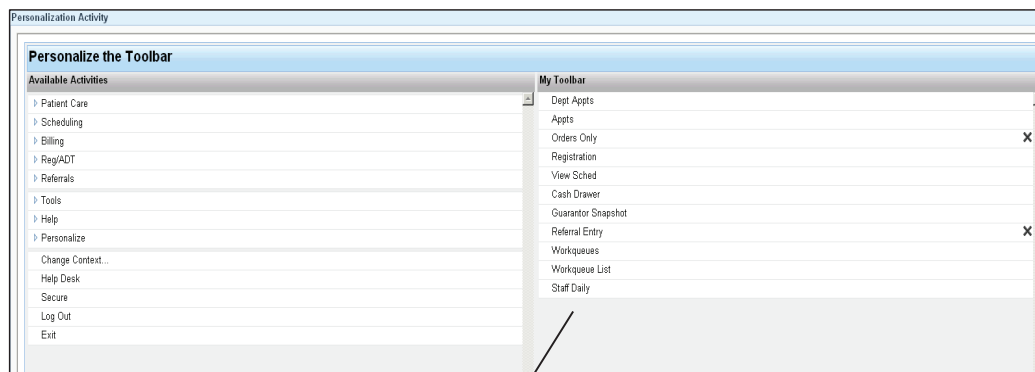
Do you find yourself going to the Epic button frequently to look for an activity? Did you know, if you can find it under the Epic button, then you can add it to your toolbar? To open the Personalization activity, you can click on the wrench icon on the Hyperspace toolbar. The screen that opens will allow you to add buttons, move buttons around, and take buttons off the toolbar.



Try It Out

1. Click the  on the Hyperspace toolbar.
2. In the **Personalization Activity** screen, the buttons that are currently on the toolbar appear on the right. Choose an activity from the left to add to the toolbar by clicking and dragging it to the right.

6940



3. Click **Accept**.



You Can Also...

- Move the order of the buttons which appear on the Toolbar, by clicking one from the right side column and dragging it up or down in the line.
- Remove buttons with an X beside the activity by clicking the X. This removes the activity from the toolbar.



What is your position in the clinic? My position in the clinic is MRI tech.

What are your responsibilities in this position? My responsibilities include interviewing and screening patients, starting IVs and performing MRI scans.

How long have you been with the clinic? I have been with the clinic for almost six years.

Where is your hometown? I am from Society Hill, Miss.

When you're not at Hattiesburg Clinic, what do you like to do? I like to spend time with God, family and friends.

**MEET...
CODY CLARK**

What is your favorite thing about working at Hattiesburg Clinic? My favorite thing is getting to work with great people.

What makes you proud to work for Hattiesburg Clinic? Knowing that we are able to make our patients' lives better through our everyday actions makes me proud to work here.

Tell me something your co-workers may not know about you. Chuck Norris is my hero!

TRAINING CALENDAR

November

- » **CPR** – Tuesday, Nov. 6 at 8:15 a.m. in the Cypress room. Call 601.579.3209 or email Sandi.Arnold@hattiesburgclinic.com to register.
- » **Nurse Orientation** – Wednesday, Nov. 14

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

PRIDE OF HATTIESBURG CLINIC - EMPLOYEE OF THE QUARTER: DANIEL HAMMETT, ASSISTANT NETWORK ADMINISTRATOR, IS



Hattiesburg Clinic's Employee Reward and Recognition Committee recently selected Daniel Hammett from IS as the PRIDE of Hattiesburg Clinic Employee of the Quarter for the third quarter of 2012. Daniel was selected from over 200 nominations this quarter.

Daniel joined the Hattiesburg Clinic community in May of 2009 as a PC Tech. In July of 2009 he became assistant network administrator.

"Customer service is a top priority for Daniel," said IT Director and Network Administrator, Chuck Holcomb. "When he is presented with an issue or problem, Daniel's inquisitive mind works to find a solution and get the problem solved as quickly as possible. He can always be counted on to go the extra mile to satisfy

the end user."

Quarterly, the Employee Reward and Recognition Committee reviews all PRIDE and Pat on the Back Awards presented during that quarter and selects one nominee to receive the PRIDE of Hattiesburg Clinic - Employee of the Quarter. The recipient of this award receives:

- PRIDE of Hattiesburg Clinic – Employee of the Quarter Certificate.
- One vacation day.
- \$100 bonus.
- Special reserved parking space for one quarter.
- Recognition at First Friday Luncheon and at the Annual Award Dinner.
- Recognition in *The Pulse* and on the Intranet.

