

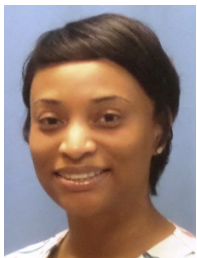
Employee of the Quarter

The Employee of the Quarter Program recognizes SouthCoast team members for outstanding accomplishments and/or contributions to SouthCoast and its mission statement. Eligible employees must display superior performance, innovative improvements, excel in his/her quality of work, and contribute to the SouthCoast core values. Nominations are submitted by the SouthCoast management team and then reviewed by the Executive Committee. The Executive Committee recognizes three employees from the following categories: clinical, administrative support, and clerical staff. Employee of the Quarter winners are eligible for Employee of the Year.



LaSarah Jones—Patient Representative

LaSarah is always pleasant and very attentive to our patients needs. She is always making sure patients are called back in a timely manner, and if not, she will follow up with the nurse or manager. She is always looking for ways to improve Peds Centralized Scheduling and is always willing to help with Wellcare and Immunization reports. LaSarah is very detailed, she is a team player, punctual and will stay as long as needed.



Dyshan Brown—A/R Systems Coordinator

Dyshan is very dedicated/conscious of her quality. Dyshan is diligent in making sure her deadlines are met everyday. She enjoys new challenges and takes them on with a positive outlook. Dyshan works with the front and back office staff, she is the glue that helps keep the system changes moving smoothly.



Olympia Davis—Medical Assistant

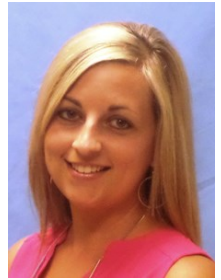
Olympia is well organized and is able to multitask, she is fast paced, yet efficient. All providers are able to work with her whenever she has to fill in for other staff members. She takes pride in her work, she plans ahead by making sure the patient's charts are ready for the next day and her rooms are stocked with supplies. Olympia works diligently with patients in order to get approval for medications. Patients have complimented her dedication and timeliness on many occasions.

IN THIS ISSUE:

- Employee Spotlight
- Lab Week
- Admin Professional Day
- HR Corner
- Customer Service Tips
- Birthdays & Anniversaries
- SCH In The Know

SCH Employee Spotlight...

Welcome Back! SCH would like to extend a warm welcome to Tracy Cobb, NP for our Chatham Center location! Tracy previously worked at the Chatham Center location in 2015, and has graciously returned to her SCH family.



Tracy Cobb, NP

Tracy Cobb is an alumni of Georgia Southern University in Statesboro, Georgia, where she obtained a Bachelor of Science in Nursing in 2005. She graduated in June 2015 with a Master of Science in Nursing (Family Nurse Practitioner) from South University in Savannah, Georgia. She is a member of the Sigma Theta Tau Honor Society of Nursing. She is ANCC board certified. Tracy was born in Savannah, Georgia and grew up in Effingham County. She is married with two children and enjoys traveling with her family.

Lennette	Griner	Director
Leah	Delcampo	Lab Supervisor
Katrina	Adkins	Lab Assistant
Brittni	Barrett	Lab Assistant
Elke	Bogdan	Lab Assistant
Kelly	Brickey	Lab Assistant
Rodean	Brown	Lab Assistant
Jessica	Dunham	Lab Assistant
Kenya	Gloyd	Lab Assistant
Phyllis	Greene	Lab Assistant
Chris	Kimble-Hall	Lab Assistant
Lacie	Lanier	Lab Assistant
Kimberlee	London	Lab Assistant



**Laboratory Professionals
GET RESULTS**

Medical Laboratory Professionals Week
APRIL 23-29, 2017 • #LABWEEK

**Not All Heroes
Wear Capes,
Some Wear
Lab Coats.**

Honor Your Ability and
Dedication to Saving Lives.



