

# Employee Spotlight

**Kristy Stauffer**

Front Desk, Dr. Sankara Dinavahi's Office



Interview By: Lana Cahill

Kristy Stauffer joined Access in August 2013, where she received on-the-job training for the front desk position in Dr. Dinavahi's office. She is amazing at maintaining Dr. Dinavahi's extremely busy calendar to make sure patients are seen in a timely fashion. She greets patients in the most friendly and courteous manner, checks them in and out, schedules their appointments and follow-up appointments, processes authorizations and referrals, ensures medical record requests are handled timely and properly, enters all of the billing, making sure all of the ever-changing codes are correct, and sorts and distributes incoming and outgoing mail and faxes.

The thing Kristy loves most about her position is the opportunity to meet and assist senior citizens with their medical care. She absolutely loves them and feels honored to be of assistance. I've personally seen her in action and she's incredible.

Kristy received her Associate of Science Degree in Computer Engineering from Tampa Tech in 1993. She brings to Access her fifteen years of experience as a Licensed Health Insurance Agent where she assisted seniors with their health and long term care insurance and banking needs. Twelve of those years she served as Office Manager for Bauer Financial Group, a family owned business. She received the Customer Service Award in 2011 from Citrus County Chamber of Commerce, being ranked #2 in the entire Tampa Bay Region for performance excellence. Kristy is currently attending school in the evenings to further advance her skills and career.

Kristy and her family have lived in the Hernando County community for over thirty years and have grown with the needs of the community. Many might be surprised to learn that Kristy and Brian, her husband of 17 years, live on a beautiful wooded five acres with their 110 lb. Rottweiler, Rosko, who is six years old. Brian has been a successful Kayak Fishing Guide with Fishhead Kayak Charters for over five years. Check it out at [www.fishheadkayakcharters.com](http://www.fishheadkayakcharters.com).

Kristy's passions outside of work include kayaking (of course), gardening and dog training. Her favorite quote is: "Be forever curious like a child, therefore you will always learn" ~ Albert Einstein



## Employee Comments:

Kristy has the most pleasant, joyful demeanor. I've had the pleasure of speaking with her on the phone on many occasions and she always brightens my day. You can HEAR her SMILE through the phone! When I finally met her in person I knew exactly who she was without asking.

I'm so impressed with Kristy who runs the front desk at Dr. Dinavahi's office. She is so polite, compassionate, and a multi-tasker! She gives everyone a smile even over the phone, wishing everyone a beautiful day! Really a pleasure to watch her in action!

She deserves BIG kudos!



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# Accessing Access

## Physician's Highlight

### Imad Tarabishy, MD, FAAOS

Board Certified in Orthopedics  
Fellow, American Academy of Orthopedic Surgeons



Imad Tarabishy, MD has been practicing the specialty of orthopedics in the Tampa Bay area for over a quarter century.

He completed his orthopedic research fellowship at the University of Chicago. He completed a medical internship at St. Elizabeth Hospital and a surgical internship at Cook County Hospital in Chicago, Illinois. He completed his surgical residency at Brooklyn Cumberland Memorial Hospital in Brooklyn, New York. Dr. Tarabishy received his medical degree from Damascus University in Damascus, Syria.

Dr. Tarabishy has participated in numerous research papers and abstracts. He attends and participates in several orthopedic conferences each year. He voluntarily has participated in four recertifications with the American Board of Orthopedic Surgeons and he is now regarded as a lifetime member who is no longer required to be re-certified.

Dr. Tarabishy is married with five children and many grandchildren.

New patients age 13 years and older are always welcome.

#### Practice is located at:

11339 Cortez Boulevard  
Brooksville, Florida 34613

Call 352-596-8558 to schedule an appointment.

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Access our newsletters online @ [www.accesshealthcarellc.net](http://www.accesshealthcarellc.net)

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## 1st Annual

# Holiday Door Decorating

Our Quality Department and Care Coordination Center each held their 1st Annual Holiday Door Decorating Contest and there was very stiff competition as you can see by the photos below.

**PLEASE JOIN US IN CONGRATULATING  
Yolanda Nieves and Regina Conner in our Quality  
Department who won the contest with their brilliant  
display of Santa coming down the chimney.  
GREAT JOB LADIES!**



and...

**CONGRATULATIONS  
to  
Yaritza Santos  
and  
Yolanda Sims  
in our Care  
Coordination Center  
who won the contest  
with their creative  
snowman display.**



## Billing and Coding Department hosted it's first annual **UGLY Sweater Contest!**



Congratulations to our winner  
**Karen Snyder** who received  
a \$25 gift card!



Dr. Hatz as  
Sophia from  
Orange Is  
The New Black



Office of Drs. Pirani and Fatima



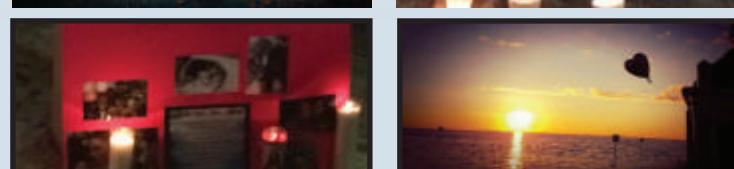
# HALLOWEEN



## WEST COAST MEMORIALS



**Tribute to Jen**



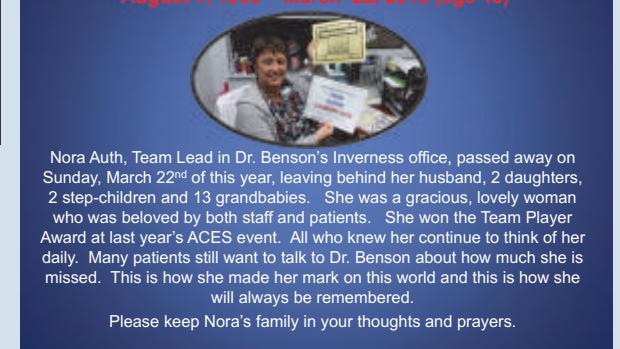
### IN LOVING MEMORY OF JENNIFER SARTE MYERS

November 19, 1986 – October 10, 2015 (age 28)  
Jen Myers, RN, Case Manager, was loved by all. Jen is survived by her loving husband, Zack, and her two beautiful little boys, Zack and Zane. A sunset candlelight vigil and balloon releasing took place on Monday October 12th at Pine Island to celebrate the life and spirit of this wonderful woman, wife, mother, nurse, and friend to many. Please keep Jen's family close to your hearts.