HEALTHY LIVING FROM AMY NAQUIN, OB-GYN

I have always been athletic but as I have gotten older, I have kicked it up a notch. My workout routine consists of doing a Crossfit class at 5:30 a.m. at least four days a week and I teach a spin class two nights a week. I have learned over the years that

eating healthy and exercising is a lifestyle! It's hard work and takes discipline but it pays off in the end. We have choices everyday – Elevator or stairs? Eat junk food or healthy options? It's all about the choices and you are in control of what you choose.

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.

PURCHASING TIPS: SEARCHING FOR ITEMS

Looking for an item in Horizon Supply Source that's not on your template? Follow these steps to find the item in our catalog.

- Locate the link that says "Add Lines."
- Make sure your CAPS LOCK is on.

To search by item description:

- You'll notice Item Description is the default choice next to Where field.
- Type in a keyword for the product you're searching for in the Begins With Value field.
- Put a percent sign before that keyword.
 - o For example, if you want alcohol prep pads, type %ALCOHOL.
- Hit Search.
- Never make your keyword plural.
 - o Need gloves? Search for %GLOVE

- Sometimes words in the description are abbreviated, so you might have more luck searching for %SYR instead of %SYRINGE.

To search by Manufacturer Catalog Number:

- Choose Manufacturer Catalog Number in the drop down menu.
- Type the reorder, reference, catalog or NDC number in the Begins With Value field.
- Remember to use capital letters if the item number includes letters (ex: MDS195084 is the number for small nitrile gloves).

When you find the item you need, mark the check box beside your choice and hit the Add button. The item should now appear at the bottom of your requisition.

If you want the item permanently added to your template, contact Purchasing at 601.584.4306 for assistance.



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.*

John J. Johnson, MD, PhD, MRO



Kenneth L. Gooch, MD, MRO



5909 US Highway 49, Hattiesburg, MS // 601.296.2800

PAINT IT PURPLE

On Sept. 21, employees decked out in purple for Alzheimer's Awareness!



DEPARTMENT SPOTLIGHT: PULMONARY MEDICINE

Hattiesburg Clinic's Pulmonary Medicine department provides prevention, diagnosis, treatment, critical care and rehabilitation of respiratory disorders in adult patients. The department provides full diagnostic services including fiberoptic bronchoscopy, thoracentesis with pleural biopsy, pulmonary function testing, exercise testing and invasive hemodynamic monitoring in the ICU. The physicians staff the ICU at Forrest General Hospital 24 hours a day.

Located on the sixth floor of the main clinic, Pulmonary Medicine is available Monday through Friday from 8 a.m. to 5 p.m. There are currently seven physicians and 15 employees working in the department.

The physicians in Pulmonary Medicine recently received a high-performance ranking from U.S. News and World Report through patient care they provide at Forrest General Hospital.

For more information or to make an appointment, please call 601.268.5650 or visit the clinic.

Pictured:

First Row (left to right): Stephanie Davis, Linda Broome, Michelle McIlwain, Lisa Brock, Natalie Donaldson, Julie Russum

Second Row (left to right): Amanda Matthews, Margaret Cameron, Serena Kirkland

Standing (left to right): Heather Adams, Doris Moody, Sandra Baker

Back Row (left to right): Dr. Walid Younis, Dr. Charles Parkman, Dr. Andrew Rogness, Dr. Hermes Velasquez, Dr. Michael Raggio, Brian Martin

Not Pictured: Dr. Lewis Neese, Dr. Steven Stogner, Brytne Hinton, Pat Purvis

EMPLOYEES RECEIVE 'PAT ON THE BACK,' PRIDE AWARDS

In September, employees nominated their peers for "Pat on the Back" and PRIDE awards. From the nominations, there were a total of 99 "Pat on the Back" recipients and five PRIDE recipients.



