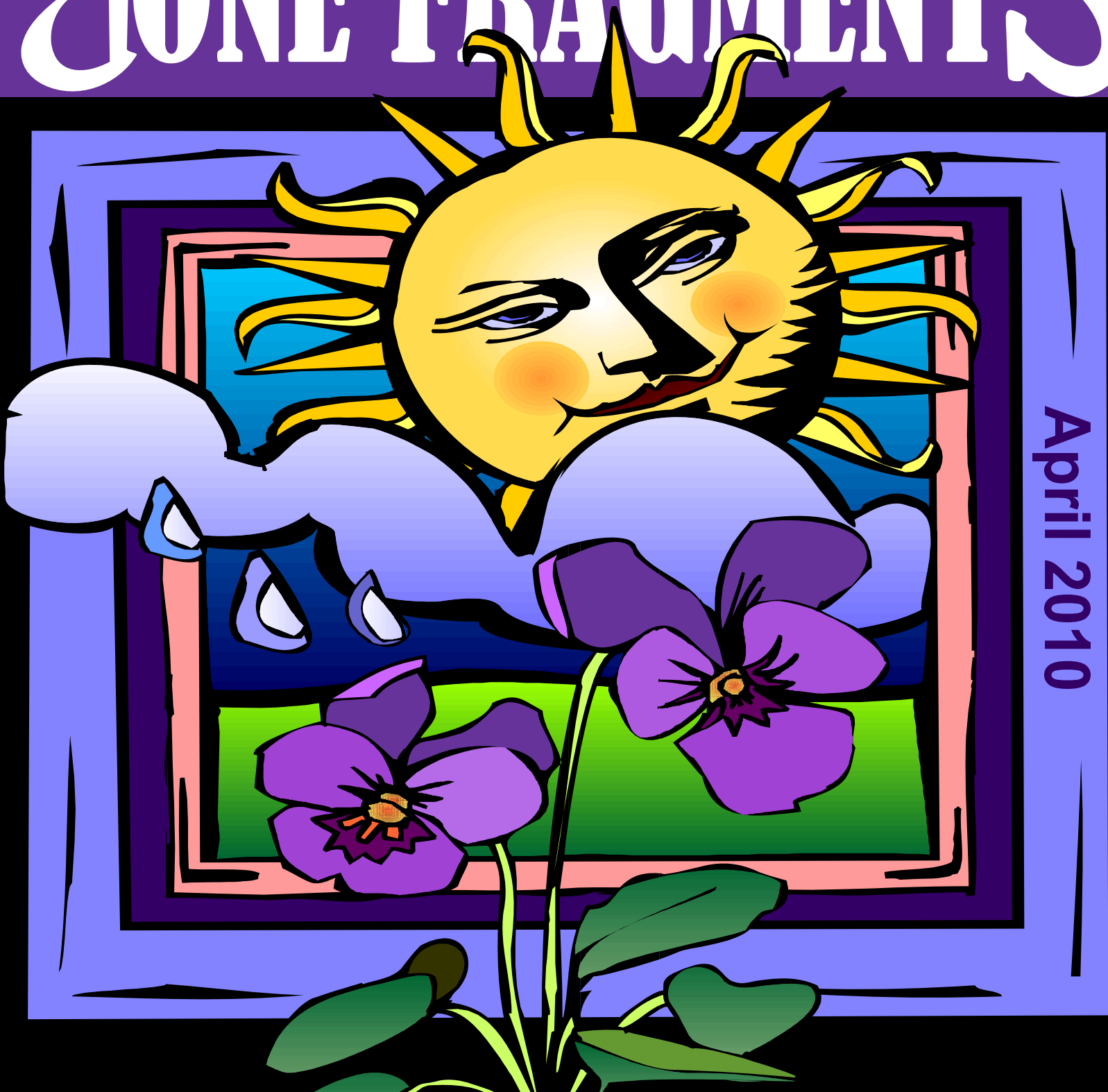


# gone FRAGMENTS



April 2010

## What's Inside:

Juliet's Column (2-3)  
Spotlight Employee (4)  
"Just Do IT" Tips from IT (5)  
Marketing Madness (6)

Birthdays(7)  
Anniversaries (7)  
Calendar (8)

# BACK IN BLACK...almost!

After our very unwelcome January and February slump, March was like a breath of fresh air! We had an all time record number of new patients to our clinic, 2,342 and our total patient visits were back above 10,000 despite having 11 doctors absent for 1 week each. Although March collections did not entirely make up for the losses we sustained in January and February, it definitely reversed the trend and put us back on the right track.