Quinlin	Moore	Lab Assistant
Shaniqua	Moore	Lab Assistant
Jordan	Murphy	Lab Assistant
Donna	Nix-Apodaca	Lab Assistant
Rarsharlina	Shamah	Lab Assistant
Ayeshia	Simmons	Lab Assistant
Evonne	Smith	Lab Assistant
Tanya	Smith	Lab Assistant
Dawn	Calaway	Medical Lab Technician
Kathrin	Kimmons	Medical Lab Technician
Kimberly	Malm	Medical Technologist
Cara	Martin	Medical Technologist
Scott	Snyder	Medical Technologist



WEDNESDAY 26 APRIL 2017

Looking to move up without moving out???

... check out some of the job openings available right here at SCH!

- Practice Manager
- Unit Secretary/MA
- Referrals Specialist
- Patient Representative-Pooler/RH 89
- Registered Dietitian
- HR Coordinator
- PRN MA & LPN-PRN Pool/RH 89
- LPN-310 Peds/Imaging/Bldg. 1/OB
- Wellness Nurse
- MA-Rincon/310 Peds/Bldg. 1
- Medical Lab Technician

SCH Customer Service Tips...

Providing your patients with customer service with a S.M.I.L.E. (SouthCoast Health Making an Impact on the Lives of Every patient), is not a pile of complicated systems, policies, and over-management techniques. It is keeping it simple, and allowing yourself to better and more authentically serve your patients.

1. Start seeing patients as customers. Taking care of patients is what healthcare is all about. It may be hard for some people to think of patients as customers, but they definitely are. Their choices bring thousands and even millions of dollars into the organization. Although you may have Dr. Brightstar on staff, patients still want to be treated well by other staff members.

2. Don't contradict, argue or match wits. Telling patients they are wrong about anything is just plain rude. Even when they have incorrect information, they still should be accorded respect. If you disagree with them, politely explain why their point of view isn't necessarily correct. Your goal should be to explain and communicate, and then to continue to explain and communicate. Help patients understand what is going on as treatment is being given. Patients should feel they are just important, in the scheme of things, as you are.

3. Tell patients you appreciate their business. Everybody likes to be thanked when purchasing an item in a retail store, but in all too many healthcare venues, saying "thank you" is seen as inappropriate. It's a great way to receive your customers' repeat business.

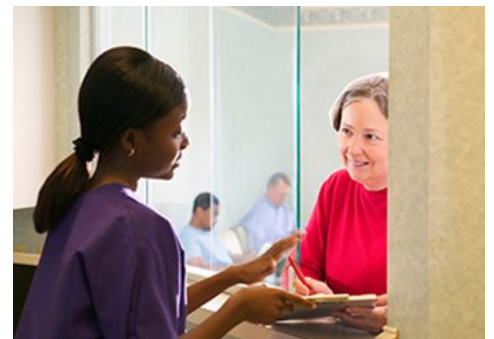
4. Use plain terms and simple explanations. Always make sure your explanations are not clouded with excessive and complicated verbiage. Be brief and to the point. True professionals go out of their way to explain things in simple, declarative sentences.

5. Good manners will get you everywhere. Good manners are part and parcel of confidence and competence. Don't hide the truth even if it creates problems for you. Treat patients the way you'd want to be treated. Saying the appropriate words can show respect. Establishing eye contact is also part of good manners. Go way out of your way to show respect to others!

6. Keep seeing healthcare as a calling. Too many professionals begin to see healthcare as a job rather than a calling. There's a big difference between the two. When healthcare becomes a job, mistakes are not far behind. Today there are so many complicated variables in healthcare that it is easy to get off track. Remember who you are and what your core business is. It might help to recall what brought you into the healthcare field. Was it to take care of people or was it to make a lot of money?

7. Keep your promises. Many promises made to patients are never kept. Things like, "You'll get the best care here" and "We treat each individual who comes to us with dignity and respect" and also, "You'll be just fine in a week or so." The difference between empty talk and promises is that promises must be kept. And if it turns out you overpromised, own up to it. Being honest will pay off later. Any quality business must keep its promises.