September 2012

Charity Craft
Imaging

Lucy Logan
OB-GYN

Stephanie Owen
Dialysis - Hattiesburg

Tina Walker
Dialysis - Administration

Dana Walley
Physical Plant



September 2012

All Employees Sumrall Medical Center Owl Drug Store Cardiology Business Operations	Laura Cole Owl Drug Store	Wendell Helveston, MD, and staff Neurology	Adam Newsom Corporate Planning & Development	Jessica Stafford Petal Family Practice Clinic
David Abercrombie Patient Representatives	Sandy Cooley Cardiology	Sheree Henry Endocrinology	Darrell O'Quinn, MD, and Staff Family Clinic of Purvis	Libby Steelman Health Care Billing
Debra Akers Owl Drug Store	Janet Crawford Surgery	Krystal Hernandez Lab	Charles Parkman, MD Pulmonary	Catherine Stephenson Patient Account Representatives
Chelsey Alexander Professional Service	Rhonda Davion Administration	Angela Herndon The Poplarville Clinic	Scott Patterson Purchasing	Ray Stevens Owl Drug Store
Diane Ashley Owl Drug Store	Linda Edgar Owl Drug Store	Gwynne Hicks Immediate Care Laurel	Denise Peavy Surgery	Steven Stogner, MD Pulmonary
Jennifer Bailey, MD OB-GYN	Sherry English Owl Drug Store	Ronnie Hill Claims Review	Nicole Polk Vascular Surgery	Cassie Stringer Orthopaedic Surgery
Tiny Mae Bastine Owl Drug Store	Valerie Evans, MD Family Medicine	Robin Hurst Owl Drug Store	Jennifer Prine Administration	Gayle Stringer Endocrinology
Wendy Behrens Patient Account Representatives	Anita Faulkner Cardiology	Kristie Jernigan Endocrinology	Michael Raggio, MD Pulmonary	Trey Thomas, III, MD Plastic Surgery
Melissa Besette Cleveland Immediate Care	Desiree Federowski Cardiology	Wallace Johnston Owl Drug Store	Robin Riser Physical Plant	Hermes Velasquez, MD Pulmonary
Teresa Brannan (X2) Cardiology	Samantha Francis (X2) Cardiology	Susan Joyce Petal Family Practice Clinic	Angela Roberts Cardiology	Mike Vickery Patient Representatives
Christy Breland Radiology Services Scheduling	Janice Geddes Cardiology	Autumn Kittrell The Dermatology Clinic of Hattiesburg	Julie Robinson Owl Drug Store	Hannah Waits Endocrinology
Don Broome LAW	Josh George Information Services	Wanda Laster Immediate Care Laurel	Andrew Rogness, MD Pulmonary	Barbara Walley Patient Representatives
Sue Brown Owl Drug Store	Christina Gray Endocrinology	Megan Madden Contract Accounts	Kathy Rounsaville (X2) Corporate Planning & Development	Lara Walters Immediate Care Laurel
Melissa Buchanan Endocrinology	Wayne Grayson, MD The Poplarville Clinic	Brett Mallette ASC - Urology	Angela Ruffin Dialysis-Hattiesburg	Whitney West The Arthritis Center - West
Jessica Burgess Lake Serene Clinic	Nicole Guy Owl Drug Store	Sarah Matthews, FNP The Pediatric Clinic	Jennifer Runnels Professional Service	Patty White Account Services
Tara Byrd Immediate Care Laurel	Sonja Hale The Poplarville Clinic	Judy McAlister Administration	Julie Russum Pulmonary	Nathan Williams Patient Representatives
Kristen Byrd Immediate Care	Jennifer Hambrick Patient Account Representatives	Karen McLain Neurology	Sharon Shoemaker Gastroenterology	Tara Wilson Neurology
Cindy Childs Immediate Care	Daniel Hammett Information Services	Jeanne Mitchell Hattiesburg Clinic - Plicayne	Scott Smith Information Services	Walid Younis, MD Pulmonary
	Wendell Helveston, MD Neurology	Lewis Neese, MD Pulmonary	Carla Smith Satellite Services	

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:

Lucy Logan, Obstetrics & Gynecology

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:

Ronnie Hill, Claims Review

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!

SOMEONE DEVELOPS ALZHEIMER'S DISEASE EVERY

68 SECONDS

NRC OFFERS ALZHEIMER'S AWARENESS EVENTS

Free Memory Screenings

The Mississippi Department of Mental Health, in collaboration with The Neurological Research Center at Hattiesburg Clinic, is hosting free memory screenings on **Friday, Nov. 9 from 9 a.m. to 4 p.m.** on the first floor of Forrest General Hospital in the meeting rooms near the cafeteria.

