
The Importance of Being Up-to-Date

Your Medical Staff Services Office (MSO) is responsible for maintaining the credentialing files, privileges, practice information, and contact information for all physicians and advanced practice providers credentialed at Paul Oliver Memorial Hospital, and for sharing this information as needed throughout the system.

This is a reminder that all providers should notify the MSO of any of the following:

- **Your practice's name, address, and/or phone/fax numbers will be changing.**
- **You are changing practices, adding an additional practice, or picking up shifts at a different practice.** The MSO needs to have all practice locations identified as well as ensure that you have the appropriate privileges in place for each.
- **Your home address or phone number has changed.** In addition, make sure to notify all licensing and board certification entities of address changes. The post office may not forward licenses or renewal notifications. Employed providers should also update Human Resources.
- **Your medical licensure, DEA, board certification, or life support certifications are updated.** Forward a copy of any new documentation for your credentialing file. You should also notify the MSO if you are choosing not to renew a particular license or certification.
- **Your medical malpractice policy renews or changes.** Forward a copy of the updated COI.
- **Your name changes.** Remember to also process the name change on all licensure and credentials so they match the new name you are practicing under and forward copies. Employed providers should also update Human Resources.
- **You are requesting additional privileges or you are relinquishing privileges.** A request to add new privileges needs to be processed through the Credentials Committee, Medical Executive Committee, and Board of Trustees. Similarly, if you are no longer exercising a privilege previously granted, in accordance with Joint Commission and CMS guidelines, it should be relinquished. The MSO needs to maintain current privileging lists.
- **You are an APP whose sponsoring/collaborating physician is changing.** Current sponsoring/collaborating physicians are maintained in credentialing files.
- **You will be on an extended leave.** Absence from patient care responsibilities for longer than 60 days requires a leave of absence (LOA). Apply by submitting a written request that states the beginning and ending dates and the reasons for the LOA (such as military duty, additional training, family matters, or personal health condition). See Policy 019.036 Procedure for Leave of

Absence. Short-term leave (maternity, for example) only requires notification and the term of the leave.

Remember to notify Health Information Management (HIM) and complete all medical records if you're taking leave or vacation

If any of the following occur:

- You are subject to a **professional liability lawsuit**
- **Complaint or action against your state licensure or DEA**
- Any arrest, charge, indictment, conviction, or a plea of guilty or no contest in any **criminal matter other than a misdemeanor traffic citation**; or any charge of, or arrest for DUI
- Any **Medicare/Medicaid exclusions, preclusions, or sanctions**
- **Change in staff status and/or privileges at any other health care entity as a result of peer review activities**
- **You are leaving the area or closing your practice.** Your staff status must be updated and pagers, keys, ID badges, and parking stickers returned. Identify where patient records will be sent and provide a forwarding address so that you can be contacted if needed.

Changes, updated information, and updated documentation can be sent to hlucas@mhc.net or faxed to 231-935-7876.

If you have any questions about the above or if there is any other way Medical Staff Services might assist you, please contact:

- Heather Lucas, Medical Staff Specialist (hlucas@mhc.net; 231-876-7406)

Paul Oliver Medical Staff Services reports to the Chief Medical Officer, Nancy Smith, MD (nsmith9@mhc.net).