### IN LOVING MEMORY OF ELEANORA AUTH

August 7, 1966 – March 22, 2015 (age 48)





## FINDING MAYNARD CONTEST

**CONGRATULATIONS** to our East Coast winners, **Sherrill Jones** and **Helen Ann Lowery** for being the first to find Maynard in the last edition of our newsletter.

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

**INSTRUCTIONS:** Circle Maynard's picture, scan and email it to [lcahill@accesshealthcarellc.net](mailto:lcahill@accesshealthcarellc.net).

**SPECIAL NOTES:** Maynard pictured in his engagement announcement, on trophies or on ACES announcements do not qualify as being hidden or part of this contest. Also, to be fair to all offices, the earliest you may submit your entry is February 18th at 8:00 a.m.

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

## Compliance Kudos



### EAST COAST QUARTER 3 REGULATORY COMPLIANCE AUDIT WINNERS FOR HIGHEST SCORES:

Congrats to **Drs. Shaheen Pirani and Hajera Fatima and their team** for being the highest scoring office (**for a 3<sup>rd</sup> time!**) with a score of **97.5%**!

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

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

(left to right) Lynn Luebkert, Sarona Hazelton, Bonnie Morris, Amanda MacFarlane, Michelle Beaty, Dr. Pirani and Dr. Fatima.



Sherrill Jones from the SLW Office.



Helen Ann Lowery

### EAST COAST QUARTER 4 REGULATORY COMPLIANCE AUDIT WINNERS FOR HIGHEST SCORES:



Congrats to **Dr. Luke Kung and his team** for being the highest scoring office (**for a 9<sup>th</sup> time!**) with a score of **95.3%**!

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

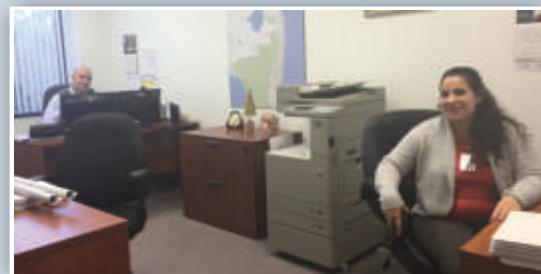
Will **YOUR** office be the next winner?!?

(left to right) Dr. Kung, Jenika Pittman-Walker, Farida Hutchinson, Heather Howard, Anjelica Clemons.



### East Coast Christmas Toy Drive

The toys were taken to Lawnwood Hospital for the children who spent their Christmas there.



Quality Department welcomes new employees Rosalba Mendoza, CDI and Candido Arcis, CDI!

2nd Annual Billing & Coding Halloween Costume Contest



1st Place (2 years straight): (R) **Julie Erickson** - Alfred Hitchcock's THE BIRDS, 2nd Place: (L) **Tara McMinn** - Hippy. Each won a \$25 Gift Card.



Summit Imaging



Billing & Coding



Compliance Department



HR Department



# HALLOWEEN FUN AT ACCESS

# Congratulations!

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

**NCQA Patient-Centered Medical Home™ standards emphasize enhanced care through patient-clinician partnership.**

WASHINGTON, DC—The National Committee for Quality Assurance (NCQA) announced that Access Health Care Physicians, LLC's, Dr. Danish Siddiq, Dr. Amy Capoocia, Dr. Jennifer Laman, Dr. Manjusri Vennamaneni, Dr. Dan Pulsipher, Dr. Sheetel Patel (photo not yet available) and Dr. Apurva Shah received NCQA Patient-Centered Medical Home (PCMH) Recognition for using evidence-based, patient-centered processes that focus on highly coordinated care and long-term, participative relationships.

The NCQA Patient-Centered Medical Home is a model of primary care that combines teamwork and information technology to improve care, improve patients' experience of care and reduce costs. Medical homes foster ongoing partnerships between patients and their personal clinicians, instead of approaching care as the sum of episodic office visits. Each patient's care is overseen by clinician-led care teams that coordinate treatment across the health care system. Research shows that medical homes can lead to higher quality and lower costs, and can improve patient and provider reported experiences of care.

"NCQA Patient-Centered Medical Home Recognition raises the bar in defining high-quality care by emphasizing access, health information technology and coordinated care focused on patients," said NCQA President Margaret E. O'Kane. "Recognition shows that Access Health Care Physicians, LLC's, above doctors, have the tools, systems and resources to provide their patients with the right care, at the right time."

To earn recognition, which is valid for three years, Access Health Care Physicians, LLC's, above doctors, demonstrated the ability to meet the program's key elements, embodying characteristics of the medical home. NCQA standards aligned with the joint principles of the Patient-Centered Medical Home established with the American College of Physicians, the American Academy of Family Physicians, the American Academy of Pediatrics and the American Osteopathic Association.

To find clinicians and their practices with NCQA PCMH Recognition, visit <http://recognition.ncqa.org>.

### About NCQA

NCQA is a private, non-profit organization dedicated to improving health care quality. NCQA accredits and certifies a wide range of health care organizations. It also recognizes clinicians and practices in key areas of performance. NCQA's Healthcare Effectiveness Data and Information Set (HEDIS®) is the most widely used performance measurement tool in health care. NCQA's Web site ([ncqa.org](http://ncqa.org)) contains information to help consumers, employers and others make more informed health care choices.