In conjunction with Alzheimer's Awareness Month, these free sessions are open to the public and are expected to take only 15 minutes to complete. While the screenings are not intended to be diagnostic evaluations, they may help uncover early signs of memory impairment and/or dementia. If you would like to participate, please call CP&D at 601-268-5606 to register.

NRC Understanding Alzheimer's Lunch and Learn

The Neurological Research Center at Hattiesburg Clinic is hosting a lunch and learn titled Understanding Alzheimer's on **Friday, Nov. 9 from 11:30 a.m. to 12:30 p.m.** in Forrest General's meeting rooms near the cafeteria.

Information on signs, symptoms and treatment options for Alzheimer's disease as well as information for caregivers will be presented by Melora Jackson of the Mississippi Department of Mental Health. Lunch will be provided by Tony Leslie of Forest

Healthcare.

This event is free, but a reservation is required. If you are interested in attending, contact CP&D at 601.268.5606 to register.

In Their Footsteps: Experiencing Alzheimer's (A Virtual Tour)

The Neurological Research Center at Hattiesburg Clinic and the Mississippi Department of Mental Health are hosting an Alzheimer's awareness program on **Tuesday, Nov. 13**, where employees and members of the community can participate in a free virtual dementia tour to experience the daily struggles of living with Alzheimer's disease.

The tours will be held in the main clinic on the second floor in the Cedar, Cypress and Poplar rooms. There will be three sessions throughout the day including 10 a.m. to 11:30 a.m., 1 p.m. to 2:30 p.m. and 3 p.m. to 4:30 p.m. During the tour, participants will put on glasses, gloves and headphones and will be asked to complete simple tasks that become difficult with dementia. Registration is required. Call 601.268.5606 for more information or to register.

INTRODUCING CERIDIAN HEALTH AND WELFARE

Human Resources is pleased to introduce Ceridian Health and Welfare, an online benefits eligibility and enrollment system to go-live this November. With this new system, you will have access to your benefits 24 hours a day, 7 days a week. All changes, additions and deletions to your benefits will be done online. You will also have a personalized

enrollment worksheet and an online confirmation statement.

The system will be open from Nov. 12, 2012 to Nov. 26, 2012 for all employees to make benefit elections for 2013. All employees will receive more information regarding annual enrollment and training.

OB-GYN OFFERS PERMANENT BIRTH CONTROL



essure®

WHEN YOUR FAMILY IS COMPLETE, CONSIDER ESSURE PERMANENT BIRTH CONTROL. SURGERY-FREE • HORMONE-FREE

Hattiesburg Clinic Obstetrics & Gynecology is now offering Essure, a procedure for women who desire permanent birth control.

The Essure procedure is FDA-approved and is a surgery-

free female sterilization treatment. It does not require incisions or anesthesia so patients can resume normal activities quickly. The Essure insert contains no hormones so it should not interfere with patients' menstruation.

"Essure is safe, simple and very effective," says Hattiesburg Clinic physician Jeffrey L. Hudson, MD. "The procedure can be done in the office without the need for sedation or general anesthesia. You can have it done at noon and continue your daily activities."

Essure is covered by most insurance plans and individual results may vary. For more information or to schedule an appointment, call Obstetrics & Gynecology at 601.268.5640.

WELCOME: NEW EMPLOYEES



The following new employees participated in the October 1 orientation.

Left to Right:

Dot Moore - NP/Physical Medicine and Rehabilitation

Kejia Lin - Senior Interface Programmer/IS

Lisa McCance - Reimbursement Specialist/Reimbursement-Coding

Maggie Sumrall - Supervisor/Picayune Dialysis



The following new employees participated in the October 8 orientation.

Left to Right:

Tocara Williams - Collector/Account Services

Danielle Ely - RN/Children's Clinic

Justin Pipkins - Scan Clerk/Human Resources

Deidra Parrigin - Receptionist/Dermatology Clinic of Hattiesburg

Karen Bennette - Receptionist/Arthritis Center - West

Tom Schlafly - Accounting Assistant/Accounting

Emily Brownlee - Receptionist/Purvis Family Practice

Anna Delancey - Lab/XRay Technician/The Poplarville Clinic After-Hours

Lisa Cain - LPN/Collins Family Practice



The following new employees participated in the October 15 orientation.

