

Premier Pulse

News and Information for Premier Health Physicians and Advanced Practice Providers

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“Our quality has been solid, with continued improvements over the past year.”

-Dr. Marc Belcastro

Our 2023 Priorities

By Marc Belcastro, DO, system chief medical officer, Premier Health



Under the leadership of our new CEO, Mike Riordan, we established three priorities in 2022: quality/safety/service, employee

engagement, and financial performance. These priorities will remain for 2023, and we believe a disciplined laser focus on these three areas will lead to success.

We have labeled quality, safety, and service as the Patient Experience. Our patients are at the heart of our mission and purpose. Our first commitment to them must be to keep them safe from harm. Our following commitment is to provide them with quality care. Finally, with equal priority is to serve them with our values of respect, integrity, compassion, and excellence. This truly is the entire patient experience.

Our quality has been solid, with continued improvements over the past year. Highlights have included mortality, surgical site infections, and patient safety indicators. Our Leapfrog safety scores

continue to improve. These two legs of the patient experience stool are progressing and meeting our commitments. The third leg, service, is our opportunity for improvement. Service is measured by our HCAHPS scores.

Again, to promote success, we narrowed our focus to three areas: Physician Communication, Nurse Communication, and Care Transitions. Showing our patients respect, listening to them, and explaining things to them in a way they understand is not difficult. The challenge is adopting a discipline to do this for every patient, every time, no matter what.

We administered an employee engagement survey using Gallup and focused on 12 elements. Our response rate was 71% which was 7,215 respondents. Thirty-four percent of our employees reported engagement, while 50 percent reported not being engaged. The remainder were actively disengaged. First-time surveys performed by Gallup across businesses report 32 percent active engagement. Our employees said that they know what is expected,

we are committed to quality, and someone in the organization cares about them. Our opportunities are recognizing them, listening to their opinions, and providing opportunities for their career progress. There will be focused work in 2023 with future surveys to measure our improvements.

Finally, we have committed to a break-even operating margin in the 2024 budget for financial performance. We have not had a positive operating margin since 2014. From 2014 through 2019, this was improving, and we were on track. We then faced a pandemic, and health care universally was financially challenged. In addition, we remained true to our mission by electing to have Miami Valley Hospital designated as a crisis hospital during the height of a pandemic surge which added to our financial burden. That is why we chose a two-year period to compensate for the deficit. We remain committed to these priorities and the discipline to communicate our progress throughout 2023.

To Inspire Better Health

A message from Mike Riordan, president and CEO of Premier Health:



For several weeks now, I've been anxious to unveil Premier Health's new vision statement – and I'll be the first to admit that I've had a hard time

keeping it under wraps. Our previous vision statement had a great deal going for it, but I'm excited that our latest vision is just four simple words – easy to commit to memory and keep top of mind as all of us carry out our organization's vital work. What delights me most is that

so many of you had a hand in creating this short phrase that will help guide our organization into the future. I invite you to view this video introduction to our new vision and the recap of the process through which it was created.

We are sharing this new vision statement in advance of a rollout starting this week of our new strategic plan, which was developed at the same time as our new vision. Unlike previous strategic plans that focused on a three-year horizon, this strategic plan includes not only short-term goals, but also looks ahead more than a decade to where we need to go.

Again, input from across the Premier Health team has been key to this effort. I welcome your thoughts around our new vision statement.

What ideas do you have for inspiring better health "at work, at home, and out in the community?"

VISION IS THE END ZONE,

Where We Want to be

To view Premier Health's new vision statement video visit: <https://vimeo.com/788397682/c89d90faa0>

To reach Mike Riordan email him at: mcriordan@premierhealth.com

THE STRATEGIC PLAN ARE THE PLAYS

That Get us to the End Zone

View the 2035 Strategic Plan Real Talk Video at: <https://vimeo.com/788795218/a5d11ba507>

Our 2035 Strategic Plan

A message from Lainie Dean, system vice president and chief strategy officer for Premier Health:



Last year, we set out to achieve something ambitious: develop a new vision to inspire our organization, while laying the groundwork

for a strategic plan that addresses our organization's short-term needs and positions us to best fulfill our mission through 2035.

