

# BOONE FRAGMENT'S

October  
2010



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# People are Talkin'

These days between tweets, texts, online reviews, calls and old-fashioned chats, **we are constantly aware of people's opinions about everything.** We know how a person we never met felt about the toaster they ordered on Amazon and we ourselves can "rate" just about any thing and any place. Because information is so readily available and frankly, so many people base their thoughts and feelings upon the opinions of total strangers, it has been a big focus in this practice to keep the "buzz" about us positive.

Every night, I get on and read the survey responses that we received day from our patients. We have made changes to our policies and procedures based upon great feedback from our customers. Although sometimes we tend to focus on what we need to fix, it is important from time to time to bask in the sunshine of the positive comments that tell the story for over 96% of our patients.

As you read the most recent comments from our September and October surveys, I hope you note how many times the outlook and attitude of our staff is mentioned. We help patients feel better every day and I hope that all of you feel good about your role in providing a good experience for our patients.

**Even though it is nice to hear great things about the work we do, it wouldn't mean anything if patients weren't getting the word out to others and helping our practice stay financially strong.** So even though I take all of the comments to heart, it would mean nothing if our patient numbers were dropping. But that is NOT the case. People are voting for us with their feet too. I want to share some numbers from our New Patient Volume report so that all of you can truly appreciate how well we are doing in an economy that is down for many practices in our area.

For the year of 2010, the average number of new patients we see in our Richmond office has been 603 per month. However in September, we saw **665** new patients. For Katy, average number of new patients per month this year, 739 but in September, we saw **880**. Sugar Land hit its average new patient number in September at **755**.

Although we have definitely found that patients are not as apt to keep follow up appointments when they are not hurting any more these days, our new patient numbers continue to grow.

To put this further into perspective, our average new patient number for our entire practice in 2009 was **1955** per month but this year we are averaging **2100** per month.

# Was there anything that we did very well?

- ☺ I appreciated the receptionist's assistance with the automated check-in service!
- ☺ Dr Shah was very personable
- ☺ Everything was great - runs like a well oiled machine!
- ☺ I liked the doctor.
- ☺ the test x-rays and MRI done at the same location
- ☺ Everything!
- ☺ Very organized process from the initial contact through leaving the appointment, very helpful and informative website, and every staff member was very polite and helpful.
- ☺ Getting an appointment quickly.
- ☺ Everything you did was well done. I especially liked the family feeling. So many smiles and persons were so friendly an eager to help in any way.
- ☺ everything was good
- ☺ We were very pleased with our visit overall.
- ☺ Everything was awesome! from the appt, to the drive up, fast, friendly, courteous. It has to be the most efficient clinic / doctors office I've been to. Keep it up! I've already Been telling my co-workers all about my positive experience.
- ☺ The wait time was fast
- ☺ Dr Davino, Chris, and Heather were great! Very friendly and my daughter Kaylee walked out with a smile. Very good with children.
- ☺ Fast, efficient, polite, professional
- ☺ Doc was very good. Easy to talk to and understood what I was saying. I find it rare that doctors actually listen...and he listens well!
- ☺ Able to schedule appointment for next day. Very short wait in the reception area. All staff great with kids.
- ☺ Use of technology
- ☺ Support staff was great.
- ☺ Helpfulness of staff upon registration with unfamiliar system
- ☺ Friendly front office, very polite
- ☺ All

- ☺ The staff from calling and making an appointment all the way to check out at the receptionist was wonderful. Lots of Smiles and laughter. Friendly environment.
- ☺ Love the check in process.
- ☺ The excellence of Dr. Kent is matched by the general presentation of the office and the courtesy of the staff.
- ☺ Plenty of smiles!
- ☺ Everyone at the facility were very professional and friendly. My wait time was reasonable.
- ☺ The front desk receptionist was extremely helpful and provided excellent customer service. I think her name was Leslie.
- ☺ I liked the fact that I was able to have everything done at once all in one place like my x-rays
- ☺ Everyone has been very pleasant and helpful.
- ☺ Saw me on short notice and made the process simple
- ☺ There was a mix up with my original appointment, But Rosie was able to fix the problem while I was there and got me in to see the doctor the same day.
- ☺ The doctor was very thorough in his explanation of my son's problem and even offered to set me up with a mentor who's gone through what we are about to go through. I was very impressed.
- ☺ Always friendly!
- ☺ FRIENDLINESS
- ☺ The front desk ladies are very helpful.
- ☺ All manners and aspects of the office were very professional and an enjoyable experience compared to other physician practices.
- ☺ Easy check in on the computer
- ☺ Wait time was minimal. Doctor had great bedside manner.
- ☺ Yes
- ☺ Everyone was very helpful
- ☺ Process flowed very seamlessly
- ☺ The time having to wait was minimal and how refreshing that was