Left to Right:

Dylan Wagner - PA/Laurel Immediate Care

Shandiqua Buxton - Tech/Laurel Dialysis

Summer Diaz - LPN/Dermatology Clinic of Hattiesburg

Shemiah Woodward - Receptionist/Ear, Nose & Throat

Amber Miles - RN/Children's Clinic

Diane Dobson - Receptionist & PAR/Endocrinology



The following new employees participated in the October 22 orientation.

Left to Right:

Becky Hannaford - RN/ASC-Urology

Brandie McCardle - Receptionist/Breast Center

Sharon Morgan - PSG Tech/The Center for Sleep Medicine

Emily Sullivan - LPN/Professional Services

Raymond Hilmus - Technician/Hattiesburg Dialysis

UNITED WAY AGENCY PROFILE:



FRIENDS FOR FINANCIAL FREEDOM

Friends for Financial Freedom is a United Way Financial Stability Partner and is dedicated to building a continuum of services that encourages and supports prosperity for our most financially challenged citizens. The program offers services that provide families the means to become self-sufficient and improve their quality of life. It strives to serve clients and all citizens with the highest level of professionalism, compassion and respect. Friends for Financial Freedom is dedicated to helping people achieve a greater sense of community ownership. Asset development is an important strategy to help low-income families enter the economic mainstream and become more vital community members.

United Way provides funding to cover the operational expenses of the program including staff compensation, materials and other support. Through this United Way program, individuals and families are able to obtain economic stability by finding a balance between income and expenses, helping them become more self-sufficient.

For more information about the United Way partner, Friends for Financial Freedom, call 601.450.4622.

GIVE A CHILD A NEW BOOK!

Just in time for the holiday season, Friends of University Libraries at Southern Miss, in conjunction with the Favre 4 Hope Foundation, is launching its second annual Give a Child a New Book Day.

The project is designed to provide needy children of age's birth to 12 years with an appropriate brand new book to brighten their holidays and enrich their lives. Donated new books (not previously owned or used) will be included with the Salvation Army's Christmas packages for families in Forrest,

Lamar, Harrison and Jackson counties.

Hattiesburg Clinic is participating in the project by serving as a drop off location starting Nov. 1. Employees who want to donate a new, unwrapped book will receive a PRIDE point for participating. The drop off box will be located on the 2nd floor of the main clinic in CP&D, outside of Susan Yarrow's office. Friday, Dec. 7 is the last day for employees to participate.

If you have questions about the initiative, please contact Colleen Munkel at 601.579.3226.

CONSTRUCTION UPDATES

- Build out in new medical office building by Highland Community Hospital is underway.
- Renovation of Dermatology Clinic of Hattiesburg (Dermatology-West) is underway.
- 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.
- Plans and preparations for the new Bellevue facility are continuing.



NURSE'S NOTES

FIRST IMPRESSIONS ARE LASTING ONES

Suppose you are on your way home and stop at the store to buy bread. On the shelf there are only two loaves. One is smashed and is almost flat while the other one is in perfect condition. Which one would you choose? The one in perfect condition, of course! Remember the saying, "first impressions are lasting ones." With that reminder, what is the first impression you are portraying to your patients?

First impressions really matter, especially in health care. What are your patients thinking about you as their nurse? Are you dressed professionally? What does your demeanor say about you? Are your patients questioning your competency because you are presenting yourself in an unprofessional manner?

In order to establish a professional presence with your patients, you must begin with a proper introduction. Always introduce yourself to your patients and their family members. Extend your hand and state your name. Stand when you are making an introduction or being introduced. Make eye contact during the introduction. Smile and repeat the other person's name as this will help you remember it.

Dress professionally. Just like the smashed loaf of bread, we are judged by our overall appearance. By dressing professionally, you will create a positive image where your patients will see you care enough to dress appropriately. Your attire gives clues to your professionalism, success and personality.

