



INSIDE SRHS

A NEWSLETTER FROM THE CORPORATE HEALTH STAFF
OF SPARTANBURG REGIONAL HEALTHCARE SYSTEM

WHAT'S INSIDE

Summer 2020

Customer Surveying Happening Now – We are calling on you!

New Team Members

Covid-19 Updates – Instructional videos for PPE. And updates regarding PFTs & Spirometry.

Billing Updates – EFT and credit card payments accepted. And have your invoice emailed to you!

OccHealth Updates

Billing Interface occurring this month

Virtual Care – Interested in this offering for your organization, please complete our survey!

Virtual Care?!

The Corporate Health Leadership Team is assessing the interest and need for virtual care offerings in occupational health.

We'd love your input.

Please take a few minutes to complete our 5 question interest survey here:
<https://www.surveymonkey.com/r/VirtualOccHealth>

Corporate Health Holiday Closings

Closed Labor Day, Monday, Sept 7th

Closed Thanksgiving, Thursday, Nov 26th

Closed Friday, Nov 27th

2020 Client Surveys

We are always looking for ways to improve our operations and services, and the best way to assess areas for improvement is through our customers. We currently ask your associates, our patients, to complete surveys after their visit to one of our offices to assess their experience and satisfaction.

However, over the next few weeks we are conducting customer surveys and greatly appreciate your feedback. Please be on the lookout for a phone call from an associate outside of our department who will ask just 7 questions of you regarding your interactions with Corporate Health.



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Join us in welcoming our newest Team Members!



Tracy Britto, MSN, ARNP, FNP-C
Nurse Practitioner

Tracy earned her Bachelors of Nursing in 2012 from Pace University in New York. She worked as a RN for five years, including medical surgical and ER nursing. She continued on and earned her Masters of Science in Nursing in 2017 from Chamberlain University in Illinois. Tracy is currently board certified by the American Academy of Nurse Practitioners. Tracy worked in the urgent care setting as a nurse practitioner before moving to Greenville and subsequently joining our team at Corporate Health in 2020. Tracy will be working primarily in our Spartanburg office alongside Drs. Catron and Cygan.

The external services team welcomes **Shavonne Smith** and **Lisa Spearman**. Lisa Spearman, Medical Assistant has transitioned to our Spartanburg County Employee Health On-Site Clinic from our Corporate Health Spartanburg office. And Shavonne Smith will be found primarily supporting our team in our mobile services/units.

Casey Ruppe joined our Corporate Health Spartanburg office in the front as an additional patient access representative.



We continue to assess our net promoter scores and overall patient and customer satisfaction. Your feedback is valuable and necessary to help us continue to improve and serve you. While visiting our offices please encourage your employees to complete the patient survey made available at checkout.

And as our customer you may provide feedback in two ways, either via a short SurveyMonkey form or complete a Google review on either of our offices. <http://bit.ly/CHWestside>

<http://bit.ly/CHPelham>

Telephonic surveying of our clients is occurring now with these questions:

<https://www.surveymonkey.com/r/CorpHealthFeedback>



2020 YTD RESULTS

Corporate Health Spartanburg Office

Internal Patient Satisfaction Score 4.7 ★★★★★

Google Reviews 3.4 ★★★

Corporate Health Pelham Office

Internal Patient Satisfaction Score 4.8 ★★★★★

Google Reviews 4.4 ★★★★★



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COVID-19 and Corporate Health Updates

Instructional videos to share and use regarding hygiene and PPE amidst this Covid-19 Pandemic.

Handwashing: https://youtu.be/nEzJ_QKjT14

Mask do's and don't: <https://youtu.be/wpnOxo5Txxk>

PPE donning and doffing: <https://youtu.be/lcoeJlSEjL8>

As COVID continues to prevail, there is updated guidance from ACOEM (American College of Occupational and Environmental Medicine) about spirometry/PFT testing.

SPIROMETRY / PFT TESTING

- *Routine / annual periodic surveillance testing:* Will be delayed until the prevalence of COVID-19 disease in the community is minimal / very low, as defined by DHEC / CDC.
- *New patient testing:* The provider should use best clinical judgment to determine if there is a bona fide reason to conduct the testing at this time or if it may be delayed.
- Employers that require their employees to use: negative pressure (half/full face) and/or SCBA at work will continue to be tested as usual as this is considered to be medically essential to ensure the safety and well-being of the employee at the workplace.
- Employers whose business needs requires them to follow OSHA mandated respiratory standards for any of the below, per OSHA may continue spirometry/PFT testing at employer discretion:

Asbestos – General Industry - 1910.1001(l)

Asbestos – Construction - 1926.1101(m)

Asbestos – Maritime - 1926.1101(m)

Benzene - 1910.1028(i); 1926.1128; 1915.1028

Beryllium – General Industry - 1910.1024(k)

Beryllium – Construction - 1910.1024(k)

Beryllium – Maritime - 1910.1024(k)

Cadmium - 1910.1027(l); 1926.1127; 1915.1027; 1928.1027

Coke Oven - 1910.1029(j)

Cotton Dust - 1910.1043(h)

Formaldehyde - 1910.1048(l); 1926.1148; 1915.1048

Silica – General Industry, Maritime - 1910.1053(j)

Silica – Construction - 1926.1153

Standard on Comprehensive Occupational Medical Program for Fire Departments - NFPA-1582





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Billing Updates

Corporate Health is very excited to be working on some internal computer interfaces to help increase throughput. One of our interfaces is between our electronic medical records and our billing system. That being said, if you experience any billing errors please do not hesitate to reach out to Kathy Mosier in our office at 864-560-9654. We don't anticipate any hiccups but in 2020 you can never say never!

We also have a new billing specialist assigned to Corporate Health. **Amanda Clubb** started working with us first of August. You may reach out to Amanda and our billing team using the following email address:
sboch@srhs.com

Please note our billing team is now offering for your **monthly invoices to be e-mailed** to your designated representative. Although, due to HIPAA these invoices will need to be retrieved from our secure portal which you will login to with a username and password you create, and will maintain.
You may also wish to **setup EFT or credit card payments at no additional charge.** Please email sboch@srhs.com if you would like to coordinate new invoicing and/or payment processes.

DISCOVER HEALTH
POWERED BY SPARTANBURG REGIONAL HEALTHCARE SYSTEM



Visit and share Spartanburg Regional's **Discover Health** webpage anytime to find health and wellness articles to promote to your employees. <https://discoverhealth.org/>

Articles available now...

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