(L to R): Tyler Trowell, Dr. Danish Siddiq, Amanda Crews



(L to R): Heather Sullivan, Kristin Daniels, Dr. Amy Capoocia, Joanna Gambina, Dr. Jennifer Laman, Brittany Vendlands, Kathy Kohl, Aileen Busek



(L to R): Paula Roberts, Heather Swanson, Evelyn Rodas, Dr. Manjusri Vennamaneni, Angelena Burrow, Suzanne Adler, Yolanda Brown-Harris, Shawna Wilson, Donna Moffit



(L to R): Beth Ann Hunt, Paula Roberts, Dr. Dan Pulsipher, and Kaitlyn Losalo



(L to R): Karen Cram, Jill Uhl, ARNP, Kathleen Cubero, Diana Hejna, Dr. Apurva Shah

# w!ow Winners! continued

several tragedies in the past two months and Joanna has been a STAR! She has gone above & beyond to help the employees get through their tough times, she has performed their job duties in lieu of their absences, she has scanned, done the reports, answered phones, roomed patients, etc. She is the truest definition of what an Office Manager is!

**Meriam Lariosa** (Front Office, Dr. Reynolds' Deltona office) Meriam has shown great progress in her work over the past few months! She is more aware of being out of the office and has shown improvement in having more control over the providers schedule (which is a huge challenge in itself!). She deserves kudos this month for a job well done!

**Marlene Patschureck** (Referrals) Marlene always goes above & beyond for all our patients. A lot of patients call stressed out over their referrals and Marlene always makes sure she gets every single concern answered and when she doesn't know the answer, she finds it and gets back to them. Marlene came to this dept. with little knowledge of how the referrals process works, but she caught on quick and has always had a positive attitude. We are grateful to have her as the glue to our team!

**Michelle Rice** (Front Office, Dr. J.A. Pierre's office) Michelle is an excellent team player! Anytime anyone needs help, she steps in immediately without even being asked. Our patients always comment about how much she does for them! She is friendly and enthusiastic and always willing to learn a new task. Shelly is a great asset to our office!

**Denise Williams** (Receptionist, Corporate Office) Denise is such a breath of fresh air! She is always willing to help all departments with anything asked of her. She does many things that are not in her job description just to lighten the loads of others. She is the true meaning of TEAM PLAYER! She is delightful and funny!

**Heather Sullivan** (Referrals, Dr. Laman's office) Heather has been going above & beyond with her referral skills and doing check out at the same time to make sure all our patients are taken care of with their referrals and auths before they even leave our office. On top of all that, she is answering phones and making new patient appointments and giving excellent customer service to each and every patient. She is an amazing employee and deserves to be recognized for all her hard work and dedication to our office.

**Mary Cooper** (Team Lead, Drs. Hartzell & Saba's office) Mary has the hardest job in the office and handles it all with first class professionalism! She is a huge asset to this office and to the company! She is a great example of what an Office Manager should be. She is always pushing us to be and do our best! She always takes the time to help us when needed. Doc believes she is the task master and deserves a lifetime W!OW award!

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

We appreciate the nominations every month. If your nominee was not randomly chosen as a winner this month, please do not hesitate to submit their name again.

Any Access employee may nominate another employee, as long as the form is signed off by a Physician, Manager, Team Lead or Department Head. What a great opportunity to say W.O.W! Outstanding Work!

# OOPS! SCOOps

Brought to you by patient request

Access Health Care Physicians is pleased to announce the formation of an **OOPS!** Support Group for your weight loss journey. This will be an open forum for our patients to provide an opportunity to share:

**Recipes/Food Ideas**

**Goals**

**Peer Support**

**Questions/Answers**

**Suggestions to better the program and patient experience**

The group will meet on the following dates (2nd Tuesday of each month) at 9:00 am in the conference room located at 5382 Springhill Drive:

February 9, 2016

March 8, 2016

April 12, 2016

May 10, 2016

June 14, 2016

July 12, 2016

For more information please contact our **OOPS!** Representative Carrie @ 352.200.2190



# W!OW Winners!

## CONGRATULATIONS to our September through December “W!OW Winners!”

### SEPTEMBER and OCTOBER

**Stephanie Cardona** (Referral Coordinator) Steph is the coordinator who processes referrals for home health care and DME. Even though there are many barriers from the insurance companies, she always makes sure our patients are taken care of. Stephanie always advocates for the patient and will work diligently until they are satisfied.

**June (Liz) Rutter** (Front Office, Dr. Madnani's office) Liz is a great worker! She is very helpful to everyone all the time and without being asked! She always has a smile on her face and a positive attitude! When there is an emergency in the office, she is the first one we call for help!

**Marjorie McIntosh** (MA, Drs. Hartzell/Saba office) Marge comes to work on time and has excellent attendance record, works well with others, and is always kind and courteous! She is eager to learn, very helpful, and a true team player. She is a very special person and we wish there were more like her!

**Andrea Moore** (Billing/Coding Dept.) Andrea is a great trainer! She is always willing to help the externs, new employees and other coders with questions. She also handles the New Hire Orientation for our department. She goes above and beyond her job description and is very much appreciated by her Supervisors and co-workers.

**Dana Chorvat** (Supervisor, Referrals Dept.) This lady works fast and efficiently!! She has the job completed before any questions are asked. Timing is impeccable. A gold star for Ms. Dana!

**Heather Cummings** (Front Office, Diagnostic Testing Center) Heather always exceeds any expectation for any given task! She takes the initiative with any project always keeping patient satisfaction as her number one goal! Her delightful attention to detail has saved us on multiple occasions in regards to reporting. She is truly a gem and a pleasure to work with.

**Cheyenne Shimko** (Front Office, Dr. Muftah's office) What can I say....WOW, WOW, WOW! She is a team player and knows her stuff! We can always count on Cheyenne!

**Carol Ritchie** (Medical Records Director) We are still awaiting a clone for this remarkable woman! Every office could use a Carol to make things move and move well!

**Shawn Epling** (Manager, IT Dept.) Although Shawn is one of the newer members to the IT Dept, it is clear that this is his forte! His dedication to excellence is no less than stellar, and his above & beyond attitude is exactly the type of change we needed. Shawn's first priority is customer service! He has cancelled his PTO for no other reason than to provide great service to our company. Shawn offers plenty of wisdom and experience, he's fun and wholesome, and has become irreplaceable!

**Katlyn Maves** (Team Lead, Front Office, Main) Katlyn always goes above & beyond! Even in the midst of chaos, she always has a handle on things and brings a calmness to the situation. She thinks ahead, and brings a friendly, positive and helpful spirit to the office. And she's ALWAYS smiling!! J Great asset to our company!