Remember that positive first impressions are important

not only to your patients, but to their family members as well. Remember, it only takes approximately 15 seconds to make that first impression. According to author K.D. Pagana, etiquette experts recommend following the "rule of 12" to ensure good first impressions:

- First 12 words – should be in the form of thanks, praise, or compliment.
- First 12 steps – walk with a sense of purpose, don't drag your feet.
- First 12 inches from the top of your head down – should reflect neat and tidy grooming, avoid nervous and distracting gestures.
- First 12 inches from the floor up – shoes should be clean and not worn and dusty.

The "rule of 12" should help you project a professional image.

Positive impressions, proper introductions and professional dress are vital to portraying who you are as a nurse. First impressions really do matter. What first and lasting impressions are you portraying to your patients?

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

(2012, July). Presenting yourself professionally. *The American Nurse*, pp. 16. Pagana, K.D.

EMPLOYEES IN MOTION

Barbara Walley, Office Coordinator, Patient Representatives
Roxanne Brown, Patient Care Coordinator, ASC/Urology
Shannon Hinton, Assistant Director, ASC/Urology

WELLNESS WEDNESDAYS

Have you participated in Wellness Wednesdays yet? If not, you're missing out on great food at a discounted rate! 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 both restaurants. Some exclusions do apply. For more information, call Susan Yarrow at 601.261.3689.



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.

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.

POSITIVE PATIENT COMMENTS

Cindy Cole

Immediate Care Laurel

"Cindy is always very pleasant, friendly and is always smiling. She is always asking how she can help and is a very sweet, caring, loving professional!"

Mary Hibbler

Eye Physicians & Surgeons

"I watched Mary help an elderly gentleman that was lost and very confused. She walked with him out of the building and helped him find his driver. You don't see people helping others like that very often and I think she should be recognized for her kind actions."

Angie Brannon

Hattiesburg Clinic - Picayune

"From the first time I contacted the Picayune office, Angie has been a great help. My mother is very ill and, due to dementia, is a task to handle, but that never bothers Angie. She always has a smile and makes sure that I understand why my mother has all the different appointments. She never tells me that she can't do something. She always says, "I will work on that for you!" Never have I ever gone into an office and been treated so kindly and warm by anyone before. THANKS ANGIE!"

Wayne Grayson, MD and Staff

The Poplarville Clinic

"Dr. Grayson and his nurse, Kim Hodge, plus the office staff, are great. They all know my name and it feels just like family. They are all very friendly and helpful."

Melissa Holland, MD

OB-GYN

"Dr. Holland is an excellent physician which is why I travel from Texas for my annual visits since I no longer live in Mississippi. She is more than my doctor, she's like a sister."

Joseph Phillips, MD

Gastroenterology

"Dr. Phillips is a most caring and compassionate doctor. He even takes the time to call his patients personally."

Theresa Dueitt, ACNP

Hematology & Oncology

"My care for the last 12 months has been excellent! At first I was so scared and nervous, but everyone was so kind and knowledgeable. I knew I had come to the right place for my treatment. Thank you very much!"

John Johnson, MD

Cloverleaf Immediate Care

"This was my first experience with a walk-in clinic and I was very, very pleased with my experience!"

Donna Cobb, CFNP

The Poplarville Clinic

"Mrs. Cobb is an excellent provider. She listens to what you have to say and spends as much time with you as needed. She also has a heart for the needs of her patients."

Scott Paladichuk, OD

Eye Associates

"Dr. P. has very good bedside manners and seems concerned about your condition. He makes you feel like a person – not a number. I have recommended him to several people."

CLINIC TAILGATING AT USM FOOTBALL GAMES

It's football season and Hattiesburg Clinic employees and their families are invited to come out for food and fun before each USM home game. The Sports Medicine-sponsored tent is located in front of Vann Hall. There will be catered food and tailgating starts two hours before kickoff. Come out and support the Southern Miss Golden Eagles with family, friends and co-workers.

Home Football Schedule

11/03/12 – USM vs. UAB @ 6:30 p.m.

11/17/12 – USM vs. UTEP @ 7 p.m.

SOUTHERN HEART CENTER CHANGES NAME



Southern Heart Center has recently changed its name to Cardiology & Cardiothoracic Surgery. To simplify the search for services for patients, individual specialties will now be referred to by their specific names.

Cardiology & Cardiothoracic Surgery will remain on the third floor of the main clinic and will keep their current phone number. While the main clinic department name has changed, satellite locations will keep their names, and our physicians will continue to practice in the same locations and will hold the same office hours.

