FAQ: MANDATORY FLU VACCINATIONS

With the onset of flu season, Munson Medical requires that physicians/providers credentialed through Medical Staff Services receive a flu vaccination as a condition of physician medical privileges. "Annual influenza vaccination is the most effective method for preventing influenza virus infection and its complications," said Karen Speirs, DO, Medical Director for Infection Prevention at Munson Medical Center.

Following are some questions and answers regarding Munson Medical Center's policy on flu vaccinations:

**Where can physicians/providers get the flu shot?**
Vaccination will be free for physicians/providers credentialed through Medical Staff Services through flu clinics and peer vaccination.

Flu vaccines provided through physician offices will also be accepted with documentation. The physician/provider is required to show this has been accomplished by providing the lot number of the vaccine, the expiration date, the date of administration, and the name of the individual who administered the vaccine. This information can be submitted in writing through interoffice mail to Yvonne Skiera in Medical Staff Services, or by email to yskiera@mhc.net, or faxed to (231) 935-5885.

**Why does the hospital require seasonal flu vaccinations?**
The primary focus for this requirement is the safety of patients. Evidence-based research shows that flu-related deaths among patients decrease when mass immunity is created through vaccination.

**When will flu shots begin?**
Flu shots are available now. All physicians/providers must obtain a flu shot or receive an approved exemption by Nov. 15 in order to continue their medical privileges at MMC.

**Are there any exemptions to the flu shot requirement?**
Yes. Exemptions will be made for those who have:
- History of Guillain-Barre syndrome, if diagnosed within 6 weeks of receiving previous flu vaccine with documentation from a MD/DO/NP/PA History of Guillain-Barre
- Prior severe anaphylactic reaction to the flu vaccine with documentation from a MD/DO/NP/PA
- Non-Medical exemptions: Human Resources will review all requests for non-medical, religious exemptions

Exemption forms must be submitted by Nov. 5. Those requesting exemptions will be notified within 10 business days if the request is granted or not or if more time will be required to process the request.

**What if someone is concerned they will have an allergic reaction to the flu vaccine?**
The individual should review the exemption form for instructions on how to receive allergy testing.

**What is different in this year's policy?**
Some requirements have changed for the 2012-2013 flu season based on CDC guidelines, medical research, and input from last year's vaccine. Those are:
- The time period to get the vaccine is now Oct. 1 – Nov. 15.
- An allergy to eggs is no longer considered a medical exemption. Any severe anaphylactic reaction to the flu vaccine would be an exemption.
- Anyone requesting an exemption will need to complete a Flu Vaccine Exemption form #10326 and provide the necessary supporting documentation by Nov. 5 of each flu season; and receive approval by Nov. 15.
- A physician/provider who has received an exemption from the seasonal flu vaccine will be required to wear a mask while at Munson during periods of time that are designated by the Infectious Disease (ID) physicians. ID physicians will collaborate with local and state public health officials in determining this requirement. (This may be part or all of the flu season.) Physicians/providers who are non-compliant will be subject to the same terms as noted under the non-compliance section of this policy.

**FLU CLINICS**
For a listing of flu clinics, go to: munsonhealthcare.org/flu_clinics
### TWO IDENTIFIERS REQUIRED FOR LAB SPECIMENS

When labeling a lab specimen, it’s necessary to include:

1. Patient’s Full Legal Name – first and last name spelled out (no initials); it’s helpful to also include middle initial

2. Date of Birth (MR # and chart # are also acceptable as a second identifier)

The two identifiers on the specimen label must EXACTLY MATCH the requisition submitted with the specimen, whether handwritten or printed.

Proper specimen labeling improves patient care as reports are not delayed or testing cancelled due to incomplete data. Also, it reduces the number of calls to your office trying to clarify missing information.

If you have any questions on proper lab specimen labeling, please contact Mary Ann Urban, Laboratory Services Manager, at (231) 935-6125 or murban@mhc.net.

