

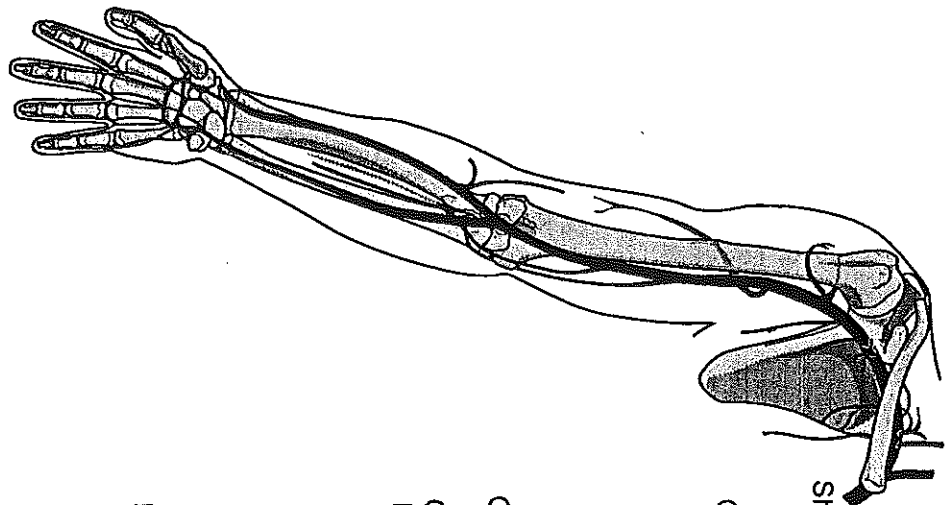
# THE PULSAR

25 YEARS OF HELPING AND HEALING

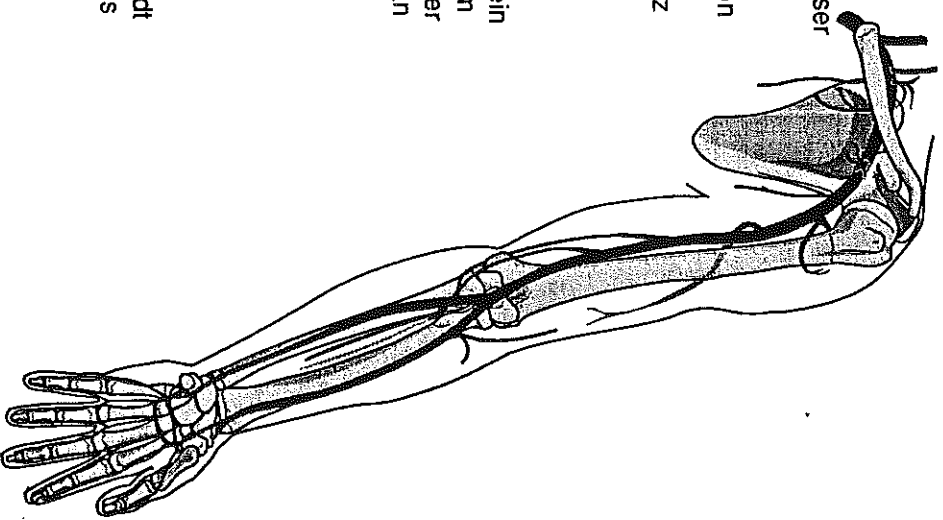


## Blood Drive, Big Success

A very special thank you to everyone who had registered for the blood drive! I received nothing but compliments on the outcome of this event, especially all of the provider participation. So a big thank you to:



David Waters  
John Carroll  
Rea Katz  
Tom Bachhuber  
Kim Aakre  
Sharon Fleischtresser  
Diana Tamez  
Jackie Lezama  
Guillemina Mason  
Laura Koelsch  
Martha Rodriguez  
Eliza Ramirez  
Lita Panfil  
Maria Mauras  
Ellen Escalera  
Gerardo Mayerstein  
Susan Blomstrom  
Georgene Sommer  
Barbara Heferman  
Sara Spence  
Imelda Roman  
Sally Callan  
Ruth Ancheta  
Mary Davidson  
Justin Van Able  
Sylvia Narvaez  
Elizabeth Gerhardt  
Mary Jane James  
Ruth Vega  
Maria Jimenez  
Sara Fleet  
Laura Heiser



I look forward to organizing this event in the future.

*Torrie Sardina*

# Congratulations!

Carlos & Evelyn, Jeff & Sylvia and Brad & Kris on their recent engagements! We wish you all the best!

## You're Invited

Sylvia and Jeff together with their parents invite you to share with them a celebration of love. The ceremony will be at four o'clock in the afternoon Saturday, August nineteenth 1995, Our Fathers Ev. Lutheran Church, 6025 S. 27th St. Also, the reception will be at Walker's Maple Grove, 3555 s. 13th St, at eight o'clock.

