

RMA NEWS

NOVEMBER 14, 2017

HARTFORD DR., STE #1

TINTON FALLS, NJ 07701

Comprehensive Primary Care Program

There are exciting things going on at RMA this year! We have applied and have been accepted to participate in a 5 year program to improve the health and wellbeing of our patients. Our goal is to get the highest at risk patients as healthy as they can be, the moderate at risk patients aware of what they should be doing for their health, and for our younger patients to get used to taking care of their health early on. With our 6 Physicians, 3 Nurse Practitioners, a Registered Dietician, Care Managers, Clinical Quality Coordinators and our Care Team; we feel we have become a more coordinated team to provide better patient care.

To better assess your needs we have created two patient counsels; PFAC- 1(Patient Family Advisory Council)

which consists of our Care Team and Patients in the practice who volunteer their time to voice their concerns, give constructive criticisms and help us to make our practice a better patient experience. PFAC -2 is our Veteran based counsel to discuss the special needs of our practices veteran population and the challenges they face. We will review and address the issues and report back what we have done to rectify the situations. We want all the patients to feel that RMA is their medical home.

As part of the PFAC-1 meeting issues of concern were the telephone system; especially the difficulty getting through, issues of time and waiting and better communication between staff and patients.

RMA CARES

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Our Staff has been busy helping with worthy causes not only for the local community but also for our fellow Americans who have been devastated by the recent hurricanes. We want to thank our patients for their support in our endeavors. We have participated in The Courtney Rose Pediatric Brain Cancer Run...We raised over \$2000.00 for The Making Strides Breast Cancer Walk Point Pleasant...We collected over 4 pickup truck loads of supplies for the Hurricane relief thanks to our generous patients and staff. We are currently in the process of collecting socks for the homeless this winter! As if that's not enough we are already planning Relay For Life June 2018.

We discussed making kindness a habit because you never know what someone is going through. Also discussed was making the waiting room more inviting and warm...more patient friendly. We are happy to say these issues are in the process of being addressed and we will keep you posted.

Our PFAC-2 meeting for the Veterans is designed to help coordinate their care between the Veterans Administration and we; their Primary Care Office. We have a pending meeting scheduled with the local VA of Tinton Falls to see the inner workings of their system and how we can cooperate with each other for the health benefits of our veterans. The Veterans have several facilities to choose from depending on the care that's needed.

NOVA: formerly Nurse Finders located at 821 Broad St. Shrewsbury NJ (732)-389-8200 and is a family owned business that does home care for veterans discharged from The East Orange or Newark facilities working with the East Orange program called Community Care or Extended Care and they will go to the home. Services include

wound care, catheter care, care for paralysis patients, quadriplegic's, medication management and home health aides. The VA will provide 6-10 hrs. / week of home health benefits.

The V.A. of Tinton Falls: located at 55 N. Gilbert St Suite 4101 Tinton Falls NJ (732)842-4751 is a Primary Care Facility. They will refer you out for bloodwork, diagnostic testing and specialty services.

The V.A. Outpatient Clinic at James Howard: located at 970 Rte. #70 Brick NJ (732)206-8900. This facility is a larger clinic setting which has many specialties such as primary care, diabetes services, nutrition, social work, mental health, podiatry, physical therapy and a specialty surgical clinic. They also provide shuttle services for vets who need to go to the East Orange facility. The shuttle leaves in the morning and returns in the afternoon.

The V.A. at Lyons: is located at 151 Knoll Croft Rd Lyons NJ (908)647-0180. This facility has a hospital/ER and Dialysis.

The V.A. also has a centralized pharmacy which

will ship medications to your home.

We urge all veterans to apply for benefits through the V.A. whether they saw active combat or served stateside. This process is the only way to find out the other benefits you are entitled to. All veterans are entitled to medical benefits such as eye care, glasses and hearing aids. You can also have a V.A. Primary Care doctor and Our Primary Care doctor.

As a side note we are encouraging our Viet Nam Veterans to participate in the Veterans PFAC. Let us know if you are interested we would love to have you! Currently our Korean War and WWII vets are represented. Come join the discussion.

So.....as you can see we have been very busy this year. Feel free to leave us your comments in the suggestion boxes in our waiting room.