For a complete list of physicians, providers and locations, visit www.hattiesburgclinic.com or the intranet.

TRAVEL MEDICINE SERVICES NOW AVAILABLE



Dr. Marcos of Infectious Diseases is now offering travel medicine services.

This service includes medical travel advisement such as general preventive care, immunizations for travelers according to CDC recommendations, malaria and traveler's diarrhea prevention, and consultation and treatment of patients experiencing illness upon their return.

For more information or to make an appointment for travel medicine services, please call Infectious Diseases at 601.579.5444.

CAUGHT IN THE ACT

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

Delana Pearce shared three stories of employees who went out of their way to help other employees and patients. Lucy Logan in OB-GYN went to the hospital in the middle of the night to sit with a younger co-worker who needed someone to drive her home. Leighonna Calder from OB-GYN stepped in to help when another nurse was out. Trish Hathorne from OB-GYN brought biscuits for medical assistants who had to come in early for a meeting.

Cheryl Lowe caught the following employees showing PRIDE. Lisa Thompson from Central Registration made coffee when she finished off the previous carafe of coffee. Tammy Harris from Family Medicine took the time to clean up ice

on the floor in the break room so that no one would slip. April Anderson from OB-GYN helped research and answer a number of questions that were mistakenly addressed to her. When she realized the error, she was still happy to assist, as well as direct the questions to the appropriate party. After surprise Blue Cross/Blue Shield policy changes left a large number of claims denied, Aleisha Sanford from Family Clinic of Seminary went back through months worth of claims for her patients to find ways to make sure their procedures were covered.

Marlena Shaw recognized Kathy Stringer from Accounting, who gave up her place on the golf cart to a patient.

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

SALVATION ARMY ANGEL TREE

As the holiday season approaches, Hattiesburg Clinic invites employees to participate in the Salvation Army Angel Tree Program. This program is designed to encourage participants to sponsor a needy child this season by donating new, unused and age appropriate items to brighten their holidays.

Interested sponsors should contact Susan Yarrow in CP&D

by Nov 9. The angels will be sent to you on Nov. 26.

All gifts should be unwrapped with the angel's code number and name 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.

*It's the season
to love the way you look!*

Dermatology - South Holiday Open House

December 4, 2012

4 p.m. – 7 p.m.

Discounts, gifts and door prizes!

Wine and hors d'oeuvres will be served to lift your holiday spirits!

Offering:

- Liposuction and liposculpting
- Botox and Dysport
- Juvederm and Restylane
- Radiesse Volumizing Filler
- Intense pulsed light
- Laser hair removal
- Leg vein treatment
- Sun damage correction
- Pigmented lesion treatment
- Facial rejuvenation
- Chemical peels
- Microdermabrasion
- Make-up consultation
- Pigmented lesion treatment

William L. Waller, III, MD, Board-certified Dermatologist

Lavinia Drambarean, Certified Physician Assistant

Teresa Rahaim, Licensed Aesthetician



**DERMATOLOGY - SOUTH
HATTIESBURG CLINIC**

1 Lincoln Parkway, Ste. 103, Hattiesburg MS 39402 // 601.579.3130

7020

SAVE THE DATE:

HATTIESBURG CLINIC BENEFITS FAIR SET FOR NOV. 14

Hattiesburg Clinic's Benefits Fair will be held Nov. 14 from 10 a.m. until 2 p.m. in the Cedar and Cypress rooms on the 2nd floor of the main building. Representatives from various companies will be on hand to answer questions about your benefits as a Hattiesburg Clinic employee.

ANNIVERSARIES

november

15 years

Jenny Shirley
Deborah Speed
Regina Teague
Deborah Vanderslice

december

5 years

Sherry English
Derek Peets
Katie Rivers
Veronica Stubbs

10 years

Sandy Hollingsworth
Amber McDaniel
Debbie O'Bannon
Patsy Purvis
Rovella Smith

15 years

Cindy Borgognoni
Dr. Scott Burks
Joy Chauvin
Rhonda Gunn
Dr. Anita Henderson
Dr. Ronald Kent
Carolyn May
Vicki McMahon
Dr. Gregory Merritt
Brenda Orrels
Jean Anne Potin
Carla Smith

20 years

Kelly Davidson
Marcia Douglas