**Alicia Sirico** (Front Office, Dr. Kroll) Alicia is the first person you see when you walk into Dr. Kroll's office and to be able to see that smiling face, she makes all the patients feel so welcomed. She gets along with everyone and the patients love her! Alicia is a ball of energy, and although she is fairly new with no medical experience, she has learned the processes very quickly, is now handling our medical records, and also cross-training in the weight loss center. She is a great addition to our office!

**Tricia Ubidia** (Compliance, East Coast) Tricia has gone above & beyond to assist the TC operations! She has stepped up to the plate to help with timekeeping duties for the Ops Manager while she is out, deliveries of checks, provider office tours, and other duties not generally assigned to her as a Compliance team member. She understands the meaning of VALUE and has made herself available to assist cross departmentally during this time. Way to go, Tricia!

**Jessica Carcana** (Referrals, Dr. JA Pierre) Jessica is very reliable and dependable person! She is a true team player in our office! She goes out of her way to help other workers in the office, at times without even being asked, and she always has a smile on her face! Jessica handles our referrals and is great with our patients and she works hard to get the referrals done so the patients are happy. She should be picked because she is "WOW" to our office and Access.

**Tiffany Williams** (MA, Drs. Hartzell/Saba) Tiffany is always one to go to when you need help, and she always has the answer! She will go anywhere in the office that she is needed and she always has a great attitude about it! She's a great team player!

**Regina Conner** (Operations Assistant) Since day one Regina has been an exceptional employee on the Ops Team! She is very friendly and courteous to patients and providers. She is task oriented, completes assignments before deadlines, and stays on top of all other duties and more. Regina goes above & beyond to satisfy patients if there is a complaint, and she will work diligently with them until the situation is resolved. She is being nominated for her outstanding work ethic!

**Kelly Ott** (MA, Drs. Madnani/Abdelmalek) Kelly is an outstanding employee! She has no problem working up patients for two providers, keeps the rooms ready at all times, very good at lab draws, and patients love her and how she cares about them. She is on top of all her duties at all times, including all our supplies, and she even jumps in to help others when needed. Kelly is always in a good mood and appreciated by all! Way to Kelly, we love you!

### NOVEMBER and DECEMBER

**Jennifer Miller** (MA, Dr. Kroll's office) Jennifer performs great under pressure! She is forever asking questions and looking for ways to improve systems and processes. She's very organized, thorough and interacts well with our patients. She strives to be an expert at any task given to her. She is a star employee and is a picture of what great team work looks like!

**Joanna Gambina** (Team Lead, Dr. Laman's office) Joanna has the ability to conform to any position in our office! We have had