- ☺ I felt like everyone that was involved in my appt. was very caring about my concerns and my feelings
- ☺ Everyone was very courteous
- ☺ The promptness and efficiency of running x-rays and MRIs was outstanding. Everyone was very friendly and professional.
- ☺ Everyone is so friendly and quick!
- ☺ The staff and the Dr. were all very nice!
- ☺ Made a real effort to see me immediately when I explained that the injury happened 2 weeks ago.
- ☺ I liked online check in but it was a little confusing.
- ☺ appointments on time
- ☺ I liked the electronic sign in.
- ☺ Check in was very user friendly & fast
- ☺ The computer folks were great
- ☺ Definitely making an appointment and when we enter, the way to confirm our information on the computer. Everybody was very courteous and friendly.
- ☺ We were there 45mins early before our appointment and they saw us and we were leaving at the time of our 4pm appt.
- ☺ I liked how you were walked from place to place in the office and not just pointed in a direction and told to go to the next place. Everyone was very friendly.
- ☺ Interaction with people was professional
- ☺ X-Ray techs were great. The Staff was very friendly.
- ☺ The friendliness of the front desk staff from receptionist to checkout was awesome.
- ☺ The receptionist and the ck out clerks were great.
- ☺ I was impressed by the explanation of charges and deductibles at the end of the visit.
- ☺ Everything/everyone was very friendly.
- ☺ Receptionist gets a 10+. Very helpful and friendly.
- ☺ Friendly atmosphere, doctor was knowledgeable and welcoming.
- ☺ Entrance to Exit was a breeze. Smooth and efficient.

- ☺ Everything
- ☺ everything was done well
- ☺ Liked filling out the forms on the computer in your lobby. The receptionists were very professional and friendly. The doctor was great.
- ☺ Check in for a new patient was "painless."
- ☺ Your offices are beautiful
- ☺ Fast!!!
- ☺ Receptionist very nice, Dr. Carlyle and Dr. Hartwell very professional and helpful.
- ☺ Arrange the appointment and the front office personnel were very helpful and friendly
- ☺ Everything was above beyond expectations; from the staff to the facility itself. Every time we visit your facility everything is better than the last time!
- ☺ We were very pleased. We especially liked Dr. Guzel.
- ☺ Like the new electronic check-in. Dr. Carlyle is very nice. All receptionists were very courteous.
- ☺ Assistance from the call until the end.
- ☺ Love the electronic sign-in procedure! No filling out pages of paperwork. Nice facility!
- ☺ My entire experience at RBJC was very pleasant. Very professional.
- ☺ Everyone I dealt with from scheduling to receptionists, nurses, x-ray, and doctor was all top notch...very helpful and friendly.
- ☺ The overall experience was great from beginning to end. Physician's office are not usually run this efficiently. Typically you have to wait for some length of time before you are seen. Not here! From the time I entered until the time I left, all of the staff, including the radiology technician, were extremely helpful and very efficient.
- ☺ Everybody was extremely courteous and friendly. Thank you!
- ☺ Everything and every time I come to the office everyone is warm and friendly. Even if I have to wait I don't mind.
- ☺ Time in waiting room was very short
- ☺ staff very helpful
- ☺ EVERYTHING
- ☺ kindness; gentleness. I have a broken arm & it's very painful. the guys who re-

wrapped it were sweet, patient and hardly noticed the gun in my hand. LOL!

- ☺ Not having to wait much at any point was so wonderful. I saw a nurse, had an x-ray, saw the doctor and was fitted for a boot, got checked out and still all within 30 minutes. THAT is a practice that values MY time as much as theirs. Thank you!
- ☺ check-in was very well
- ☺ very prompt
- ☺ Everyone was very friendly. I appreciated how staff made sure you knew where to go and what to do.
- ☺ The check out lady was so pleasant- wonderful person to have on your team at the end. She lights up the office with her smile and personality!!!
- ☺ I felt he really talked on my child's age level and used words he could understand.
- ☺ I was referred to you in the morning around 9:30 and I was able to get in at 1:45 that same day!
- ☺ Just being extremely efficient and thorough is so helpful!!!
- ☺ Everything!
- ☺ Everyone I came into contact with at the facility was very friendly.
- ☺ Very efficient
- ☺ The nurses, ladies at the front desk and on the phone were all SUPER nice!!!!
- ☺ Appreciated the doctor personally calling back with the blood test results.
- ☺ Dr. Ivey was great. Also, the X-ray techs.
- ☺ Having the forms electronically was good.
- ☺ Medical Assistants, and radiology staff were very good.
- ☺ I was truly impressed with the clinic from start to finish.
- ☺ Everything but the waiting was perfect.
- ☺ The nurse at the Richmond office was very accommodating and calmed my son down because he was very nervous, so I was pleased with the way he treated him
- ☺ The front desk was really good when I got there

We will always have things to improve here but I think that what are patients **are saying is that we are on the right track...**

Juliet

# RBJC SPOTLIGHT EMPLOYEE

## Mike Vara



Mike Vara is a great asset to the marketing team. He is very organized and detail oriented. Mike is respected in the high school sports world throughout Texas. He puts countless hours into his profession without complaints. He is also our comic relief in the marketing department... he keeps us laughing with his dry humor! Our bonus is that he answers to many names Mike, Mark, Steve, Viera, Zara.

