

From the Administrator's Desk.....Joseph Mathews

Dear Staff,

I want to thank you for your dedicated service to Advanced Orthopaedics and Sports Medicine and its patients. In a survey conducted earlier this year we found that your exemplary customer service resulted in 83.4% of patients saying that they had an outstanding experience at our practice. You offered your best - that is as it should be. We are extremely grateful and privileged to have employees of your caliber working here. Our work ethic and achievements at AOSM are solid - they are the collective results of each and every one here, regardless of your role in the practice. Did you know that 28% of our patients come from word or mouth from our existing patients. This means that each one of you can continue to serve as ambassadors of Advanced Orthopaedics and Sports Medicine and help us grow. I leave you with ten rules of patient customer service that I received from a friend and let us finish 2011 strong.

Joseph Mathews, Practice Administrator

10 Rules of Patient Service

1. A patient is the most important person in any practice.
2. A patient is not dependent upon us . . . we depend upon him/her.
3. A patient is not an interruption of our work . . . he /she is the purpose of it.
4. A patient does us a favor when he /she calls . . . we are not doing him/her a favor by serving him/her.
5. A patient is a part of our business . . . not an outsider.
6. A patient is not a cold statistic . . . he/she is a flesh and blood human being with feelings and emotions like our own.
7. A patient is not someone with whom to argue or match wits.
8. A patient is one who brings us his/her wants . . . it is our job to fill those wants.
9. A patient is deserving of the most courteous and attentive treatments we can give him/her.
10. A patient is the life blood of this Practice.

New Employee Spotlight



JACQUELYN THOMPSON - PA to Dr. Mohr

Graduate of Nova Southeastern University with Masters of medical science and bachelors degree. I worked as a neurosurgery P.A. at a UCSF affiliate level 1 trauma center in California prior to relocating to Houston, Texas in 2010. My passion is to work in spine surgery specialty.



GINA BERRETTONI - PTA

I grew up in Northern California. I attended Bay State College in Boston, MA where I graduated with Honors in May of 2011 with my Associate of Science in Physical Therapy.



NOVA BELL - X-ray Tech

I'm a proud mother of a first year college student and two junior high students. I enjoy spending my free time with family and friends. After several years of working in different fields, I'm finally doing something I enjoy, taking x-rays.

VANESSA MURILLO PT/DME Verifications

I am currently a full time student at the University of Houston-Downtown working on getting my Bachelors in Business Administration. I am bilingual and enjoy helping others.

Birthday Corner

October

Marisol Monasterio
Lyn Scheffer
Israel Rodriguez

November

Dr. R. Alexander Mohr
Erin Pirtle
Michael Youngblood
Joann Carrizales
Kati Schmitz
Connie Campos
Anne Cadet
Sheryl Nelson
James Kennard
Charlene Dean

Introducing....
NEW BABY ARRIVALS!!



*Jada
 Larie
 Kennard*

Born on 8/24/11 at 6 lbs 6 oz
 Proud dad is James Kennard—DME

*Dominik
 Jayden
 Gonzalez*



Born on 9/10/11 at 7lbs 10 oz and 19.5 inches
 Proud mom is Katika Gonzalez –Clinician



*Jackson
 "Jax"
 Anthony
 McGinnis*

Born on 4/29/11 at 7lbs 11oz and 19.5 inches
 Proud mom is Sarah McGinnis—Verifications

*Sophia
 Chavez*



Born on 6/14/11 at 7lbs 12oz and 19 inches
 Proud mom is Yadira Chavez –Front Office



*Davion
 Davies*

Born on 8/4/11 weighing 3lbs 4oz
 Proud mom is Sandra Davies—Appts

HR UPDATES—Notice of Privacy Practices

NPP Reminders

Q: Patients receive a Notice of Privacy Practices (NPP) at their initial visit that includes information explaining their privacy rights. This includes the patients' right to opt out of the facility directory. Should the covered entity remind patients of their rights during subsequent visits?

A: Direct care providers are only required to notify patients of their rights as outlined in the provider's NPP at the time of their initial appointment. The provider is not required to remind patients of their rights, including the right to opt out of the facility directory, during subsequent visits.

The provider is required to notify the patient if there has been any material change in their NPP and offer one to the patient, but the patient does not have to sign a new acknowledgement of receipt of the new NPP.

Anniversary Listing

SEPTEMBER

Julie Coulter
 Dr. Jacel Brooks
 Megan Urban
 Dr. Drew Fehsenfeld

Morgan Denson
 Erica Hayne
 Elia Garza



OCTOBER

Timothy Moore

How Can YOU Help?

Visit the following websites for more information on how we can help firefighters and those in need after the Texas Wildfires.

Montgomery County United Way
<http://www.mcuw.org>

American Red Cross
<http://www.houstonredcross.org>

Salvation Army
<http://www.salvationarmytexas.org>

HelpOurCounty.org
<http://www.HelpOurCounty.org>



DID YOU KNOW??

- **Our eyes are always the same size from birth, but our nose and ears never stop growing.
- **Babies are born without kneecaps. They don't appear until the child reaches 2 to 6 years of age.
- **If you are an average American, in your whole life, you will spend an average of 6 months waiting at red lights.
- **A square inch of skin consists of three yards of blood vessel.
- **The total weight of skin in an average human adult is 61 pounds.
- **A sneeze generates a wind of 166 km/hr (100 mi/hr), and a cough moves out at 100 km/hr (60 mi/hr).
- **Our lungs inhale over two million liters of air every day, without even thinking. They are large enough to cover a tennis court.
- **A person can expect to breathe in about 40 pounds of dust over his/her lifetime.