continued on page 13

## Welcome Aboard To Our New Employees!



ALLEN, KANDYCE LEIGH	12/16/2015	MARTINEZ, TIFFANY TRNAE
ALLEN-MCDONALD, CATHY ROSE	11/05/2015	MCGEE, LINDA M
ARANDA, DANNY ISMAEL	12/07/2015	MICHALSKI, MICHAEL SCOTT
ARENIBIA, VILMA ROSA	12/07/2015	MIHAN, MARINNA LINDSAY
AURICCHIO, RALPH ANTHONY	12/10/2015	MILLER, CYNTHIA ANN
BADIUKIEWICZ, ASHLEY	12/10/2015	MILLS, AMY LYNN
BARRAMEDA PEREZ, CARLOS RAUL	12/07/2015	MIRACLE, CANDICE ANNE
BENNETT, AMY ELIZABETH	11/23/2015	MOHAMMAD, ABU SAYEED
BHATIA, ANIL	11/21/2015	MONTERROSA, ANA EVANGELINA
BILLOTTE, CLAUDIA JUDITH	11/18/2015	MULKEE, TRACEY
BOWER, JENNIFER LYNN	09/28/2015	NARVAEZ, JESSICA LYNN
BRAND, DEBRA LEE	09/14/2015	NGUYEN, HOA VAN
BRANDO, BRITTNEY ANNE	09/15/2015	NIEVES, YOLANDA
BROTT, MERRIE MARTHA	11/23/2015	NIGRO, CHRISTINA MARIE
BUTTELMAN, MIA CRYSTAL	08/24/2015	NOBERINI, FRANK A
CANILLAS, MARTIN RODRIGO	09/01/2015	NUNES, SAMANTHA
CARADONNA, RICHARD R	10/01/2015	ORTIZ, STEVEN GILBERT
CARPENTER, KARRIE	01/04/2016	PACHECO, YNGRIS ZULAY
CARRASCO, KERRIE MARIE	12/03/2015	PADGETT, MYRIAM
CARTER, JANET	11/06/2015	PAPANDREA, DONNA
CHIAROMONTE, MARILENA	10/12/2015	PEARSON, MICHELLE LYNN
COLINDRES, SOCRATES E	11/09/2015	PEREZ GONZALEZ, JOCKSANNY
CONLEY, JUDITH	11/08/2015	PLUMLEY, DEVYN EILEEN
CRACOLICI, KELLI LEE	12/15/2015	PORRAS, TABITHA
CUMBERBATCH, JACQUELYN JEFFRINNA	12/03/2015	PRICE, JANNA LORI
DANIELS TARDUNO, BRANDI MARIE	10/07/2015	PROFET, EDUARDO
DANIELS, KRISTIN NICOLE	10/05/2015	RADCLIFFE, MIRIAM
DENEAU, LACEY DUPUIS	11/01/2015	RAMOS, IVAN ALEJANDRO
DESKINS, JENNIFER HELEN	12/14/2015	RAPOSO, ASHLEY MARIE
ELLEDGE, CINDY A	11/30/2015	RIEKHOFF, KAZARAY LEEANN
ESCANDON, LUCY JAMIE	10/20/2015	RIVERA, ELISA
FATIMA, HAJERA	09/14/2015	ROBLES, AMANDA
FERGUSON, MARY ANN	12/07/2015	RODRIGUEZ, MELINDA KRYSTLE
FRIEL, FRANCINE	10/26/2015	ROSADO ESPOLA, MARISEL
GALLO CRESPO, GONZALO ANDRE	09/11/2015	ROYCE, KATHLEEN MARIE
GLAZIER, BRITANY DAWN	09/21/2015	RUIZ, MARCELA LISSETTE
GROSS, KAYCE NICOLE	10/01/2015	SCHNEIDER, DAYNA LEE
GUERRERO, SARAH LOUYSE	10/19/2015	SEGURA HERRERA, RAFAEL EVARISTO
GUTIERREZ CANDELARIOS, ZOILAMIS	12/07/2015	SERRANO, SHREE LOIS
HANDELONG, NICOLE	08/24/2015	SESSA, TRUDY
HARRIS, WANDA GAIL	12/28/2015	SHAW, LAURA LYNN
HARTZOG, SUZAN MARIE	10/15/2015	SIMPSON, LEISA SUE
HENRY, MELANIE ANN	08/24/2015	SKERCZAK, KELSEY LYNN
HOAGLAND, KATELYN VICTORIA	09/22/2015	SMITH, ASHLEY NICOLE
HOSCH, CYNTHIA GUYATT	09/14/2015	SMITH, KORY ALICE
HUSTON, BRITTANY MORGAN	12/07/2015	SMITH, SAMANTHA LAURA
HYDE, ABIGAIL ROSEMARIE	09/15/2015	SOTO SANTOS, YARITZA
IRIBAR, ANGELICA MARIA	08/24/2015	SOUTHER, FELECIA MARIE
ISENALUMHE JR, ANTHONY	11/01/2015	STEVENS III, BILLY RAY
JIBAWI, ABDEL KARIM	08/31/2015	TALAGA, LISSETTE
JIMENEZ, JANEVA	10/12/2015	TARRY, MICHELLE HOPP
JONES, PATRICIA ELLEN	11/09/2015	TAYLOR, OLGA
KENNEY, KAREN LEE	08/24/2015	TENNYSON JR, JAMES LOUIS
KIRINDONGO, EDU ANTHONY	08/17/2015	THOMAS, JESSICA NICOLE
KOLB - RAMOS, MARY ELLA	10/01/2015	THOMAS, JODI LYNNE
KORADE, ALEXA ROSE	12/21/2015	THOMAS, LAWAUNE WYANTTE
LANZERIO, CHRISTOPHER JAMES	09/08/2015	TORREIRA, YOLANDA
LAUGHLIN, FELICIA	01/04/2016	TORRES, JOANNA YVETTE
LEON, ELIZABETH MARIE	11/23/2015	TRAMAGLIA, LENORE ANTOINETTE
LINDSEY, JODI RAE	09/28/2015	VERA, YASMINE
LIVIO, JESSICA LYNN	11/23/2015	VRANEK, DEBORAH ANN
LOPEZ, MARIAH DONNA	10/19/2015	VREELAND, KENDALL
LUNA, JOHN A	10/15/2015	WADDY, DESTINY LASHAY
LYNCH, MICHELLE LYNN	11/09/2015	WADE, PAMELA ANN
MACFARLANE, AMANDA JANE	12/02/2015	WILLIAMS, JENNIFER VICTORIA
MARQUEZ, LUZ ALBINA	10/01/2015	WOODS-BROWN, LAURALEE ARMS
MARSH, MATTHEW DAVID	09/01/2015	ZIMOSKI, CHESTER JOSEPH

	10/05/2015
	11/23/2015
	09/29/2015
	12/07/2015
	10/26/2015
	08/24/2015
	09/28/2015
	01/04/2016
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	10/01/2015
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	11/02/2015
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	12/18/2015
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	12/23/2015
	11/01/2015
	08/24/2015



## Dr. Maria Scunziano-Singh 2016 Lecture Series

**When and Where:** 5:15 to 7:00 pm @ 5350 Spring Hill Dr.

**Questions:** Please call (352) 688-8116, Ext. 4344

**Who Should Attend:** All Welcome!

**February 4, 2016:** Scams, Frauds, and Other Horrors You Will Face But Need Not Submit To: Protect Your Mental and Physical Health - How to Identify the Devious and Corrupt Who Will Try to Disrupt Your Life (**SPECIAL GUEST SPEAKER: DETECTIVE IRENE GRAY WITH HERNANDO COUNTY SHERIFF'S OFFICE MAJOR CASE UNIT SPECIALIZING IN ELDERLY EXPLOITATION**)

**February 25, 2016:** Your Spine/Back Means Everything: How To Protect It and Save it From Further Ruin - Treatment Options

**March 10, 2016:** Brain Power is Not to be Taken for Granted: How to Protect the "Command Center"

**March 31, 2016:** Normal Thyroid Function Can Change. Be Aware of How the Gland Works, What it Means and How to Protect it

**April 21, 2016:** Heart Disease is a Monster We Create: Prevention and Healing Requires Real Changes in Lifestyle

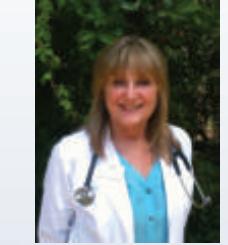
**May 12, 2016:** Breath of Life: Your Lungs are Divine Entities. The Impact of Environment, Bad Lifestyle Choices and Best Approaches to Save These Vital Organs

**May 26, 2016:** The Esophagus and Stomach are Constantly Challenged: How Much Can They Take and What You Must Do to Protect Them

**June 9, 2016:** Most Intestinal Problems are Coming From Bad Choices: Protect the Magnificent 25 Feet of a Living Tube System that Keeps You Alive

The physicians and staff at our main office on Spring Hill Drive wore pink in honor of Breast Cancer Awareness Month in October! Stunning!

**Cancer Awareness**



## Verna Pedersen Runyan, ARNP-C, CDE 2016 Diabetic Teaching and Support

**When and Where:** 1:00 pm@ 5382 Spring Hill Drive

**Questions:** Please call (352) 597-7249

**Who Should Attend:** Anyone diagnosed with diabetes or pre-diabetes, as well as those wishing to be educated in how to avoid being diagnosed with either. Family members are also encouraged to attend.

