



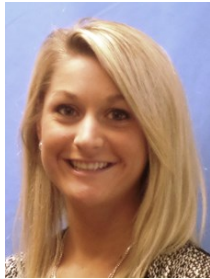
# the connectionpoint

FOR THE PHYSICIANS & STAFF OF SOUTHCOAST HEALTH SEPTEMBER 2017

## SouthCoast Health Welcomes Our August New Hires



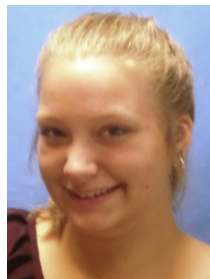
**Madison Shanks**  
Scheduler,  
Administration



**Katelyn Vitzthum**  
Nuclear Med. Tech,  
Imaging, Savannah



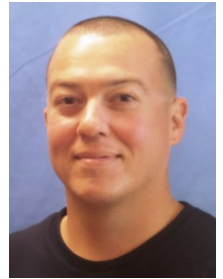
**Raven Anderson**  
Patient Representative,  
Allergy



**Mikayla Davis**  
Patient Representative,  
Richmond Hill Peds



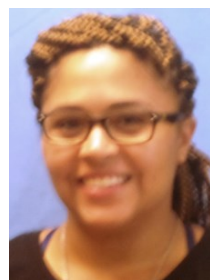
**Whitney Croft**  
Medical Assistant,  
Richmond Hill Peds



**Alex Ramos-Caraballo**  
Radiology Tech,  
Imaging Hilton Head



**Joyce Cureton**  
Health Informatics  
Trainer,  
Administration



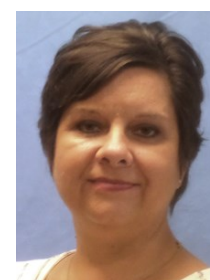
**Ashira Porter**  
Medical Tech  
Lab



**Adrienne Redmond**  
Patient Representative  
PRN Pool



**Brittany Wooten**  
Patient Representative  
Hinesville



**Shelley Deer**  
Sr. Lab Assistant  
Lab



**Frances Heffinger**  
Medical Assistant  
Richmond Hill Peds



**Lindsey Phillips**  
Patient Representative,  
Eisenhower Campus,  
Building 1



**Bernadette Smith**  
Medical Assistant,  
Eisenhower Campus,  
Building 1

### Summer Lecture Series

Thursday, August 31st, 6:30pm  
**HEADACHES, DIAGNOSIS & TREATMENT**

Thursday, September 28th, 6:30pm  
**UPDATE ON FIBROMYALGIA**

Lectures held at SouthCoast Health,  
1326 Eisenhower Drive, Building 1, Savannah



*Victor Rosenfeld, MD*

#### IN THIS ISSUE:

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- SCH In The Know
- SCH Employee Spotlight
- HR Corner
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**No more dash (-)**  
**Our website address is now**  
**WWW. SOUTHCOASTHEALTH.COM**

Please update all forms and materials that currently have  
SouthCoast-Health.com on them.

## SOUTHCOAST HEALTH WELCOMES A NEW MEMBER TO OUR HINESVILLE/TOMUS LOCATION

SCH would like to welcome Ksena McCoy, board certified family Nurse Practitioner for Dr. Tomus office in Hinesville! Ksena comes to SCH with over nine years of bedside nursing experience, which includes Critical Care, Family Practice, Gastroenterology and Surgical Recovery. Ksena is originally from Baxley, GA, but grew up all over the East Coast. She attended Armstrong State University for her Bachelor's and Master of Science in Nursing. Before becoming an NP, Ksena spent some years as a Traveling RN Nurse.

Ksena and her husband of eight years, have two sons. She loves traveling, good food and spending time with her boys.