Mission accomplished.

This process has been unprecedented for Premier Health – not only because of its dual scope in creating both our vision and the strategic path to get there, but also for its inclusivity and ownership **entirely by us**. Creating our new strategic plan and vision has been a central focus for us over the past nine months – even as we have addressed our core goals of ensuring we have a skilled and engaged workforce delivering a strong patient experience while tracking toward a break-even operating margin by the end of 2024. In the years ahead, it will supply the inspiration, the engagement, the

empowerment, and the strategic consensus needed to serve our communities and our workforce in exciting and sustainable ways.

Our strategic plan will support the following areas by outlining clear actions and metrics that also line up with our health system's organizational criteria and vision:

- Differentiate Premier Health through academic and research distinction
- Secure our future with workforce development
- Consistently exceed expectations through operational excellence
- Drive meaningful growth in partnership with others

Our leaders will be sharing this plan with you in greater detail in the coming days and weeks – and watch the latest "Real Talk" video with Mike Riordan and me to learn more about how this all fits together. We hope you have felt heard – because individually and collectively, your voice has helped shape both where we're going (the vision) and how we'll get there (the strategic plan).

Physician Looks to Her Mother for Inspiration



Michelle Eakins, MD

What is your clinical specialty?
Family Medicine

Where did you go to school?
American University of Antigua

What brought you to Premier Health?
My husband works for Premier Health, and I wanted a shorter commute to work.

Why did you choose medicine as a career?
When I was a kid, I always wanted to be a pediatrician. I am not sure where this idea first came from.

Who are the people who influenced and/or mentored you?
Dr. Shreve, my program director at Henry Ford Hospital in Detroit, Michigan, was a

great mentor and example of the doctor I wanted to be.

What is one thing most people don't know about you?
I am very shy.

Where is your hometown?
Barbados

What, if any, sports team(s) do you cheer for?
Philadelphia Eagles, although over the last year, cheering for the Bengals has been exciting!

What is the last book you read?
"Love Me As I Am," by Garcelle Beauvais

What is your favorite song in your playlist?
Any song by Jodeci, which is my favorite band.

What is your favorite food?
Italian

What is your favorite hobby?
Traveling

What is your favorite animal, and why?
None

Where is your favorite vacation spot, and why?
Maui

Describe something (a thing, person, place, experience, etc.) for which you are especially thankful:
I am most thankful for my mother. She is the kindest, most generous person I know. She always knows the right things to say! She has set a great example of a mother and a wife.

Pick a side

iPhone or Android
iPhone

Early bird or night owl
Early bird

Beach bum or mountain hiker?
Beach bum

Dress shoes or tennis shoes?
Tennis shoes

Paperback or e-reader?
Audio books

Coffee or tea?
Tea

Cooking or baking?
Neither

Sweet or salty?
Sweet



Clinical Neuroscience Institute Inspires Better Health

By Jason Merritt, vice president, Premier Physician Network and Neuroscience Service Line

One of the ways Premier Health works



To Inspire Better Health is through the breadth of services and provider expertise available across our network. The Clinical Neuroscience Institute (CNSI), Neurosurgery,

and Neuro-Interventional Surgery (NIS) teams are great examples of the diverse care and expertly trained providers that are fundamental to the success of fulfilling Premier Health's vision.

The comprehensive neurosurgery team is designed to meet the subspecialty neurosurgical needs of patients in the Miami Valley. The team includes fellowship-trained surgical providers in spine, epilepsy and movement disorders, trauma, tumor, and oncology. In addition, the NIS team provides a wide variety of endovascular interventions to treat acute and chronic neurovascular issues.

The neurosurgery and NIS teams provide 24/7 on-call care through Miami Valley Hospital. In this role, we provide emergent care to patients in a 17-county service area. In addition to emergent care, the team also provides clinic consults for surgical evaluation and follow-ups. The teams have

clinics at Atrium Medical Center, Miami Valley Hospital, Miami Valley Hospital North, Miami Valley Hospital South, Upper Valley Medical Center, and our Premier Physician Network Beaver Creek location.

