

RMA NEWSLETTER

4 HARTFORD DRIVE SUITE 1, TINTON FALLS, N.J. 07701

HERE'S WHAT WE HAVE BEEN UP TO!

We have been working hard trying to fulfill our promise to improve the health and well being of our entire RMA patient community!

Our PFAC committees (Patient Family Advisory Council) both patient and veteran have been instrumental in helping to highlight issues that need addressing within the practice. These issues are brought to our attention and we are implementing improvements as part of our promise to transform our practice from the inside out as well as the outside in. We welcomed new patient ambassadors to both of our PFAC committees and hope that more patients will participate. We value your opinions and you can fill out the blue card at the suggestion box to sign up.

During our PFAC meetings the issue of wait times for results was brought up. We explained that each Doctor/NP handle results differently. Some send letters, or they may call or have the assistant call and that wait times can differ depending on the test involved and other circumstances. We ask that you please call us if you haven't heard anything after a week.

We discussed the issue that after being seen in the office medications were not immediately sent into the pharmacy resulting in patient's waiting at the pharmacy. We will be working to better improve the flow of getting the prescriptions to the pharmacy in a timely manner. plan to get can be overwhelming.

It was brought up that some patients are not comfortable seeing a nurse practitioner and prefer to see their doctor. We understand this and do try to accommodate as best as we can. Our NP's aren't there to replace your physician, rather to provide faster access to care for those patients who want to take advantage of their unique skills. Our Nurse Practitioners all started out as Rn's and then went back for extensive training including master's degrees in nursing. We feel very fortunate to have them as part of our RMA family and they work very closely with the doctors at RMA. Our NP's are awesome! Our commitment to you is that there will always be someone in the office to see you.

The issue of conservative treatment approaches was brought up. Everyone wants to get better asap, and expects to get an antibiotic at every sick visit. This may not be the best approach depending on your symptoms. The issue of repeat office visits for the continuation of symptoms was discussed the main issue being repeat co-pays. If anyone has an issue we ask you to call one of the care coordinators. We believe all patients need an office advocate and she can help navigate your situation and speak to the MD/NP.

Patients have mentioned the fact that insurance issues are very confusing and deciding what health compacts with local offices to coordinate getting appointments for

RMA CARES

WE HERE AT RMA HAVE A SIMPLE MISSION.....WE NOT ONLY HAVE MADE A COMMITMENT TO OUR PATIENT'S BUT ALSO TO OUR LOCAL COMMUNITY.

WE HAVE RAISED MONEY FOR MANY LOCAL CAUSES AS WELL AS FOR NATIONAL DISASTERS. HERE ARE SOME OF THOSE CAUSES :

HURRICANE RELIEF PROVIDING WATER FOOD AND CLOTHING TO THOSE IN NEED.

WE DO A SOCK DRIVE IN NOVEMBER TO DISTRIBUTE WARM SOCKS O THOSE IN NEED FOR THE WINTER.

WE PARTICIPATE IN THE SAMARITAN'S PURSE SHOEBOX DRIVE TO PROVIDE CHRISTMAS GIFTS TO CHILDREN AROUND THE WORLD

WE PRICIPATE IN RELAY FOR LIFE FOR ALL CANCERS

WE PARTICIPATE IN OUT OF DARKNESS FOR SUICIDE PREVENTION/FAMILY SUPPORT/COUNSELING

MAKING STRIDES BREAST CANCER

THE JINGLE BELL RUN FOR ARTHRITIS

KOURTNEYS CHALLENGE FOR CHILHOOD BRAIN CANCER

Some have asked us our opinion as to which plan they should choose. Although we understand the issues we can only guide you as to what plans our office participates in so you can better choose from your options. We cannot tell you what plan to take.

You may have noticed the new kiosks at the front desk. These will be used for ancillary services such as lab, radiology and ultrasound appointments where you do not see a Doctor/NP. As a test run the one to the right of the main front desk is up and running for lab services only. You can sign in at the kiosk and bypass the front desk. It is our plan to utilize this to help alleviate some of the congestion at the front desk area. If you have and appt. with an MD/NP you will still have to check in at the front desk. If when using the kiosk you see the word Novitas that refers to Medicare.

DID YOU KNOW: Our RMA practice was asked to do a presentation at the Regional Meeting for the **CPC+ Healthcare Program** and are considered **ROCK STARS** due to our great success in implementing all these new transformative programs in our practice? **CPC+** is a government program which applies quality metrics to gauge the health of the patient population. The program funds patient engagement programs such as Diabetes, Blood Pressure, Smoking and Mental Health Issues. We currently have new programs designed to help patients with these issues. Our NP Meghan Canning is certified to help those interested in stopping smoking. She is also heading our mental health initiative assisted by Michelle one of our care coordinators. We have care

patients in need of care for anxiety, depression as well as PTSD and issues affecting our veterans.

There are also mental health centers in our area for veterans and family members such as Hope for Heros, The Neptune Society, and also care giver networks.

We have a team of 4 Care Coordinators whose job it is to map our patients to fit 3 groups: high, medium and low risk patients to enable us to allocate resources to the patients in need of more intensive care. All high and medium risk patients have a care coordinator assigned to them. Their care coordinator will help their Care Team (Patient, Physician, NP, Medical Assistant, Specialists, Care Givers) develop and follow a plan of care. The care coordinator will also assist patients with complex needs in obtaining services such as medications, equipment and home care. Our Care Coordinators follow up with **ALL** patients after inpatient, emergency room and other facility discharges to help coordinate outpatient services needed to make sure they understand what they need to do facilitate a smooth transition back to everyday living. If you are not sure what category you fall into you can call the office and our phone operators will be able to assist you.

We are recommending that when you see any doctor or go to any facility please get their business card. so you know who you have seen. This is a very helpful tool and easy to do. Patient involvement in their care is essential we highly encourage it.

We have so much more to tell you.....stay tuned!

SUGGESTION BOXES:

WE HAVE TWO SUGGESTION BOXES IN THE PATIENT WAITING AREAS AND WILL BE GETTING TWO MORE FOR THE FRONT DESK AREAS. WE ENCOURAGE YOU TO USE THIS AS A WAY OF COMMUNICATING ANY ISSUES OR COMMENTS. WE VALUE YOUR OPINIONS AND SUGGESTIONS.

OUR PATIENT LAB:

WE ARE DRAWING BLOOD FOR BOTH QUEST AND LAB CORP. PLEASE MAKE SURE YOU HAVE

YOUR RX FROM OUR MDS AND NPS AT THE TIME OF YOUR APPT TO AVOID DELAYS.

LAB HOURS:

CALL FOR APPOINTMENT

MONDAY-FRIDAY 8am-2pm

OUR OFFICE HOURS:

MON-THURS 8am-7pm

FRI 8am-5pm

SAT 9am-12 noon