### PRIOR AUTHORIZATION UPDATE

Priority Health requires a prior authorization for radiology tests (such as CT and MR) even when it’s secondary to auto insurance or workman’s compensation. An updated Prior Authorization Requirements guide can be found at munsonhealthcare.org/ForPhysicians by clicking on Resources.

### PWS TIPS FOR SCHEDULING MAMMOGRAMS

There are five mammogram tests available to schedule in PWS. Typically you would schedule a MAMM BILATERAL SCREENING but there are a few instances where you’ll want to schedule a different test:

- Patient can’t stand/in a wheelchair ➔ Schedule WHEELCHAIR/SPEC NEEDS ONLY
- Patient has implants ➔ Schedule MAMM I
- Patient has one breast due to prior mastectomy ➔ UNILATERAL
- Patient has one breast due to prior mastectomy AND an implant on that side ➔ UNILATERAL

**Note:** If the diagnosis is anything other than “screening,” please call Smith Family Breast Health Center Scheduling at (231) 935-2185 to schedule.
The Northern Michigan Diabetes Initiative (NMDI) offers a unique opportunity for local physicians to engage in an educational outreach visit program. The program consists of a half day visit in your office with Dr. Jill Vollbrecht, local Endocrinologist, who will see four patients with you who have the following types of diabetes: Type 1, Type 2 insulin uncontrolled, Type 2 oral uncontrolled, and Type 2 oral controlled. For your participation in this program you will be provided with a $1,000 stipend for your time.

Previous physician participants have:
- Learned specific questions to ask their patients with diabetes that might improve the care provided
- Been given tracking tools to make sure they are keeping up on all the specified recommendations for caring for those with diabetes
- All agreed or strongly agreed that they would recommend this program to a colleague
- All agreed or strongly agreed that this was a good use of their time

This program is not intended to create referrals to an endocrinologist, but to provide you with the latest tools and resources to help enhance your knowledge and confidence in managing your patients with diabetes.

Please contact Christi Nowak, NMDI Coordinator, at (231) 935-9227 or at cnowak@mhc.net for more information or if you are interested in participating.

One of the suggestions from the recent Practice Pro survey was for practices to submit questions that are answered in Practice Pro.

Now that our doctors use their iPhones for pagers, what does Munson do to ensure the physician’s privacy when his/her phone is handed to Munson staff during procedures, surgeries, or deliveries?

Personal devices, such as iPhones and iPads, all have password protection and can be locked to prevent unauthorized access. It is the responsibility of each personal device owner to password protect their device. Most personal devices are easily locked and/or password protected by setting the “lock or password protect” tab under the Settings icon on the device. If you need help activating password protection on your personal device, call the IS Help Desk at (231) 935-6053. In the coming months, Munson will require password protection for physicians connected to its network via a personal device.

If you have a topic that you’d like us to investigate, please contact Andrea at (231) 935-3391 or aludka@mhc.net or Deb at (231) 935-3388 or dkimball@mhc.net.

ICD-10 Seminar

Tuesday, November 13
8:30 – 10 am
Park Place Hotel, Lake Rooms

Hot breakfast will be provided.

Space is limited.

To RSVP, please contact the Physician Liaison Program at (231) 935-5873 or physicianliaison@mhc.net.
Is it OK to access PowerChart prior to a patient visit to prepare for the visit?
Yes, HIPAA is not intended to interfere with staff’s need to prepare for a patient’s appointment. Accessing the patient’s record is part of continuity of care. As long as the patient has called to make the appointment, or the physician has written a referral, access is appropriate. If the patient does not show for appointment, it still is not a privacy violation.

When is patient permission required to access or share information from his/her chart?
If the access or disclosure does not pertain to treatment, payment or health care operations, then a signed authorization may be needed. There are many exceptions to the HIPAA Privacy Rule that would allow medical information to be shared without a signed release. For example, to share reports with the Protection and Advocacy Service, no release is needed, or to report certain contagious conditions to the Public Health Department, no release is needed. But if a relative, lawyer, police officer, researcher, or marketing company wants patient information, certain paperwork is required.

