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Progress Notes

FAMILY MEDICINE EAST

I am very pleased to let you know that after a lot of hard work, ECU Physicians has opened a clinic on the east campus of ECU that is intended specifically to provide healthcare to the employees and dependents of ECU. On Monday, August 16th, Dr. Susan Keen began providing care in two exam rooms in the Student Health Services building four mornings a week in the Family Medicine East clinic; on Friday mornings, Ms. Terri Icard, PA-C, will be providing the coverage. This is starting out as an extension of our existing Rapid Access clinic, but will likely expand over time to also include continuity care.

ECU Physicians has long sought a location on the east campus to provide convenient care to the thousands of ECU employees who work there. The recent increasing collaboration between ECU Physicians and Student Health Services facilitated the creation of this clinic. Employees or their dependents can call the phone number for Rapid Access, which is our service for providing same-day or next-day appointments for episodic care for employees and dependents. The Department of Family Medicine currently provides all the clinical care in this program and can now offer the patient the convenience of seeing a clinician on the east campus (at Family Medicine East) or the health sciences campus (at the Family Medicine Center).

We are grateful to Jolene Jernigan, RN, FNP, Director of Student Health Services for her cooperation in creating this new service. At ECU Physicians, the credit goes to Martha Dartt, RN, FNP, Director of Nursing Services, and Carolyn Erwin, ECU Physicians Administrator, for sweating out the innumerable details involved with creating a new clinic site. In the Department of Family Medicine, Janice Paris, Clinical Academic Department Administrator, Lynn Parham, Manager of the Family Medicine Center, and Marie Lewis, Supervisor of Patient Access Services for Family Medicine, handled a host of important issues.

ECU Physicians feels providing care to our fellow ECU employees and their family members is an important part of our work. Indeed, when employees seek us out to provide for their family, we feel this is a vital indicator of the quality of work that each of you does every day. We anticipate this will lead to more employees and dependents receiving their primary care and specialty care from you in our clinics.

*Nicholas Benson, MD, MBA
Medical Director, ECU Physicians
Vice Dean*

ECU Physicians Services Now Available on Main Campus



Dr. Susan Keen

East Carolina University main campus faculty and staff as well as their families can now receive fast medical care within walking distance.

The new practice site for ECU Physicians' Rapid Access service, led by Dr. Susan Keen, a clinical assistant professor of family medicine at the Brody School of Medicine, began seeing patients Aug. 16 at the Student Health Services center beside Joyner East. ECU employees may make same-day appointments for themselves or dependents by calling 744-0555, online at <http://www.ecu.edu/cs-dhs/ecuphysicians/appointments.cfm> or by just walking in.

"We're open to suggestions about how to provide exceptional service," Keen said. "We're open to molding the practice to whatever the needs are."

Rapid Access is the same-day appointment system available at practices on the health sciences campus, ECU's Firetower Medical Office and other sites. These are open to employees on all ECU campuses, but they must get to one of the practice sites. The new site is right on main campus.

Known as Family Medicine East, it's open 8:30 a.m.-12:30 p.m. Monday-Friday. Keen will be there most days; at other times, Terry Icard, a physician assistant, will see patients. The practice has two exam rooms, complete with purple and gold tiles. Pharmacy, laboratory and radiology services are also available. Keen will spend her afternoons seeing patients at the ECU Family Medicine Center on the health sciences campus. Main campus employees can see her there at those times.

Medical students and residents won't be involved in patient care at the practice.

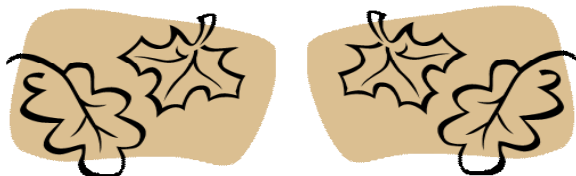
Keen is a Wisconsin native but grew up in Rocky Mount. She received her biology degree from ECU in 1997 then taught high school science in Bear Grass before enrolling in the Brody School of Medicine. She finished medical school in 2003, completed a family medicine residency at ECU in 2006 and has been working in the emergency department at Nash General Hospital and the ECU Family Medicine Center.

She thinks her familiarity with ECU and experience in urgent care settings make her a good fit for the new practice. Keen hopes having services available on main campus will help employees choose ECU Physicians as their "medical home," a practice that covers all of a person's health care needs, hospital visits and follow-up care.

Follow-up care for chronic conditions and preventive services not available at the clinic may be coordinated with the Firetower Medical Office or the ECU Family Medicine Center depending on patient choice. Keen and her staff can assist with that. In addition, the staff will assist with specialty referrals to Brody School of Medicine clinics.