Board-certified neurosurgeons are skilled across multiple surgical specialties, including spine, tumor, epilepsy, movement, neuro-oncology, neurointerventional surgery, and functional neurosurgery.

Neurosurgery

Dan Gaudin, MD: Functional, Spine, General, Trauma

Ania Pollack, MD: Neuro-Oncology, Trauma

Neal Mehan, MD: General, Spine, Trauma

Ian White, MD: Spine, General, Trauma

Sujit Bhimoreddy, MD: Spine, General, Trauma

Brittany Staarmann, MD: General, Skull-Based, Spine, Trauma

Neuro-Interventional Surgery

Bryan Ludwig, MD: Vascular Neurology

John Terry, MD: Vascular Neurology

Esteban Cheng-Ching, MD: Vascular Neurology

It's easy to refer!



Epic users can find these physicians by typing "neuroscience" or: The Clinical Neuroscience Institute – Neurosurgery. For direct referral to a neurosurgeon, type in the comments section, Direct Referral to (surgeon's name). Offices not utilizing Epic can use the referral form. Please call the office with questions at (844) 277-2894. For more information about our neurosurgery specialists, to ask a question, or to refer a patient, please call (844) 277-2894.

The Premier Health Neuroscience Service Line has been a leader in bringing complex neurological and neurosurgical care to the Miami Valley. The neurosurgery and NIS teams are joined by our programs of Comprehensive and Primary Stroke Centers, Comprehensive Brain Mapping Center, Infusion Therapy for Multiple Sclerosis Center, Headache Center, Memory Disorders Center, Neuro-Oncology Center, Movement Disorders Center, and our Level 4 Epilepsy Center.



More information about Clinical Neuroscience Institute can be found at <https://premierhealth-staging.azurewebsites.net/clinical-neuroscience-institute>





Miami Valley Hospital South Expands Comprehensive Cancer Center



Miami Valley Hospital South's newly expanded Comprehensive Cancer Center's infusion center opened to patients on December 20, 2022.

The expansion increases the capacity of the infusion center to 19 infusion suites and three private infusion rooms. In addition, a satellite infusion pharmacy and a nutrition room have been added. The project also includes a renovation of the Premier Blood and Cancer Center (PBCC) practice next to the infusion center.

"Premier Health is committed to providing patients across the region with easier access to cancer prevention treatments, as well as diagnostic and advanced multispecialty cancer care," said Diane Pleiman, system executive for oncology services. "The expansion of our cancer care program at Miami Valley Hospital South helps to fulfill our mission and vision to enhance the survivorship of patients with cancer."

The Comprehensive Cancer Center at Miami Valley Hospital South provides a seamless experience for patients by offering a healing environment with cancer support services as well as a multidisciplinary care team approach with evaluation, treatment planning, and care for all cancer disease types. Strong physician collaboration provides patients with high-quality, well-coordinated cancer care close to home and surrounded by family and friends. Patients also have access to an extensive array of clinical trials.

"We are excited to share with the entire community the expanded services of our Comprehensive Cancer Center," said Marquita Turner, chief operating officer at Miami Valley Hospital South. "Comfort and convenience for patients and their families were priorities in the design and decision-making process. When we care for cancer patients, we take a holistic approach to their healing."

Among the expansion's highlights:

- **More suites, privacy, and comfort** – The infusion center now includes 19 infusion suites and three private rooms for added comfort and convenience for patients and families. Infusion suites have a specialized reclining chair offering both heat and massage for the comfort of patients and a television.
- **Satellite infusion pharmacy** – An ambulatory oncology specialized pharmacist will be available to consult with physicians, meet with patients, and discuss medication needs. A dedicated pharmacy team will compound infusion medications nearby, reducing turnaround time.
- **Nutrition room** – A nutrition room located centrally in the infusion center will be stocked with snacks and drinks for patients.
- **Premier Blood and Cancer Center Office Renovation** – The PBCC team provides comprehensive care to patients with cancer and blood disorders. Hematologists and medical oncologists collaborate with other specialists to bring patients the individualized care they need. The PBCC practice is located next to the infusion center to provide cancer patients with a more seamless patient experience during their cancer journey.

