Suite D Clinical Microsystem Meeting – Friday December 10, 2004 – Minutes

This meeting was rescheduled from Tuesday 12/7/04 due to Dr. H having multiple emergency hospital admissions on that day.

Present – Dr. H, Dr. K, Sue, Leaha, Scott, Kasha, Pam, Mr. Foote, Betsy

Old Business -

1. Plans for second receptionist
   Pam will start working full time in suite D on Tuesday, 12/13.
   There will be modification of the counter in front of the window closest to the door and that will be Sue's work station. A new computer will be installed at this location.
   Sue will primarily work as the receptionist checking Dr. K's patients in and out.
   There will be a medical records clerk who will work in both suite D and suite H so we will have use of the clerk for about four hours a day.
   The medical records clerk will have the responsibility to make file all paperwork in the sorters in to the charts, to pull charts for patients scheduled to come in the following day and to pull chats for prescriptions faxed in overnight.
   We will need to work out the details of medical records responsibilities among other office staff during the times when the clerk is not in suite D.
   We discussed the question of phone line 444-7860 which currently rings at Sue's desk. Apparently administration has suggested that this line be routed through the main switchboard. We felt that it would be more efficient to have that line continue to ring directly in suite D. Dr. K will discuss with Nancy of Mr. Foote.
2. Chart Preps – Working well for Dr. K but still a problem for Dr. H. Now that we do not have a full time medical records clerk, this responsibility will revert back to the medical assistants. Scott was asked if he requires assistance to complete this task since he is new to the job but he felt that he is getting more comfortable with his responsibilities and that he will be able to keep up with chart preps from now on.
3. BCCP Program – Data from registry sheets is finally being entered at the foundation. They have a computer that we can set up in the reception are to download registry forms. Dr. K will pick it up at the Foundation office. MA's will be responsible for printing the forms when they prep the charts, entering vital sign information and faxing the forms back to the registry. We discussed what to do when a BCCP patient comes to the office for a medical problem unrelated to their diabetes or heart disease. We decided that it would be best to print out the forms for the MD to decide whether or not to fill it our. When Peter sees a BCCP patient out of suite D this will not be feasible, but when he is in suite D we will make an effort to have the BCCP form on the chart.

New Business –

1. Changes in the day's schedule – If there are available openings the receptionists can fill at their discretion. However, this information needs to be communicated to the MA and MD. Add-ons beyond normal working hours must be cleared by the MD.
2. Flu Shots – More vaccine is due next week. Shot clinics are being scheduled.
3. Patients lost in waiting room – a rare problem. Having Sue at the front window with a clear view of the waiting room should help. I was felt that a sign-in sheet was not necessary at this time.
4. Pet Peeves – Everyone was invited to give a list to Dr. K so that we can discuss at future meetings.

Long Term Projects –

1. Internet connected computer for the front office. The new computer being provided by the foundation should correct this problem.
2. Peel-off labels
3. Getting charts out of the shed