

GREAT NEWS

RIVER HEALTH SYSTEMS

Aug. 23, 2017

Electronic bill reminders to begin in September

Great River Health Systems will begin sending electronic billing reminders the first week of September. Messages will be in the form of telephone calls or emails, based on preferences chosen during patient registration.

Recent system testing was 10 times greater than testing conducted before the first reminders were sent last March. At that time, many guarantors – people who are responsible for paying bills – received incorrect messages about payment due dates.

Many messages were correct, however.

“There were quite a few people who said they liked the reminder, but they felt it could have been better,” said Shannon Leffler, manager, Patient Financial Services-Patient Billing. “We have improved the method for customizing the timing of billing messages.”

Other improvements include revising messages for better voice-to-text translation and sending smaller groups of notifications on different days so patients and guarantors have better access to financial counselors when they call.

Messages are sent by POS Corp Inc., and comply with the Health Insurance Portability and Accountability Act (HIPAA). The messages use only the guarantor’s first name. They don’t include patients’ names, dates of service or account balances.

“Although we have an improved process, we anticipate an increased number of telephone calls after the reminders begin,” Leffler said. “If callers leave a message, we will return calls as quickly as possible.”

Bills can be paid 24 hours a day through an automated telephone system and online. Payment by mail also is accepted.



Maine named EXCEL Service Hero

Melinda Maine, Great River Clinic, Wapello, received an EXCEL Service Hero award Aug. 16 from Great River Health Systems President and CEO Mark Richardson.



Criteria for the service hero award are based on the health systems' philosophy of care. EXCEL stands for Enthusiastically friendly, X-ceeding expectations, Caring and compassionate, Energetic teamwork, and Leadership and professionalism.

Maine's nomination:

After injuring herself, a woman drove to Great River Clinic, Wapello. Staff knew immediately she needed to go to the Emergency Department. Melinda drove the woman to Great River Medical Center, stayed with her during treatment and drove the woman home.

New provider

Terry Wilson, CRNA
Great River Anesthesiology
1221 S. Gear Ave.
West Burlington, IA 52655
319-768-3030



Anesthesia degree: Texas Wesleyan University



Sports medicine clinic for student athletes

9 to 10 a.m. Saturdays

Aug. 26 to Oct. 21

Great River Orthopaedic Specialists

Wellness Plaza, Suite 101

1401 W. Agency Road

West Burlington

Athletic trainers from Great River Athletic and Performance Center will evaluate and treat postgame injuries. Providers with Great River Orthopaedic Specialists will be available to evaluate or assess injured athletes if they need further treatment. Athletic trainers will:

- Help educate athletes and parents
- Provide student athletes with follow-up care after the injury
- Set up rehabilitation plans
- Talk with parents and athletes about the next steps in recovery

A parent or guardian must accompany the student athlete. Athletes should wear shorts and T-shirts for evaluations. There is no charge for X-rays. Insurance information will be needed if supplies or braces are ordered. Athletes or parents are financially responsible for these supplies.

For more information, call Great River Athletic and Performance Center at 319-768-4191.

Table for One

A Workshop for Widows and Widowers
5:30 to 7:30 p.m. Friday, Sept. 15
Blackhawk Room, Wellness Plaza
1401 W. Agency Road
West Burlington

Great River Hospice is sponsoring a workshop to help widows and widowers cope with feelings and experiences associated with the death of a spouse. Participants will learn about legal concerns, coping skills and tips for cooking for one.

The program will be presented by Great River Hospice social workers Ashley Bartenhagen, Melissa Claassen and Megan Woodard. A widow and a widower who have benefited from bereavement services provided by Great River Hospice also will present part of the program.

"Losing a spouse can feel like you have lost half your life," Woodard said. "It's something people are never prepared to face. This workshop will provide strategies to successfully move through the grief process."

The program is free and open to the public, regardless of whether they have used Great River Hospice services. A meal will be served. Registration is required; space is limited.

For more information or to register, please call Great River Hospice at 319-768-3350 or toll-free 877-404-4766.



Harvest time

Chef Christopher Morris recently received his first delivery from The Homestead 1839, a new non-profit organization that grows organic produce about a half-mile from Great River Health Systems. The Homestead, led by Mollie and Tobin Krell, pictured, has been collecting 175 to 250 pounds of food preparation waste a week from the hospital's kitchen since last November.