*- Cheryl Howard-Bertrand*

**So anyway back to Mike** . . . he was born and raised in San Antonio, TX. He is a Texas boy through and through, having lived in San Marcos and Sugar Land and NEVER has lived outside of the United States. Mike has said that his greatest accomplishment has been working as a Head Athletic Trainer in public high schools for 28 years and surviving, a profession that he sort of fell into back in . . . **he would rather not say the year** . . . at Southwest Texas State University, when he was put in the Athletic Training course by mistake, but he stuck it out and has achieved some of the greatest accomplishments in the Athletic Training profession.

Mike has a wonderful wife, that keeps him in line, and a daughter, Rachel that he is hoping will finish her degree at UTSA real soon! When he has any spare time. . . which is rare in the Athletic Training profession . . . and when he is not working on his “honey-do” list. . . Mike enjoys reading, listening to music, working in the yard, and just watching TV.

During his summers Mike enjoys traveling with his family and has said that the most interesting places he has visited with his family has been New Mexico, Northern California, Oregon, and the Texas Hill Country. Mike has also been on many adventures while doing his Athletic Training, such as Costa Rica, last year with the junior US soccer team, and the stories he can tell about the time he was involved with the Olympic Torch Run.

Mike has been with RBJC for two years now and has said that his greatest RBC memory has been our doctors going to assist in Haiti and returning safely. Mike truly enjoys his time with RBJC.

# HAPPY Birthday

## September

Dr. Burnette, 1st  
Rolando Leos, 4th  
Cheryl Howard-Bertrand, 4th  
Leticia Chavez, 10th  
Jim Currie, 13th  
Rosie Martinez, 13th  
Angela Mickle, 14th  
Cynthia Adams, 15th

Dr. Cannon, 16th  
Krystal Garza, 17th  
Mayra Rocha, 18th  
Olga Martinez, 25th  
Chris Velasquez, 27th  
Lupe Sanchez, 30

1 year:  
Stephanie Munoz  
Connie Alva  
Amanda Rabius

2 years  
Chris Chenault  
Christy Garivey

3 years:  
Dennise Saavedra

7 years  
Leslie Stanford

# Anniversaries

4 years  
Margaret Broussard  
Loralie Molina

6 years:  
Carrie Altreche  
Kelli Kozik  
Oran Hartwell  
Clifton Fikes

5 years:  
Krystal Garza  
Nina Marsalis

# HAPPY BIRTHDAY

October

Angela Vielma, 3rd  
Kim Wright, 3rd  
Carla Harris, 4th  
Rosie Rodriguez, 7th  
Fany De Santiago, 8th  
Arlena Villarreal, 9th  
Lisa Estrada, 11th  
Lisa Flores, 11th  
Dr. Motamedi, 11th  
Juanita Gamino, 12th  
Bill McGrath, 14th

Dr. Hannah, 20th  
Shannon Tollerson, 23rd  
Chris Chenault, 25th  
Dawn Froman, 25th  
Susie Soirez, 25th  
Raylyn Bartley, 29th  
Margaret Broussard, 30th  
Cassie Marin, 30th  
Nina Marsalis, 30th  
Jasmine Melian, 30th  
Lizette, Morales, 30th

# Anniversaries

1 year:  
Mark Gryder  
Leslie Mitchum  
James Cerone

2 years  
Jennifer Cuellar

4 years  
Angela Vielma

# Employee Design A Hoodie Contest!!!



All employees are eligible to win (except marketing). You don't have to be the **BEST** graphic designer in the world either, just come up with the winning concept and the Marketing team will do the rest.