### *SCH In The Know...*

SouthCoast Health wants to enhance our employees ability to save for retirement. As a result, SouthCoast will auto enroll all eligible employees into the 401K retirement plan on 1/1/2018. Eligible employee definition: 21 years of age, employed for 12 months and worked a minimum of 1,000 hours in the past year. We will defer 3% of your salary on a pre-tax basis into an account for you at Voya. The default mutual fund we use is the T Rowe Target Date fund that is based upon your approximate retirement year at the age of 65. If you are not currently in the plan or have stopped contributions, Voya will mail you documents regarding the auto enrollment in late November. At this point, you may opt to stay at the 3%, increase or lower the deferral amount or opt out completely. In January 2015 we started auto enrollment for all newly eligible employees and have found it to be a great success.

In order to continue to help our employees to save for retirement, SouthCoast will use the auto-escalation feature of the plan and increase deferrals each July 1<sup>st</sup> starting in 2018 by 1% up to a maximum of 7%. Again, you will have the option to keep at your current deferment, lower it or increase it. Human Resources can provide you with paperwork to make the change. Any one currently contributing below 7% to their retirement plan, will automatically be auto escalated in increments of 1%. Anyone contributing above 7% will not be affected.

Please remember, you may always change your deferral amount to increase it, lower it or cease contributing to the plan.

### *SCH Employee Spotlight...*



Thanks for your excellent care that you provide to SCH patients Caleb Davis! Ms. Foley recently received physical therapy treatments and wanted to commend Caleb on his great customer service skills. She stated that Caleb is always friendly, upbeat and willing to be helpful whenever he is needed.

**Way To Go Caleb!**



## HR CORNER

### Looking to move up without moving out???

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

- Sr. Manager of Health Information
- Office Manager
- Network Support Specialist I
- PRN Patient Representative
- PRN MA/LPN-All Locations
- Clinical Coordinator
- LPN-Main Campus
- Medical Assistant - Pooler
- Chronic Care Coordinator, Supervisor
- PTE Radiology Tech
- Nurse Practitioner

## *SCH Health Tips...*

Eating a meal prepared on the grill is one of summer's greatest pleasures, especially with Labor Day coming up. The next time you fire up the grill, the American Heart Association offers tips for making your cookout a little healthier, including:

### **Pick the perfect protein.**

Fish, skinless chicken breast and lean ground poultry are all healthier choices. The good fats in fish like salmon and trout actually have health benefits. And when you grill with skill, your guests won't even miss the red meat, which usually has more saturated fat. Wrap marinated fish fillets in foil, construct colorful chicken kebabs, or make more savory turkey burgers by mixing minced portabella mushrooms and onions into the patties. If you do choose meat or pork, get "loin" or "round" cuts and "choice" or "select" grades of beef instead of "prime."



### **Right size your portions.**

A healthy portion of any type of meat is about 3 ounces, or the size of a deck of cards, and definitely no more than 6 ounces. If that sounds small, just remember all the delicious grilled veggies and side dishes that will be keeping it company on your plate!

### **Give it a soak or rub.**

Marinating or rubbing spices on poultry, fish and meat can add amazing flavor with the bonus of being able to use less salt. All you need is about ½ cup of marinade or 1 tablespoon of spice rub for each pound of food. Try this simple marinade recipe and find others in our recipe center. Make a simple rub of your favorite spice (such as allspice, chili powder, cinnamon, cumin, garlic powder, paprika or rosemary) and black pepper. Safety tip: never reuse marinade or rub after raw meat has touched it.

### **Choose healthier sides.**

Swap the traditional store-bought barbecue fare like baked beans, coleslaw, macaroni salad and potato salad – which can have a lot of saturated fat, sodium and added sugars – for healthier homemade versions. Or change it up and do a colorful bean salad, fruit salad or leafy green salad.

### **Make your buns whole grain.**

Whole-grain buns and breads will complement your healthy feast with extra fiber, flavor and texture. If you're watching your calories and carbs, try an open-faced burger or lettuce wrap.

### **Grill fruits for dessert.**

The natural sugars caramelize in the high heat, giving them extra sweetness and flavor. Try sliced apple, pear or pineapple or halved bananas, figs, nectarines, peaches or plums.