"Because we don't have any hard and fast rules about this clinic, it's more exciting to imagine the possibilities," she said. "There's just something exciting about the fall, the start of the new school year. It's just a great time to start the new clinic."

*Contributed by Doug Boyd
ECU Health Sciences New Services*



ECU PHYSICIANS

Smart medicine



To better serve our ECU family, ECU Physicians Rapid Access service now offers locations on both East and West campuses.

Rapid Access

744-0555

Monday-Friday, 8 a.m.-5:00 p.m.

Locations:

Family Medicine Center, 600 Moye Boulevard
Student Health Services, 1000 East Fifth Street

What is Rapid Access? Rapid Access is a health care service that offers all East Carolina University employees and their immediate families same-day doctor's appointments for urgent general-care needs.

How do I know if I need this service? Do you have a nagging cough, a fever or the flu? Do you have a bee sting or trouble sleeping? These and a host of other symptoms can fall under the "urgent-need" category. Essentially, if you feel the need to see a doctor immediately because of a general health concern, Rapid Access is for you.

Do I need to be an ECU Physicians patient to use Rapid Access? No. Rapid Access is available to all ECU employees and their immediate family members, regardless of whether they are established ECU Physicians patients. Of course, we hope that once you experience the expert care of ECU Physicians during your visit, you will consider becoming a patient at our practice.

Where will I be seen for my appointment? For your convenience, Rapid Access now has locations on both East and West campuses. On the West Campus patients are seen at the Family Medicine Center, and appointments are available from 8 a.m.-4 p.m. On the East Campus patients are seen at Family Medicine East at the Student Health Services and appointments are available from 8:30 a.m.-12:30 p.m. At the Student Health Services location walk-ins are welcome during operating hours. If you are on East Campus and need to see a physician after 12:30 p.m. we will be able to see you at the Family Medicine Center.

Can I really be seen the same day I call for an appointment? Yes. The purpose of Rapid Access is to provide you—as a member of the ECU community—the benefit of seeing a physician the same day you call during normal business hours should an urgent need arise. Please note, however, that there may be times when you will need to be seen the following morning depending on how late in the business day you call.

How will I know where to go for my appointment? We want you to have a comfortable experience with ECU Physicians through its Rapid Access service, right down to knowing where to park. After making your appointment, you will be given detailed parking directions. If you need more help, our staff is just a phone call away at 744-0555.

How do I make an appointment? Call Rapid Access at 744-0555 between 8 a.m. and 5 p.m. weekdays.

Sleep Center Expands to Serve More Children and Adults



Dr. Ronald Perkin

East Carolina University's Sleep Disorders Center has expanded to help speed a restful night to weary adults and children.

The center has expanded to six beds, including a special room for children with sleep disorders. Dr. Ronald Perkin, chair and professor of pediatrics at the Brody School of Medicine, began seeing children with sleep problems at the center this month.

Approximately 25 percent of children overall experience some type of sleep problem, ranging from difficulty falling asleep and waking up at night to more serious primary sleep disorders, such as sleep apnea or narcolepsy, Perkin said. More than one-third of elementary school-aged children and 40 percent of adolescents have significant sleep complaints.

"Although many sleep problems in infants and children are transient and self-limited, the common wisdom that children grow out of sleep problems is not an accurate perception," Perkin said, adding that other factors can lead to chronic sleep problems.

Among those factors is attention deficit hyperactivity disorder. Up to a quarter of children with ADHD have evidence of sleep-disordered breathing, and up to half of them have evidence of restless leg syndrome or periodic limb movements, Perkin said. "Treatment of these sleep problems may improve the symptoms in children with ADHD," he said. "Similarly, sleep disorders will add to the severity of ADHD symptoms when they co-exist."

Perkin said some children diagnosed with ADHD actually have a sleep disorder that accounts for their symptoms. The symptoms of sleep deprivation -- inattentiveness and inability to focus -- are very similar to those of ADHD, he said.

Another factor that could exacerbate sleep problems is obesity. Thirty-seven percent of U.S. children between the ages of 6 and 11 years are overweight or obese, according to the Centers for Disease Control and Prevention. Perkin said overweight and obesity can lead to sleep problems, particularly breathing disorders, and sleep problems and the resulting tiredness can lead to children gaining more weight.

Dr. Sunil Sharma, medical director at the ECU center and a board-certified sleep specialist, said children also deprive themselves of sleep. One device he uses with children is similar to a wristwatch that also indicates when children actually go to sleep. That helps parents know if children are staying up in their rooms communicating with friends or playing video games.