Can I access parts of the patient’s record that may impact their treatment, but doesn’t directly relate to the diagnosis for which I am treating them?
Yes, your role-based access has already been determined based on your job description. Your clinical judgment as to what information you need in chart will be respected. If you have a job-related need to know, then you may access what you professionally determine is appropriate. However, if the patient has been discharged from your service/clinic, then you no longer have a right to access their chart. Even if you are curious about their wellbeing, or want to know if a recent admission or Emergency Department visit relates to the diagnosis you treated them for, you no longer have a job-related need to know. If you want to access a patient’s chart to measure the effectiveness of your service, you may not do so, unless it is specifically in your job description (quality assurance) and your manager agrees with the access.

Are any areas of the chart strictly “hands off” such as a mental health report?
No, if you have a job-related need to review chart, then all information available to you is appropriate to review. What is important is to not disclose sensitive information to anyone who does not also have a job-related need to know. Verbal breaches are still a breach.

What should I do if I accidently access something in PowerChart that I should not have?
Mistakes happen. You should let your supervisor know and make a note of it in case you are audited. Audit software can confirm where exactly you went in the chart, so if you clicked on wrong name, and realized it and got out, then an audit can confirm that. However, if you access a chart and browse around in it, then say access was accidental, we can access that too.

What should I do if I need to access patient information or else they might receive poor patient care?
When in doubt, and there may be gray areas, ask your manager. In the case of an audit or investigation, the manager will be asked directly if she supports your access. If yes, then the privacy breach goes away.

Can I reveal to the patient information in his/her chart that is from another provider, such as test result or diagnosis?
It is best to let the provider who originated this information give the information to the patient. However, the patient does have a right to obtain a copy of their complete medical record, in hardcopy or electronic format, by asking Munson’s Medical Records.

Lastly, is it OK to access PowerChart to look up information in my record, my spouse’s record, or my child’s record?
Yes, policy allows you to access your own record at any time, for any reason. No, you may not access your spouse or child’s record, for any reason, unless you are part of the treatment team, and access is a job-related need to know.

For HIPAA questions or privacy concerns, contact Rochelle Steimel, Munson Privacy Officer, at (231) 935-5765 or rsteimel@mhc.net.
Thank you to everyone who participated in our recent HIPAA Training survey. More than a third of you took the time to provide feedback. Your responses are vital to helping us shape future HIPAA education for physician practices. It was clear that those who participated in the HIPAA training find it to be relevant and helpful.

Here are some highlights…

> 70% of the practices visited for HIPAA training in 2011/2012 responded to the survey and 100% found the training to be relevant/somewhat relevant to their practice.

> Practices would like to see more information on HIPAA basics, auditing, best practices, HITECH, kneed to know, parents/custody, releasing records, and scenarios.

Again, thanks for your valuable input on HIPAA training.

If you have comments or suggestions for HIPAA training, or on any topic, please contact Deb Kimball at (231) 935-3388 or dkimball@mhc.net.

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**FORMER EMPLOYEES & COMPUTER ACCESS**

When an employee leaves the practice, it is important to ensure the integrity of your patients’ information. Please submit a Computer System Access Request (CSAR) form to remove a former employee’s access to PowerChart, Physician Web Scheduler, etc. The CSAR form is available online at munsonhealthcare.org/ForPhysicians then by clicking Resources and then Forms.
MUNSON NAMES NEW VP OF OPERATIONS

Derk Pronger has been named vice president for operations at Munson Medical Center in Traverse City. The Traverse City–raised health care executive joins the hospital after serving in several positions at Beaumont Health System, most recently as vice president of surgical and ancillary services at the Troy hospital. Pronger fills a position left vacant when Senior Vice President Mark Anthony left Munson for a senior hospital leadership post in Kalamazoo late last year.

“Derk will provide leadership for our clinical services to include behavioral health, laboratory, oncology, physical medicine and rehabilitation, radiology, and surgical services areas among others,” said Kathleen McManus, executive vice president and COO of Munson Medical Center. “He has great experience in health care and a foundation in northern Michigan.”