### Teaching Schedule:

**February 8, 2016:** Insulin/Medication Workshop

**February 22, 2016:** Coping with Diabetes - Suggestions for Dealing with Family, Friends, Food Pushers and Dining Out

**March 7, 2016:** Diabetes 101 - For Newly Diagnosed or Not so Newly Diagnosed

**March 21, 2016:** Let's Get Moving - Get Those Pounds Off with Exercise - **SHAKE IT UP**

**April 11, 2016:** Diabetic Distress - How to Overcome Barriers to Success

**April 25, 2016:** Know Your Numbers - What Your Blood Pressure, Cholesterol, and HBA1C Mean ... And What To Do

**May 9, 2016:** Diabetes 101 - For Newly Diagnosed or Not so Newly Diagnosed

**May 23, 2016:** "Pearls of Wisdom" to Get You Through the Summer

## more Kudos!!



Dearest Angels: Dear 14/2015  
My wonderful siblings, my husband, Steve, Richard and I feel so very grateful to you for reaching out to us by phone that day in July to check on my beautiful 85 year old mom's (Mary) health status. All of your advice that you provided along with your words of wisdom, your suggestions, recommendations, your genuine concern and compassion for mom while she was battling her final cancer will never, ever be forgotten!!!

We wish the world was filled with more Angie McCabe's!!! ☺  
With all of our love and deepest gratitude,  
Joy, Tom, Richard, Neil, Steve and Anna

## PATIENT PRAISE:

**Dr. Ghiath Mahmajy's Office** – I am writing to you about my visit at **Dr. Mahmajy's** office on July 10<sup>th</sup>. I was very nervous and **Nora Spadafora** was so comforting to me. She is very knowledgeable and was able to answer many questions I had before I saw the doctor. The nurse, **Ciera**, was very nice also. **Dr. Mahmajy** was great. He gave me a great exam and recommended an ultrasound and some blood work. **Nora** was very helpful again explaining where the imaging center was located and helped set up the appointment for me. I wanted to thank you for having such a great doctor for me to see, as well as such fine and knowledgeable staff who made me so confident that I was getting the best care.

**Dr. Imad Tarabishy** – My experience, adventure, so to speak . . . I needed to have a hip replacement. No, actually BOTH hips! What?? I never had any surgeries before. Well, **Dr. Tarabishy** came highly recommended and I had to face the music. I now have had both hips replaced at the hands of **Dr. Tarabishy**. He has given me a new phase in my life, Pain free! Don't hold back and be in pain, **Dr. Tarabishy** can and will give you your life back. I thank God for him! - Patient, Joan Zaratzian

**Dr. Javier Gonzalez** – Todo esta muy bien y sigue mejoréndo.

**Dr. Dan Pulsipher's Office** – I am more than pleased with the service I receive here. They are always willing to help and are very caring!

I am very pleased with **Dr. Pulsipher** and his office. They are very caring!

**Dr. Pulsipher** and his staff (**Bethann Hunt** and **Kaitlyn Losalo**) are wonderful and very kind. **Dr. Pulsipher** is the most thorough doctor I have had in the 11 years I have been in Florida. I am so happy I have found a doctor and staff that treat me so decently. I appreciate the whole office.

I have just moved to Florida and was very unhappy with the first two doctors I saw. My entire visit with **Dr. Pulsipher** was exactly what I was looking for from "hello" at the **front desk** to saying "goodbye" to **Dr. Pulsipher**. I am very happy I have found a place that feels like I've come home.

**Dr. Dan Pulsipher and his entire staff** are exactly what I've been looking for. It's hard enough changing doctors, especially coming from out of state, but I have complete confidence in this office.

**Office of Drs. Denner, Miller and Diaz** – I just wanted to thank **Josh Wozniak**, **Tova Gonzalez** and several unnamed folks on your staff for going the extra mile in the last few days to get my medical clearance for a total hip replacement surgery taken care of and resolved to the satisfaction of all parties, especially with Florida Orthopaedic Institute and the office of **Dr. Thomas Bernasek** who will be performing the surgery. There were several strange roadblocks which camp up and they were able to quickly, efficiently and thoroughly handle them as necessary to be able to move on. They were able to rapidly move through the usual incredible bureaucracy we are all seeing in the medical care business which resulted in getting the job done. Thanks to all involved! They totally exceeded my expectations.

**Dr. Danish Siddiqi's Office** – Last week I had an appointment with **Dr. Siddiqi** and I was so impressed and pleased with him. The office was immaculate and the staff (**Amanda Crews**, **Tyler Trowell**, **Kay Beard** and **Cortney McKeiver**) went above and beyond. The staff took good care of me and I felt the whole team was awesome.

**Dr. Siddiqi and his entire team** were awesome! They truly made me feel cared about and that's important because I do want to get better. The office was immaculate, they went above and beyond their duties, and I just can't say enough great things about them all.

**Dr. Michael Reynolds' Office** – Thank you to **Dr. Reynolds** and his staff (**Patricia "Diane" Dearing**, **Isabel Pacheco**, **Michael Laird** and **Tiana**

**Magnifico**). They were able renew the medications I needed. I am a relatively new patient at **Dr. Reynolds'** office and the whole staff is nice and are always willing to go the extra mile. I have been an Access patient for four years and believe Access employees treat me as if I were part of the family.

**Dr. Emad Mohamed** – I love **Dr. Emad!** He helped my daughter soooo much when she had Bell's Palsy.

**Dr. Manjusri Venmananeni** – I would never see another doctor. My husband and I love **Dr. V.** We think her knowledge is invaluable. She never makes us feel rushed and is prompt on treating every issue we might have. She is a great asset to your company.

**Dr. L. Menezes** – I just wanted to let you know how great **L. Menezes'** office is. They all go above and beyond to help out their patients.

**Judith Sanders, ARNP-C** – Fantastic staff and so is Judith. Judith spent 45 minutes going over everything with me.

**Wendy, Judith and Yahaira**. I came in as a walk in. I saw the sign on the door saying they were closed for lunch. **Wendy** came out from lunch early to bring me in and **Judith** went over everything with me. They are really nice and are just a super fantastic crew. **Wendy** came out to tell me they were at lunch.

