

# Office Manager Update

## *From the Lourdes Health System*

### **Pardon Our Dust** **New Programs, Services and** **Facilities to Improve Our Hospitals**

In a continuing effort to improve facilities and services, the Lourdes Health System has been busy installing new equipment and upgrading facilities at both hospitals.

Some of the projects are complete and serving patients, while others are scheduled for completion by year end or early 2009.

#### **LOURDES MEDICAL CENTER OF BURLINGTON COUNTY**

**Lobby and Patient Access** (admissions): The Lobby and admissions department have been renovated in soothing earth tones and comfortable furnishings. Patient Access now offers greater privacy, with its own offices and seating area.

**Nursing units:** Medical/surgical unit E-5 has been renovated, including a new nursing station, patient bathrooms and call system. The E-2 renovations are near completion creating the new Lourdes Center for Surgery, with all private rooms and a wireless telemetry system. Renovations also will be made to ICP, located on E-4, and the maternity unit.

**Radiology:** A digital radiography room has been installed in the emergency department. Physicians now can get digital images of their patients within the department, with results immediately available in PACS. The radiology department will open a new fluoroscopy room and install a new nuclear medicine camera by year end. In addition, Lourdes Medical Center of Burlington County will become the first hospital in southern New Jersey with digital mammography capability. In 2009, the hospital will introduce another new service, dual photon X-ray absorptiometry (DEXA) scans, for bone density screening.

#### **OUR LADY OF LOURDES MEDICAL CENTER**

**Patient Access** (admissions and pre-admissions testing): Located just off the Lobby, this area has nearly doubled in size, providing more comfort and privacy for patients and staff. Patients can now get pre-admissions lab work and EKGs in one place, improving patient flow and efficiency. Insurance verification and financial counseling also are located here.

**Radiology:** A new, more spacious interventional radiology suite with the latest technology capable of 3-D imaging and in-room display of previous studies during procedures is now operational. The new equipment can accommodate patients weighing up to 450 pounds.

**Physician Conference Center:** In the old School of Nursing, a classroom area has been transformed into a physician meeting facility with video and audio teleconferencing capabilities. The former auditorium has been refurbished, now with audio and projection capabilities. An elevator connects the two locations.

### **Online Outpatient** **Diagnostic Scheduling**

Physician offices can now make appointments for outpatient diagnostics and studies at Lourdes Health System facilities with just a few clicks from their computers. Through Lourdes' Internet-based Physicians Dashboard, office personnel can verify patient information in the health system's medical record, select an appointment and print out a patient "itinerary" featuring the procedure, date and time and preparation instructions.

This new tool will assist in the coordination of care between the physician and Lourdes.

The following services are available for online scheduling:

#### **At Our Lady of Lourdes Medical Center**

- Antenatal consultation
- Audiology
- ECP Lab
- EEG
- Heart Failure Center
- Heart Station
- Outpatient Cardiac Rehab
- Radiology
- Respiratory Therapy

#### **At Lourdes Medical Center of Burlington**

- EEG
- Heart Station
- PT/OT/Speech
- Radiology
- Respiratory Therapy
- Wound Care

The system also has a telephone reminder option. The reminder call can be made to the patient in either English or Spanish.

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**Medical Library:** The library has been renovated to allow for more natural light and computer terminals for physician access.

**Non-invasive Cardiology:** Work continues on the former emergency department and ASU, in the basement of the North Building which is being converted into exam rooms for the Heart Failure Center, enhanced external counterpulsation and cardiac diagnostics including stress testing, echocardiography and electrocardiography. The area is slated to open in February 2009.

**Cardiac Rehab:** By the end of the year, Cardiac Rehab, on the first floor of the North Building, will have a renovated gym with new equipment, a new office, patient locker room and private exam room.

**Mother/Baby:** This unit will move from the fourth floor of the Main Building up to the sixth. A nursery will be added to the sixth floor, while the fourth floor will be completely renovated, with new patient and labor and delivery rooms, a triage area, nursing station and locker room.

## Sort Your Patient Reports Better

Whether your patient is hospitalized for a surgical procedure or has an outpatient diagnostic test, your office receives reams of faxed reports. Lourdes can help physician offices filter and organize those results. Set up on any office PC, Physician Dropbox will sort results faxed by Lourdes by date, patient, result (preliminary, final) and doctor. In addition, the software can be set up to batch print. Laboratory and radiology results currently can be sent through Physician Dropbox. Transcribed reports (H&P, OP reports, consults and discharge summaries) will be added soon.

The system is free to Lourdes-affiliated physicians. For more information or support issues, call the physician support pager at 856-223-2245 or cell phone at 609-314-0812.



## Office Manager Seminar a Success

We want to thank all of you who attended our first office manager educational event in September. We had 30 attendees who learned valuable information about ways to improve office practices including billing, scheduling and technology. Based on positive feedback, we may be offering similar sessions in 2009. Watch for more details.

## Help a Needy Child This Holiday

The Lourdes Health System is partnering with the Moorestown Mall to sponsor a toy drive this holiday season. Toys collected will benefit those served by Lourdes' Osborn Family Health Center and Early Childhood Intervention Program.

Participation is easy—simply stop by the information desk at the mall and select an ornament from the holiday giving tree. Purchase the requested item and deliver the unwrapped gift to the Customer Service center by Wednesday, Dec. 24. Thank you in advance for your support.

## Meeting Patient's Cultural and Spiritual Needs

As a health system that serves a diverse population, ensuring that we provide care in ways that respect patients' cultural and religious differences is a top priority. To this end, the Lourdes Health System has been using CultureVision, an Internet program specially designed to help healthcare providers overcome uncertainties associated with cultural and religious differences.

Care providers using CultureVision can:

- access user-friendly information about a variety of ethnicities and religions;
- obtain guidance in understanding how and what patients believe will make them well, facilitating compliance, avoiding misunderstandings and improving outcomes;
- obtain a list of potential questions to ask that will yield better health outcomes, more satisfied patients and a healthcare system that recognizes that not all patients hold the same beliefs and practices about health care;
- receive information about the prevalence of diseases within certain populations;
- gain insight that will equip associates and physicians to have conversations with patients that respect the cultural aspects of their lives.

In addition to our own associates, physicians are also able to use this tool. To access CultureVision, visit the Lourdes intranet site through the Physician Dashboard and go to "WWW Links."