## **CUSTOMER SERVICE 101**

Customer service is a major part in the success of SouthCoast Health! Here at SCH, our Customer Service is Patient Focused, it starts with a smile and finishes with sharing our expertise. Listed below are a few Customer Service Basics:

- Smile
- Acknowledgement/Eye Contact
- Introduction
- Listening
- Empathy
- Body Language
- Demeanor/Delivery
- Informing Patient of Wait Time
- New Patients Tour of Office

*I was able to get an appointment right away. My waiting time at the office was insignificant.*

*Good office, good location,  
good people there...  
Way to Go Pooler*

*Everyone is very professional!*

*I've had the most pleasant experience with this clinic. The staff was very friendly and informative.*

**"The basics are the basis of customer service".**



# September 2017



## ANNIVERSARIES

### 1 Years

Linda LaForce  
Jasmine Johnson  
Tracy Griffin  
Jessica Dunham  
Sandra Jones  
Ashley McBride  
Amanda Wester

### 2 Years

Dr. Margaret McCormack  
Dr. Christa Jillard  
Marisa Greenlee  
Jessica Forkey

### 3 Year

Lauren Givens  
Caleb Davis  
Jessica Brady  
Beth D'Ottavio  
Christina Deloach

### 4 Years

Theresa Curry

### 5 Years

Tyra Lynn  
Peron Scott

### 6 Years

Dr. Adam Novack  
Erica Roberts

### 7 Years

Jennifer Bouck

### 8 Years

Wendy Floyd

### 9 Years

Diana Garcia  
Cara Martin  
Mary Buck

### 11 Years

Dr. Andrew Wade  
Janet Speicher

### 13 Years

Dr. Micah Riegner  
Dr. Nelson Elam  
Carmen Sumlin

### 14 Years

Dr. Bhavesh Patel  
Sharon Gibbons  
Christine Johnson

### 15 Years

Delphine Kelly  
Naomi Roberts  
Chris Curry  
Pam Barker

### 20 Years

Dr. Julio Cortes  
Dr. Joe Griffin  
Dr. Hiem Thong  
Tonjia Patterson  
Tammie Walz

## BIRTHDAYS

1 Brittany	Saunders	16 Kimberly	Zorbo
2 Sharon	Wiley	17 Tyra	Lynn
2 Jasmine	Hazel	18 Phyllis	Greene
4 Dr. Nizar	Eskandar	18 Cheryl	Carey
4 Jeannette	Pickell	18 Jeanne	Kindred
4 Keishawna	Mikell	18 Reshien	Causey
5 Vera	Green	19 Tori	Dickerson
6 Dawn	Calaway	20 Jonell	Holmes
6 Toni	Hadden	20 Michelle	Williams
6 Michael	Russells	21 Tonjia	Patterson
7 Scott	Snyder	21 Dr. Wasil	Khan
7 Marie	LeBlanc	21 Holly	Keller
7 Jameka	Kirkland	21 Toni	Harris
7 Rose	Rivera	22 Dr. Troy	Murphy
10 Ariele	Albritton	22 Sherry	Harrelson
11 Diane	Davis	22 Amanda	Stafford
11 Jovoanda	Reed	22 Angel	Thomas
12 Kristy	Bowlin	22 Patricia	Hunt
12 LaSarah	Jones	23 Dr. Edward	Sammons
13 Therese	Sheehan	23 Gretchen	Eichenlaub
13 Courtney	Goodgame	26 Caleb	Davis
14 Dr. Harresh	Dulamal	29 Marina	Spelas
14 Judy	Ochsner	30 Jasmine	Johnson
14 Adi	Berry	30 Maegan	Broussard
16 Tammy	Morris	30 Carla	Parker

**SAVE THE DATE**

SCH 2017 Annual Holiday Party will be held at the Savannah Trade & Convention Center this year, December 9th at 7:00 pm! New DJ...New Fun!!! Please be on the look out for the link to RSVP.

### *SCH Reminders...*

SCH Staff Members...if you have dependents on your SCH medical insurance that **DO NOT** live in the Savannah area, please inform Christina Burgdorf. She can be reached via email at [cburgdorf@southcoastmedical.com](mailto:cburgdorf@southcoastmedical.com).

When logging on to Employee Self-Service, please remember to include dashes in your SSN (123-45-5678) and slashes in your birthdate (12/31/2099), when resetting your password.