## Essential Information

Kris Sardina

A new look in medical records? Come over and see what's changed! ANd yes, it is a change for the better.

Another issue that has been brought to my attention on numerous occasions, is the new chart order. It seems that some problems need to be addressed. First, all filing done by the medical records staff will be stamped on the back to let me know if the department needs to improve or if the problem lies elsewhere. Second, if you are unsure of where to put any documentation, please don't just file it anywhere. Put in a box to be filed, in medical records or in lab and we will file it appropriately. Third, I need to remind providers to initial all documentation that is reviewed so it may be filed in the chart, otherwise there will be a delay in getting that pertinent information in the chart. Fourth, a reminder to those who file psychosocial assessments or prenatal home visits, they go in the OB section of the chart, not in the back of the chart. Also, the lab section of the chart is often misfiled. The urinalysis goes in the chemistry section, the CBC's go in the hematology section, the Chlymdia-GC test goes in the miscellaneous section, and all full sheet labs go behind the miscellaneous section. If this is unclear, please come and talk to me, it's a lot of work to try and fix misfiles that could be prevented!

Enough of the technical talk. I want to take this opportunity to thank everyone who helped to try to find my keys. That was a very awful day and I appreciate all who helped (especially Martha, thank you). Also, I will be on my honeymoon from August 9 - 19, and August 25 so if you have any problems or concerns come and talk to M.J. or Elizabeth.

## The Ten Most Important Customer Service Actions

1. Calling back when promised
2. Explaining what caused the problem
3. Letting customer/patients know who and what numbers to call
4. Contacting the customer/patient promptly when a problem is resolved
5. Giving customer/patients access to speak with someone in authority
6. Telling them how long it will take to resolve a problem
7. Offering useful alternative if the problem can't be resolved
8. Treating customer/patients like people, not like account numbers
9. Advising customer/patients on how to avoid a future problem
10. Getting progress reports if a problem can't be solved immediately

*These tips were developed from research done at First National Bank of Chicago.*

# Mission Impossible: Latino Health breaks down barriers...

Adriana Rosas, (LHO)

On June 5th 1995, our four week training for the Health Promoters (HPs) Project finished, giving us eight new trained volunteers and raising our total to 18 HPs for the 53204 area. Their present assignment is as follows...To reach 1,000 families by September 1995, and inform them with the proper and culturally competent health information for LHO's Immunization Project. Starting with only three months to September, this assignment seems like"mission impossible"...but not for these HPs. The new batch of HPs, along with the cream of the crop of prior trainings, have impressed the "heck" out of all parties involved, including the project coordinator, me! In my previous position, I worked with volunteers from the 53212 and 208 area, but I never witnessed dedication and expedience like the folks of the 204 zip. They're reaching families and making referral with such speed...I've coined the project "Project Bulldoze"...removing and breaking down barriers has become the HP Mission. They've created a community voice, and now tell us what to do...and we're taking it to the state!

## Tita Finds A Job

Last time...Tita, a young woman who had recently arrived in Milwaukee, was out of food. Several months have gone by and Tita is renting a room from an acquaintance. She is only there on the weekends because she provides in-home childcare during the week. A couple went to the church Tita now attends looking for a Spanish speaking nanny. They were impressed with Tita because she was taking English classes and made a real effort to communicate. Although Tita did not have childcare experience, the couple took her on a trial basis and Tita enrolled in a child development class in the evening. The obstacle Tita now faces is that she is undocumented. Without a valid social security card, she is unable to obtain a drivers license and the couple she works for wants her to take their child places during the day. Tita has learned a few of the bus routes, but really wishes she could drive. She calls the social worker who had helped her get emergency food and consults with her over the phone regarding her immigration dilemma. The social worker suggests that Tita call a private agency that Deal in immigration issues for a professional opinion. Tita tells the social worker that she is happy with her job and has been able to save some money. She misses her family though and sometimes feels lonely. The social worker offers support and encouragement and finds out who Tita's main support people are. "I know it's hard to express your feelings and to trust the people around you. Why not start by writing down some of your thoughts?", the social worker suggest. Tita and her social worker arrange for a follow-up phone cal in two weeks. Tita has managed several aspects of her social situation and taken advantage of some very positive opportunities. She has identified her social worker as a source of information and an objective support person.

### Welcome New Providers

We are fortunate have have six new providers on board and hope they feel welcomed! They are:

Mayran Edalatpour, Internal Medicine

Julie Schuller, Internal Medicine

Nathan Eliason, Resident

Tai Chuo, Resident

Eulafia Baselga, Dermatology

Diana Chen, Dermatology

Also, to keep you up-to-date with providers, Leann Richardson is currently faculty at St. Mary's Family Practice Center and will be precepting residents here 2 clinics per week. Congratulation Leann!