Another very promising statistic was our patient satisfaction numbers (above 96%) coupled with a record high number of patient-driven referrals to our clinic. We now have 30.38% of our patients coming in because they heard about us from another patient of ours. That is something to be proud of. We are hoping that by the end of this quarter we will be back to our old custom of quarterly bonuses and distributions. I feel much better about being able to decrease the number of antacids I need to take!!

Now that things are looking brighter, I have turned my attention to two practice initiatives that will be rewarding for our practice in the long run. The first is rounding the last lap on our web portal development and completing some long-awaited EMR improvements that will improve our clinic efficiency. My hope is that by the next time I meet with the staff, I will be able to demonstrate the new system which will allow us to communicate quickly and effectively with patients and provide a level of healthcare for them that will truly be unique (at least for a little while until everyone else catches up). In the next several weeks, we will be finishing up a number of other projects that are supposed to be geared at reducing glue nurse and roomer work load in the clinic, helping the physical therapists document more easily, and reduce triage work load.

Because of the tremendous focus that management has placed on our technology at this practice, we have been recognized by GE as the nation's most advanced orthopedic practice on the EMR. As a result, they are discussing purchasing the system we have developed here to sell to all their future orthopedic customers. They have also chosen our practice to be featured in their healthcare advertising and website for orthopedic specialty content. We are proud that we have been able to separate ourselves from the pack and we intend to stay way ahead of all the other dogs for a long time to come!

The other initiative that has my attention right now is the installation of RBJC's first patient pharmacy. We will be building and opening a pharmacy in the front lobby of the Sugar Land office. This pharmacy will be exclusively for RBJC patients and will allow them to either stop by on their way out if they are a Sugar Land patient, or alternatively, receive their medications delivered to their door in two days, if they are a patient at the other clinics. Of course, they can still use their own pharmacies if they want but we think that this will be very convenient for many and will be modestly profitable for us.

We plan to build an area for the pharmacy that the patients will see in front of them as they walk in to the Sugar Land building (and while the workmen are there we may try to revise the check out area in Sugar Land which is very congested). We are hoping to start that construction no later than June and have that pharmacy open for business by the fall at the latest.

With these projects all brewing now, the summer should be busy and hopefully lead to good things for our patients and the practice. Thank you all very much for the excellent work you do every day. Our team of staff and doctors is the reason that we are recognized by our patients and by the community as a healthcare leader.

Juliet

# RBJC SPOTLIGHT EMPLOYEE

## Jackie Parr



**“Jackie is a great roomer, an excellent team player, and compassionate with patients. Jackie is always looking for a new challenge whether it be assisting triage or learning the glue nurse position. She is a valuable member of the clinic team.”**

*-Nina*

Jackie Parr was born at Polly Ryan Hospital in Richmond Texas and was raised on the George Ranch. She loves country music, rock and Texas country, her favorite country music singer is George Strait so it makes sense when she tells you her favorite movie is “Pure Country!”

Jackie’s greatest accomplishment will be when she obtains her Associates Degree in General Studies next month and she hopes to get into the Nursing Program at the end of this year. Recently she hiked down the Colorado Green Mountain in Keystone, Colorado and she was very happy she did it without killing herself because one of her greatest fears is heights!!!

Jackie does not have any children but counts her 5 horses and 2 dogs as children. She enjoys spending time with her family and barrel racing. She is very active with the Sweethearts of the Rodeo and even finds time to go fishing, hunting and play volleyball. Along with her other many hobbies, Jackie likes to travel; the most interesting places she has visited are Keystone, Colorado and Cozumel, Mexico.

## Why am I getting this box when I go on the internet?



We have implemented Websense to keep spyware and viruses out of our systems. When you go to a website that is infected the service will clean the site if possible and make sure your computer does not get a virus or spyware infection.