Sharma said Americans as a whole are sleep deprived. When doctors work with children to improve their sleep, it can help the rest of the family, too.

"I've seen a lot of parents change their habits to become good role models for their children," Sharma said. "Both parents and kids gain from it."

For more information about the ECU Sleep Disorders Center or to schedule an appointment, call 252-744-1712.

*Contributed by Doug Boyd
ECU Health Sciences New Services*

New Clinical Building Opening Mid October at 517 Moye Boulevard



The Department of Surgery and the ECU Pharmacy will occupy the first floor. All surgery clinics will be located in the new building. The ECU Pharmacy will have a spacious dispensing and retail area, along with a drive thru window for drop off and pick up.

The second floor will open approximately four weeks later in mid November with adult and pediatric healthcare relocating from Doctors Park #2.

The third floor will house Dermatology and Plastic and Reconstructive Surgery.



Health Information Systems/Services Update

Requesting HealthSpan User Accounts:

Attention Supervisors:

To obtain or to modify a new staff member or current staff's HealthSpan access account, the supervisor must submit a request via One Stop. The request should be submitted expeditiously since there is a time lapse before the access can be granted. Please note that this time frame may be as long as 5 to 7 days.

When completing the request, please include the staff's name, banner ID number, date of birth, job title (i.e. MD, RN, etc.), supervisor's name and department name. In the detail section of the request form, please specify the type of access that the staff member needs. If there is a current staff member whose access is like the access needed for the new staff or for the revision, please provide that staff's name. This will help HISS establish the new account correctly.

Submitting the staff's HealthSpan access in this manner will assist HIM to forward an accurate HealthSpan SAR.

For questions, comments or concerns please call Nan-Et Charles at 744-1238.

Having HealthSpan Problems?

To report HealthSpan issues please call the ECU Helpdesk at 328-9866. The ECU Helpdesk will route the call to the appropriate team for prompt investigation and resolution.

Examples of issues include: password resets, preference list additions, pharmacy updates and additions, provider updates, etc.

New Employee Orientation (Centricity and HealthSpan Training)

Centricity and HealthSpan Training are incorporated into the new employee orientation. All new employees utilizing the EMR will attend Centricity training and all new employees who work in a HealthSpan "live" clinic will attend HealthSpan Training. The following clinics that are currently "live" on HealthSpan are as follows: Firetower Medical Office, General Internal Medicine, Dermatology, Endocrinology, Pulmonary, Gastroenterology, Rheumatology, Nephrology and Infectious Disease.

Centricity training is held on the same Wednesday mornings as orientation from 10am-12noon. The HealthSpan training is held on the Wednesday afternoons of orientation from 1pm-5pm. New Employee Orientation EMR Training will be held on the following dates:

- August 25th
- September 15th and 29th
- October 13th and 27th
- November 10th
- December 15th and 29th

If you are currently working in a "non-live" HealthSpan Clinic and need to request "View Only" access please contact Pam Adams or Tracy Carawan at 744-2030, option #2. You will be enrolled in the HealthSpan Prerequisite Training thru Blackboard and this **MUST** be completed prior to access being granted.

If you have questions regarding Centricity or need a password reset please call 744-2030, option #2. If you have questions regarding HealthSpan and/or need password resets please call the ECU Helpdesk at 328-9866.

Tracy Carawan
Staff Development Specialist
744-1793

Month-At-A-Glance

MONTH-LONG OBSERVANCES

September:

- Childhood Cancer
- Leukemia & Lymphoma Awareness
- National Atrial Fibrillation Awareness
- National Infant Mortality Awareness
- National Sickle Cell
- Ovarian Cancer Awareness
- Reye's Syndrome Awareness
- Healthy Aging
- National Cholesterol Education
- Prostate Cancer Awareness

October:

- National Breast Cancer Awareness
- National Dental Hygiene
- Talk About Prescriptions
- National Physical Therapy

WEEK-LONG OBSERVANCES

October:

- 3 - 9 Mental Illness Awareness
- 23 - 31 Red Ribbon Week
- 24 - 30 Respiratory Care Week

RECOGNITION DAYS/EVENTS

September:

- 18 National HIV/AIDS Awareness
- 21 World Alzheimer's Day
- 25 Family Health & Fitness Day
- 29 National Women's Health & Fitness
- 30 World Heart Day

October:

- 13 Metastatic Breast Cancer Awareness
- 20 World Osteoporosis Day
- 22 National Mammography Day
- 27 Lung Health Day



Send newsletter submissions to:

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View on-line @ <http://www.ecu.edu/ecuphysiciansadmin>