8. Attitude. Attitude is everything. Everyone who comes in contact with a patient must have a winning attitude and show it, even over the phone. Each patient should feel that you are thankful they chose you and your business. Thankfulness or gratitude is being glad they are there and confident they will continue to choose your practice. Gratitude is tangible and transformational.



Excellence in customer service will help your retention and referral rates. (It will also improve staff morale and staff retention)



April 2017



ANNIVERSARIES

1 Year

Kore Akindele
 Marla Miller
 Tiffani Cook
 Rarsharlina Shamah
 Talana Marable
 Jayme Collins
 Adi Berry
 Dr. Caroline Freeman
 Brittany Kaylor
 Dawn Mace
 Rachel Schwartz
 Reshien Causey

2 Year

Michelle Williams
 Jessica Gibbs
 Tahpenes Bradley
 Jennifer Price
 Paige Youmans
 Tonya Spikes
 Cody Deese
 Chiquita Kelley

3 Years

Dr. Wasil Khan
 Amanda Hardee
 Lakia Roseman
 ShaRhonda Mathis
 Tori Dickerson

4 Years

Letha Brown
 Tyesha Hamilton
 Cynthia Saunders
 Hannah Russell
 Anslee Davis

5 Years

Keith Aaron

6 Years

Brittany Horton
 Christine Swords

7 Years

Rodean Brown

8 Years

Michael Wilson
 Leah Stanley

9 Years

Kena Richardson
 Rose Smith

10 Years

Latarsha Jefferson

12 Years

Dr. David Mozer

13 Years

Reina Mike

14 Years

Kimberly McFarlin
 Darlene Jasper

15 Years

Glynis Thompson
 Phyllis Greene

17 Years

Shari Dyal

18 Years

Linda Warner

19 Years

Carla Johnson

20 Years

Gary Davis

BIRTHDAYS

1 April	Miller	14 Rolanda	Smith
1 Rebecca	Wells	15 Bonnie	Fargason
1 Rachael	Crawford	16 Hannah	Russell
2 Kimberly	King	16 Tori	Hennig
3 Amy	Mascunana	18 Kimberly	Velasquez
3 Yen-Vi	Khuu	19 Takara	Lewis
5 Quanya	Walthour	19 Dolores	Omspacker
6 Diana	Garcia	21 Hollye	McAdams
7 Talana	Marable	22 Mary	Cook
9 Tiffany	McGowan	22 Renata	Yeager
9 Colleen	Brown	22 Dr. Edward	Hoffman
9 Shannon	Gardner	23 Monica	Oglesby
10 Katina	Phillips	24 Michelle	Henderson
10 Antonece	Singleton	25 Anne	Fregeau
10 Leah	Delcampo	25 Amy	Thomas
11 Dr. Jules	Victor, III	25 Shanice	Crawford
11 Ecclesia	Djalleta	27 Dionne	Wilds
13 Dr. Joe	Griffin	27 Mary	Dunn
13 Dr. Adam	Novack	28 Tracey	Will
14 Tonya	Spikes	30 Wendy	Floyd
14 Jennifer	Deen		
14 Ashley	McBride		



SCH In The Know...

Bearly Sick is a childcare program for mildly ill children, open to SCH employees, children of our business partners and other working parents. At Bearly Sick, your child receives special attention for minor illnesses such as a cold or the flu.

The program was designed for children ages 3 months to 14 years old who are too sick to go to school or daycare. While meals and snacks are included in the fee, diapers, formula, medications, bottles and other personal items must be brought from home. Immunization records are required to be up to date and on file, so please bring a copy with you.

Registration is required by calling Bearly Sick at (912) 819-7382, during business hours, or after-hours by calling the pediatric nurses' station at (912) 819-6215. A nominal fee may apply.

Hours of Operation

Monday through Friday, 6:30 a.m. to 6:30 p.m. (except on holidays)