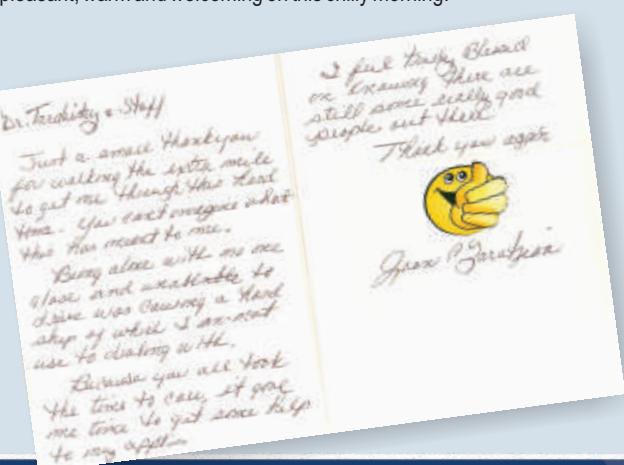
**Dr. Faña's Office** – **Dr. Faña and his staff (Karen, Lisa, Norma, Vicki, Yolanda and the rest of his team)** are superb. On my visit I was treated with the upmost kindness, sincerity, respect, and treatment. **Dr. Faña and his team** made me feel comfortable and at ease. One gets the confirmed impression that they really care for your well being. It is a real pleasure to be a patient/part of the **Faña** medical family. In summation, I would like to thank **Dr. Faña and his wonderful team**, on a continued job well done.

**Kim Matthies** – Without **Kim** I wouldn't have gotten in so soon with a specialist. **Kim** made an appointment for me for the next day. If I did not see the specialist I would have ended up in the hospital.

**Main Office** – All staff encounter was pleasant and efficient. I'm truly impressed with **Leslie, M.A.** and **ARNP Daria**, both were exceptional. Their bathroom was immaculate-kudos to the staff." Hand washing is an important aspect of care! This is a great office.

**Enrichment Center** – The Enrichment Center is a pleasant aspect of this office and **Mitchell High** is always helpful.

**Julie Long, PA-C – Michele Ricci** is one of the "BEST" Medical Assistants I've ever encountered in my 10+ years as a patient at Access. She was most pleasant, warm and welcoming on this chilly morning!"



# Kudos



**Congratulations to Dr. Harish Madnani and Dr. Hend Abdelmalek who received an award from Humana for being a 5 STAR office for the year 2014!**

## Compliance Department:

Congratulations to Julie Erickson who received her certification of ICD-10 Proficiency.

## Billing and Coding Department:

Congratulations to Sheila Trissel who received her certification as a Professional Coding Instructor (CPC-I) through AAPC. Congratulations to Sheilene Simon who received her certification as a Professional Coder (CPC) through AAPC. Congratulations to the following coders who have achieved Certification of ICD 10 Proficiency: Sarah Nelson, Tammy Foster, Capri Rich, Andrea Moore, and Sheila Trissel. Congratulations to Sarah Nelson who recently passed the CRC (Certified Risk Adjustment Coder) exam.

## Rebecca Jackson - Case Management Department –

I have been working with Rebecca Jackson in case management on placing a patient at Ever Green Woods. She has been beyond helpful and has gone above and beyond to do what it takes to get the job done! I wanted you to know this and wanted you to know that she is very appreciated! Heather Spooner, ARNP-C

## Dr. Tarabishy's Office -

I just wanted to let you know I have had 25+ compliments from patients since last Monday Oct 28<sup>th</sup>, regarding my staff. I was astounded and proud! Examples are:

- Gail is so friendly at the front desk and accommodates my needs, per patient. From my stand point she is taking on a lot and handling it well. We are lucky to have her on our team
- The doctor was very gentle, kind and caring to my needs.
- Dr. Tarabishy is spending extra time with patients.
- Your back office staff was friendly and explained everything that was to be done.

- Anika and Terrie make the office run smoothly.
- Megan was very kind to me on the phone and it was nice to put a face to the name when I came in for my appoint.

Many patients tell us while checking out at the front desk that they have had an overall wonderful experience from getting scheduled to the high level of care they received.

We have also been told by several patients that they appreciate receiving the get well soon cards we send.

We make every effort to see patients within 24-48 hours, whether they are Access patients, established patients within the practice, hospital patients or referrals.

Thanks to all that have contributed to our success, which wouldn't be possible without each of you: Sheila Trissel, Randi Miller, Shawn Epling and his entire staff, Christine Allegretti, Brenda Adams, Heather Binnion – from Medenet, Jeanine Martin, Jayson Hanson – Marketing, The HR Team, Maria Jimenez and the referral staff.

My sincerest gratitude and appreciation goes out to all of you.

Warmest Regards, Megan Hathorn, Team Lead/Surgery Scheduler - Dr. Tarabishy's Office



## FINDING MAYNARD CONTEST

Congratulations to our West Coast winners, Kelly McEathron in Human Resources and Jessica Germer

in Dr. Hartzell's office for being the first to find Maynard in the last edition of our newsletter.

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

**INSTRUCTIONS:** Circle Maynard's picture, scan and email it to lcahill@accesshealthcarellc.net.

**SPECIAL NOTES:** Maynard pictured in his engagement announcement, on trophies or on ACES announcements do not qualify as being hidden or part of this contest. Also, to be fair to all offices, the earliest you may submit your entry is February 18th at 8:00 a.m.

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

## 3 Reasons Skipping Meals Is Unhealthy

Submitted by: Robin O'Rourke, MAED, RDN, LDN

It is rare to encounter someone who has never skipped a meal. Some simply don't have food available or don't have the time to eat when they're hungry. Others skip regularly, hoping that if they eat fewer meals, they'll take in less total calories and lose weight more successfully. Although the scientific research is conflicting in some regards to skipping meals, a few sound consequences have been supported.