His father was a longtime Michigan State Police post commander in Traverse City and his mother a nurse at Munson and instructor at NMC.

“As health care evolves, physician/hospital relations become even more vital to sustaining the high level of quality care that Munson provides to our community, and I’m looking forward to my role here,” he said. “With my mom’s career, I have watched Munson grow through the years.”

If any physician would like to give Derk a call, he can be reached at (231) 935-6909.

A GREAT PLACE TO LIVE AND WORK

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Like medicine? Like northern Michigan?

Do you know a new physician/clinician looking to begin a career, or a seasoned physician/clinician looking for a change? Please take a moment to tell them about opportunities in the Munson Healthcare system.

“We have a high quality medical staff that makes sure that the patient care is of a very good quality,” said David McGreaham, MD, Vice President of Medical Affairs for Munson Medical Center.

If you who have a friend or family member looking for a career in health care, please share the enclosed postcard with them. You can also direct them to munsonhealthcare.org/beinspired/ to learn about current employment and physician opportunities. They can also join us on Facebook (MunsonHealthcareRecruitment) and Twitter (MHCRrecruitment).
Munson Medical Center’s Partial Hospitalization Program (PHP) offers a free online confidential mental health assessment. The assessment is available year-round and can be accessed through munsonhealthcare.org/behavioralhealth.

The assessment offers screenings for depression, bipolar disorder, generalized anxiety disorder, and post-traumatic stress disorder, and also includes an adolescent depression screening for parents. Participants are able to choose a screening or answer a simple question to determine which screening is right for them.

The tool generates immediate feedback regarding any need for follow-up evaluation. The site will then direct them to contact their primary care provider if they would like to seek treatment, or Munson Central Access Center if they do not have a primary care provider.

The results of the screening can be printed out to review with the health care provider. For questions, contact Partial Hospitalization Program from 8 am - 4 pm, Monday through Friday, at (231) 935-6880.

**BARIATRIC SURGERY SEMINARS**

Gaylord | Thurs., Nov. 1 | 6 - 8 pm | Otsego Memorial Hospital
Traverse City | Tues., Nov. 13 | 6 - 8 pm | Munson Medical Center - Conference Rooms 1-3

For more information or to register, go to munsonhealthcare.org/bariatric.

**NEUROSURGERY SEMINAR**

*Solutions for Chronic Back Pain*

Traverse City | Mon., Nov. 19 | 6 - 8 pm | Munson Community Health Center, Rooms A & B
Speaker: Paul Davis, MD

For more information or to register, go to munsonhealthcare.org or call 1-888-838-9160.
Daniel Flewelling, MD

Daniel Flewelling, MD, has joined the staff of Munson Medical Center as a specialist in Urology and is accepting new patients. Dr. Flewelling accepts most major insurances, including Blue Cross Blue Shield, Medicare, Champs, and Priority Health.

Bay Area Urology Associates
3922 Cedar Run Rd.
Traverse City
(231) 935-0322 phone
(231) 935-0334 fax

Andrew J. Riddle, DO

Andrew J. Riddle, DO, has joined the staff of Munson Medical Center as a specialist in Hematology/Oncology and is accepting new patients. Dr. Riddle accepts most major insurances, including Blue Cross Blue Shield, Medicare, Medicaid, and Priority Health.

Munson Oncology
5041 N. Royal Dr., Ste. 2
Traverse City
(231) 935-0700 phone
(231) 935-0704 fax

Jessica L. Slocum, MD

Jessica L. Slocum, MD, has joined the staff of Munson Medical Center as a specialist in Nephrology and is accepting new patients. Dr. Slocum accepts most major insurances, including Blue Cross Blue Shield, Medicare, Medicaid, and Priority Health.

Nephrology Consultants
4062 W. Royal Dr.
Traverse City
(231) 935-0338 phone
(231) 935-3421 fax

For additional information, call HealthLink at (231) 935-5886 or 1-800-533-5520.