## I can't remember the user name and password for the Mac... What is it?

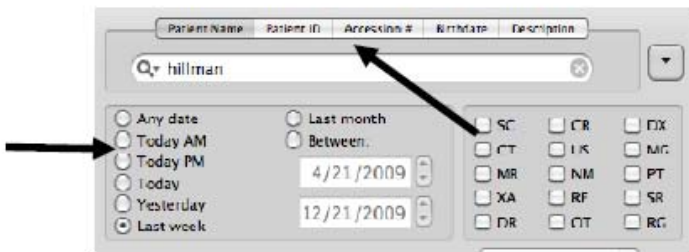
When logging in with User / user1



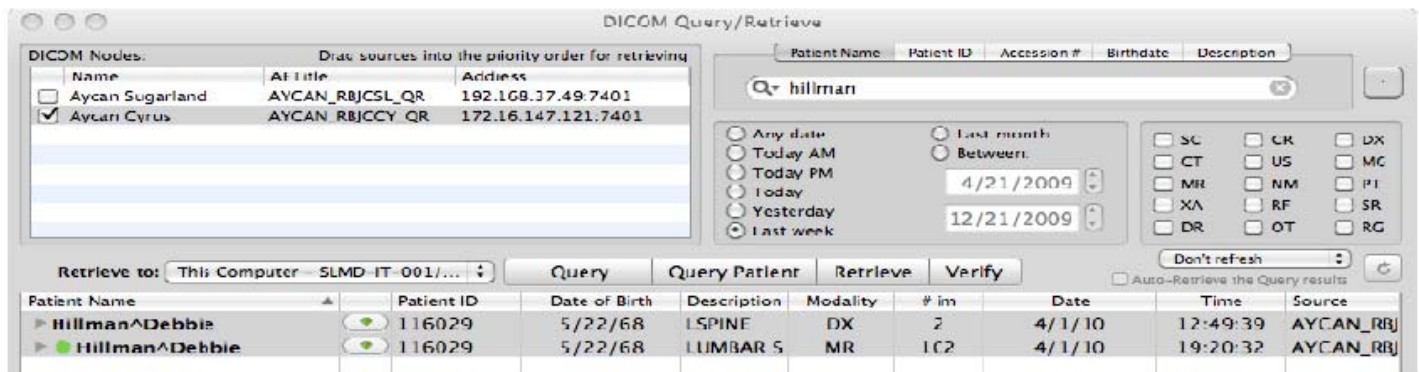
## How do I query patients for a doctor to view their X-Rays/MRIs?



1. Query the patient from your respective Aycan server. (Richmond - Aycan Richmond, Sugarland- Aycan Sugarland, Katy- Aycan Katy)
2. To find the patient enter the patients last name or click Patient ID and enter their ID number. *Make sure to select any date or you will only get images between the selected date range.* If you don't find any patients when you query something make sure you have the correct descriptor of the data you have entered. (i.e. Patient ID or Patient Name)



3. Double click the studies you want to be downloaded to the local database. (**Tip:** *If you need to select multiple studies hold down the command key and click each one.*)



# Marketing Madness

Cheryl and Lisa have been busy getting back to “grass roots” marketing by delivering goodies to referring physician offices. The goodies are well received and we hope to hit every referring office by the beginning of summer!

Dr. Rivers spoke to a group of 40 Aggie Moms about his orthopedic expertise and his travels to Haiti after the earthquake. His talk was well received and they kept on asking more and more questions and when he spoke you could hear a pin drop! They were so interested in hearing about his experiences in Haiti!

We are attending the Crown Cork and Seal Health Fair in the middle of April. The health fair will last two days and we will hand out tons of information and RBJC promotional products to the employees of Crown Cork and Seal.

Every month Lisa and Cheryl attend a Mixer or Meeting with the Sugar Land and Katy Networks. We are building great relationships with great business owners in the community. If you need more network cards for either Katy or Sugar Land please let us know.

In May the Sugar Land Network is hosting the 2<sup>nd</sup> Annual Sugar Land Bash to be held at Town Center on May 15<sup>th</sup> benefiting the Snow Drop Foundation. Please come out with your families and “Dunk Your Doctor” in the RBJC booth. There is also a raffle for a brand new car, raffle tickets are on sale for \$15, please see Cheryl for more information.

# BIRTHDAYS!!!

**A**  
**P**  
**R**  
**I**  
**L**

Dr. Kent, 2nd

Cynthia Trevino, 7th

Natalie Hernandez, 13th

Dr. Guzel, 18th

Gina Buti, 20th

Roxanne Salinas, 25th

## Anniversaries

**1 Year:**

**Michelle Heebner**

**Rolando Leos**

**3 Years:**

**Fany De Santiago**

**Katherine Malek**

**4 Years**

**Ajay Thomas**

**7 Years:**

**Mary Leblanc**

**11 Years:**

**Gina Buti**

# April 2010

Sun	Mon	Tue	Wed	Thu	Fri	Sat
				1 	2 Clinic Closed	3 Clinic Closed
4 	5	6	7	8	9 Staff Meeting	10
11	12	13	14	15	16 Craft Friday	17
18	19	20	21 Admin. Profess. Day	22 Earth Day 	23 Game Friday	24
25	26	27 Ann. Lunch	28	29	30 Pot Luck	

# May 2010

Sun	Mon	Tue	Wed	Thu	Fri	Sat
						1
2	3	4 Ann Lunch	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31					