The vegetable and fruit peels and cores, egg shells and coffee grounds are used to make compost, decomposed organic matter that enriches soil without the use of fertilizer. Besides preventing 12,000 pounds of waste from entering the landfill in a year, it saves about \$2,400 in solid-waste disposal fees.

Group diabetes classes

10 a.m. to noon Thursdays

Four weeks beginning Sept. 14

Group diabetes classes are for people newly diagnosed, making a change in treatment, or having complications or concerns. A physician referral for diabetes education is required.

Class topics include:

- Proper eating for diabetes
- Managing blood sugars
- Medicines
- Diabetes-related health problems
- Exercise

Diabetes educators will assess needs for specific information and skills, teach self-care and provide continuing help. Most insurance companies cover the fee for the class series. A family member or friend is encouraged to attend at no additional cost.

The American Diabetes Association has awarded the Great River Diabetes Education Program with its Education Recognition Certificate for providing a high-quality diabetes self-management program. Recognition assures that education programs meet the National Standards for Diabetes Self-management Education and are an essential component of effective diabetes treatment. The Iowa Department of Public Health also has accredited the program.

For more information or to register, please call 319-768-4165.



Red Hot Mamas is a free Great River Health Systems educational series for women

Session 7:

"Sex and Menopause"

Speaker:

Kimberly Marshall, M.D.

Great River Women's Health

5:30 p.m. Thursday, Aug. 31

Blackhawk Room

Lower level, Wellness Plaza

1401 W. Agency Road, West Burlington

Learn about the effects of menopause and aging on sexual health, treatments, lifestyle changes and the importance of communicating with health care providers.

Don't miss this free opportunity for education and a good time. **Register [HERE](#).**

 **Great River
Health Systems**

Milestones Area Agency on Aging and Great River Health Systems invite you to attend the 2017



60+ Lifestyle Expo

Be Active for Life

Screenings, Exhibits
Flu & Pneumonia Vaccines
Refreshments! Prizes!

**THURSDAY
SEPT. 14**

9am to Noon

**Westland
Mall**

**550 S. Gear Ave.
West Burlington**

Free Health Screenings | Fitness and Nutrition
Wellness Options | Community Classes
Senior Communities | Volunteer Opportunities
Local and Government Services

VARIOUS HEALTH SCREENINGS at Exhibit Tables

FLU & PNEUMONIA VACCINES

Available from the
Des Moines County Health Department
Flu, \$30; Pneumonia, \$80
Claims submitted to most insurances,
MCO's and Medicare Part B



**Stop by the
Welcome Table**
*(near the main entrance,
by the food court)*

**Register
for prize drawings.**

Event Sponsored by



For event info,
contact Peggy
at 1-855-410-6222, ext 7212

EMPLOYEE PROFILE

John Bruegger

**Courier
Stores**

Start date:

Jan. 13, 2015

What a typical day looks like for me:

In the morning, I stock the storeroom and fill orders. In the afternoon, I go to The Keokuk Clinic for pickups and deliveries, and I pick up laboratory samples at clinics in Burlington.

What I wanted to be when I grew up:

A soldier. I served in the Army and Army National Guard for 25 years, retiring in 2007.

Hometown / Where I live now:

Burlington / West Point, Iowa

Family:

My wife, Lisa, and I have two daughters, Sophie, 5, and Kayla, 4. I have seven siblings.

Things I enjoy:

I like working on our small acreage, raising chickens and ducks. I also like hunting, fishing and camping.

If I could choose anyone, my mentor would be:

Sgt. Bernie Russah. I learned a lot from him.

My motto or personal mantra:

Do your best and don't sweat the rest.



My favorite line from a movie:

"That's the fact, Jack!" (Bill Murray, "Stripes") I saw the movie the night before I shipped out for basic training.

Given a chance, I would be this person for a day:

Neil Armstrong

Who I root for:

Dale Earnhardt Jr.

The most recent app I've downloaded:

Norma Ballistics

Hidden talent:

I make a great breakfast mess!

My biggest achievement:

Adopting my daughters in March