## Rules:

- 1) The design must be original artwork.
- 2) The design **MUST** include 2 or more of the following:
  - The RBJC Logo Man
  - [www.rbjc.com](http://www.rbjc.com)
  - The words: " RICHMOND BONE & JOINT CLINIC"
  - Phone #: 281-344-1715
  - Slogan: "Providing the highest quality of care and caring"
  - Slogan: " Keeping you off the sidelines and in the GAME!"
  - Come up with a new slogan
- 3) No more than 4 colors can be used.
- 4) No more than 2 EMPLOYEES can work on one design.
- 5) The Design can be no more than 2 locations on the Hoodie.(Front, Back, Sleeve, Hood)
- 6) **PRINT OUT THE DESIGN ON THE NEXT PAGE. DRAW/COLOR YOUR DESIGN. TURN IN BY FRIDAY OCTOBER, 15th, By 12:00 (Noon) to Cale Cosper.**

e-mial [ccosper@rbjc.com](mailto:ccosper@rbjc.com)

**Winning  
Design  
Wins a  
FREE  
Hoodie!**



# October is National Physical Therapy Month

*With October being National Physical therapy Month, I wanted to take a moment to thank our exceptional PT staff for their dedication and hard work. Our therapists are committed to providing our patients the highest quality care and a positive therapy experience. They each work very hard on personalizing their treatments to meet the needs of their individual patients. Because of their efforts, our patients are able to Move Forward with their lives and return to an optimal level of function.*

*Thank again for all that you do.*

***Mark Gugliotti, PT ATC***

*Director of InterAction Physical Therapy*

This year physical therapists and physical therapist assistants around the country are encouraging people of all ages to get up and "Move Forward." Our goal is to educate people of all ages and abilities about the importance of physical activity in preventing and combating obesity and its consequences.

Did you know that nearly 34% of adults and 17% of children and adolescents are obese? Children should get 1 hour or more of physical activity a day. Adults should do 2 hours and 30 minutes a week of moderate-intensity, or 1 hour and 15

minutes a week of vigorous-intensity aerobic physical activity. To learn more about how physical therapy and physical activity can benefit you, please visit [www.apta.org](http://www.apta.org) or [www.moveforwardpt.com](http://www.moveforwardpt.com).

Isn't it time to Move Forward and add physical activity into your daily routine?

If you have any questions about Physical Therapy, please do not hesitate to speak to one of our great Physical Therapists or Physical therapist Assistants.

**Mark Gugliotti, PT, ATC**

**Director of InterAction Physical Therapy**

# Holiday Happening

**SAVE THE DATE!**



**Saturday Dec. 11, 2010**

Sign In from  
6:00-7:00PM

Cruise Drawing:  
7:00- 8:00PM  
Pool Tournament:  
Starts 8:00 PM  
Dj/ Karaoke  
9:00-Midnight



Time:  
6:00pm-Midnight

**Where: Dave &  
Buster's II  
I-10 & Silber  
(in the Marq Center)**

# Marketing Madness

The marketing team is excited about the kick off of a new school year. The Sports Medicine Team is working with the athletic trainers at local high schools to get their players back in the game. We have our sports medicine doctors covering high school football games and our sports marketing team is there assisting them. They are in the trenches with “the boys of fall.”

Lisa and Cheryl attended the Katy Bash at which RBJC was the face painting sponsor. Many businesses joined together and had a great time with the people of Katy to have a great community event. All of the funds raised benefitted Child Advocates of Fort Bend County.



RBJC was a part of the Men’s Health Fair held at Memorial Hermann Sugar Land. Dr Rivers and Dr Shah were able to talk to many men (future patients) at this event. The theme was hot rod cars and rock music; our docs were checking the chassis! It was a fun, festive event that encouraged men to pay attention to their health. We heard a lot of great feedback from previous patients that love RBJC!





Nuvasive sponsored talks for Dr.'s Etminan and Wasserman in Sugar Land and Katy this month. The talks were attended by referring family practice doctors and chiropractors in the area and they listened to Dr. Etminan and Dr. Wasserman talk about the XLIF procedure. Along with the RBJC doctors' presentation, Nate "The Rock" Quarry, UFC Fighter discussed his back pain and how the XLIF procedure has gotten him back to fighting again. Both events were well attended and Dr.'s Etminan and Wasserman did a great job speaking!

Lisa, Dr. Ahmed and Dr. Etminan brought in lunch for Dr. Ambreen Sharaf in the professional building next to Memorial Hermann Hospital, Sugar Land. We were able to thank the office for the many referrals they are sending and talk to Dr. Sharaf about some of the referrals she had previously sent over. The lunch went very well and we look forward to seeing more of her patients in the future!

Richmond Bone & Joint Clinic also hosted a "Take Control of Your Back Pain" talk at the Fort Bend Chamber of Commerce. Dr. Burnette spoke on the "Non-Operative Options" and Dr. Etminan spoke on the "Operative Options" of ways to handle back problems. Their audience asked great questions during the event and some attendees were taking notes during the presentation!

At the end of the month Cheryl and Lisa will be out delivering Halloween Goodies to our top referring doctors. We are looking forward to getting out in the cooler weather!!

# October 2010

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

# November 2010

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