### Zaps Your Energy

Sugar is the fuel that our bodies run on. If it is not circulating in the right amounts, every organ within the body can be impacted. Skipping just one meal will result in a drop in your body's blood sugar levels. Or, in the case of skipping breakfast, your body loses an opportunity to even get out of the starting gate. Generally, you will feel tired and foggy. In addition, without a steady supply of nutrients, your intellectual and emotional functioning can also change, resulting in irritability, mood swings and brain fog. Going extended periods of time without replenishing your body's fuel supply will force it to shift to breaking down energy stores within the muscle, further sapping your strength.

### Lowered Nutrition

Cutting back on meals means cutting back on opportunities to consume adequate amounts of the vitamins and minerals our bodies need in a day. When it comes to weight loss especially, the emphasis tends to be on total calories and the three macronutrients: carbohydrates, protein and fat. Because they are required in smaller amounts, the roles of the micronutrients are typically less emphasized. However, these dietary components are vital to many body processes such as growth and development, disease prevention and overall well-being. In order to maintain a healthy lifestyle and set your body up to

succeed, focusing on consuming more nutritious, well-rounded meals is necessary for overall health.

### Gateway to Unhealthy Dietary Practices

Our body's cells are hard-wired for survival. Going too long without eating will switch our body into "survival mode," sending us on a quest for food. According to the National Institute of Health, skipping a meal has shown to make you feel hungrier when the next meal rolls around. This could cause you to eat more calories than you would have otherwise. Repeated cycles of restricting and binging can lead to a plethora of detrimental health concerns; however it primarily reinforces unhealthy eating, and can lead to disordered eating practices.

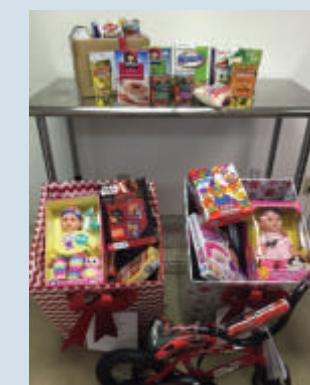
Restricting meals takes the pleasure and enjoyment out of eating. Believe it or not, our bodies are highly effective at regulating caloric intake to meet our needs. It is best to listen to your body's cues for hunger and fullness. Eating when you are hungry and stopping when you are full will help you to consume an appropriate amount of calories. So instead of waiting until you are starving to eat, turn to healthy meals and snacks throughout the day. If you miss meals because time is an issue, plan ahead to have some foods available that you can eat on the run.

It's important to note that everyone is different. There are a multitude of influences that can play a role in an individual's health and weight. There is no one magic bullet to weight loss and there is no one defined response to skipping meals. However, as a general recommendation, it is advisable to try and adapt healthier eating patterns and incorporate more physical activity, rather than skipping meals to lose weight.

## Toy & Food Drive Success!

### A HUGE THANK YOU

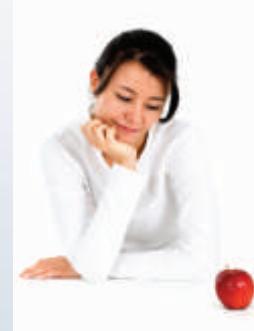
to all that donated toys and non-perishable food items for our 3<sup>rd</sup> Annual Access Healthcare Toy & Food Drive!



The toys and food were dropped off at the Auroveda Community Outreach Center on Mariner Blvd.

This center is partnered with Behind the Stone Ministries and does a weekly Food Distribution on Friday mornings. Our donations helped fill their pantry! And the toys were distributed to deserving families in Hernando county!

Thank you to all!



# Compliance Kudos



## WEST COAST QUARTER 3 REGULATORY COMPLIANCE AUDIT WINNERS FOR HIGHEST SCORES:

Maynard would like to share the regulatory audit results for 2015 Quarter 3 & 4 with everyone.

Congrats to Dr. Dhammadika Ekanayake and his team for being the highest scoring primary care office with a **PERFECT SCORE OF 100%**!



L to R: Kim Matthies, Dr. Dhammadika Ekanayake, Kory Smith



L to R: Michelle Zito, Michelle Budrevic, Dr. Ayham Alshaar, Cheryl Lowery, and Stacie Hahn

Congrats to Dr. Ayham Alshaar and his team for being the highest scoring Specialist office with a score of **97.9%**!

Both offices are first time winners!

## WEST COAST QUARTER 4 REGULATORY COMPLIANCE AUDIT WINNERS FOR HIGHEST SCORES:

Congrats to Dr. Ian Adam and his team for being the highest scoring primary care office (**for a 4<sup>th</sup> time!**) with a score of **98.3%**!



L to R: Jessica Livio, Jennifer Tuttle, Dr. Ian Adam, Theresa Baxter



L to R: Danielle Myers, Audavia Landriault, Dr. Qahtan Abdulfattah, Rachel Leoni

Congrats to Dr. Qahtan Abdulfattah and his team for being the highest scoring Specialist office (**for a 2<sup>nd</sup> time!**) with a score of **97.5%**!

In addition to housing the roaming trophy for three months, these Quarterly Winners were treated to lunch courtesy of AHCP! Additionally, each employee in Dr. Ekanayake's office received a gift card for scoring a 100%!

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

The Quality Team is proud to announce the arrival of **Angela Sancenito's** baby girl **Ellie**. Ellie was born Friday, October 16<sup>th</sup> at 1:55 pm weighing 6lbs 15oz. Both mom and baby are doing well!



Compliance Department welcomes Regulatory Auditor/ Trainer **Amy Bennett** to the team!



## Thanks to all who came out in less-than-desirable weather for our Family Fun Day!

Held at Crews Lake Park on October 4th!

A great time was had by all who participated in the planned activities such as the bounce house/obstacle course, train rides around Halloween-themed areas of the park, a fun scavenger hunt with prizes, balloon animals, face painting, pumpkin/gourd decorating contest, Cornhole, spin art, jewelry design, and yummy food!

Photos of the event were placed on the company drive for all to enjoy!



Congratulations to Amanda Short's son, Tanner, who won the prize for "Best Decorated Pumpkin" out of thirty entries in the contest.



Congratulations to Leslie Lawler, MA at the main office who won the raffled prize - a HYPE BLUETOOTH DOME SPEAKER with built-in mic & media shortcut keys.