Premier Health is Southwest Ohio's only certified member of MD Anderson Cancer Network®, a program of MD Anderson Cancer Center, the top-ranked cancer center in the United States.

Miami Valley Hospital Foundation donors provided support for the infusion bays. In addition, the Foundation makes it possible to offer complementary, integrative therapies such as cancer exercise, massage therapy, and other therapies to help cancer patients manage their symptoms of treatment and boost their overall well-being.

Heaths “Pay It Forward” with Cancer Care Pack Program

After more than 30 years of dedicating her life to educating and supporting cancer patients, Jean Heath, long-time former director of Upper Valley Medical Center Cancer Care, found herself on the other side of the table. She was diagnosed with breast cancer in 2015 and, after successful treatment, is cancer free. However, her husband, Ken, was diagnosed with stage four esophageal cancer earlier this year and, sadly, after a valiant struggle with the disease, passed away in December.

While battling Ken’s cancer together, the couple launched a new initiative, in partnership with Upper Valley Medical Center Foundation, to support UVMC cancer patients. Ken was the recipient of the Scott Arnold Golf Benefit held earlier this year and donated the money to the UVMC foundation to start a Cancer Care Pack program that will offer cancer patients backpacks filled with necessities, such as blankets, water bottles, uplifting books, and journals, to make their infusions and chemotherapy treatments a little more comfortable.

“Receiving treatment is a very long and exhaustive process,” said Jean. “The donation from Arnold’s golf event presented us with an opportunity to pay it forward and give people, just like us, a backpack that would hopefully make their day just a little bit easier.”

Anyone who would like to donate to the Cancer Care Pack initiative and/or cancer care at UVMC can reach out to Duanna Osting, president, Upper Valley Medical Center Foundation, at **(937) 440-7634** or **drosting@premierhealth.com**.



Seated: Ken and Jean Heath; standing, from left: Duanna Osting, president, Upper Valley Medical Center, UVMC Foundation; Sarah Jones, manager, Upper Valley Medical Center, UVMC Cancer Care; Amanda and Dustin Brown, the Heaths’ daughter and son-in-law; Chris Arnold and daughter Emily Burnside.

Providers, Now is the Time to Change How we Document!

By Andrew B. Maigur, MD, system director,
Premier Physician Advisor Program, Premier Health



While most of us rang in the New Year, either with friends and family or caring for our patients at the bedside, something changed in the regulatory

world of health care with a considerable impact on provider revenue. As of January 1, 2023, the Centers for Medicare and Medicaid Services (CMS) and Outpatient Prospective Payment System (OPPS) 2023 Final Rule went into effect. To reduce the administrative burden on providers, CMS revised the Evaluation & Management (E&M) coding guidelines for inpatient providers.

Substantial changes were made, including eliminating E&M observation codes and combining inpatient and observation hospital E&M services into a single existing E&M code set. Understandably, this created a great deal of confusion, with providers assuming that observation status had been abolished. I want to clarify that observation status has not been eliminated. The two-midnight rule is still in effect for Medicare patients, and commercial payers will continue to use commercial criteria to determine admission status.

A tremendous change for the inpatient E&M code set is the elimination of required elements for the History of Presenting Illness (HPI) Review of Systems (ROS), family history, social history, physical exam, and the bulk of the weight now falls on Medical Decision-Making (MDM). Now more than ever, medical necessity documentation will play a vital role. Clearly spelling out the reason for hospitalization, enumerating potential medical risk to the patient if the condition were not treated in the hospital, and supporting daily

hospitalization with a medical need adds to the complexity of MDM.

Clinical Documentation Integrity (CDI) positively impacts MDM, e.g., symptoms like “altered mental status” versus a diagnosis of “Acute Metabolic Encephalopathy” influences the complexity and severity. Document using descriptive words such as acute and chronic, rather than “history off,” severe, moderate, etc. Link diagnosis to possible etiologies, document treatment options, comorbidities that affect treatment and their clinical impact on patient outcomes. Avoid using generic words like “stable,” which is subjective; instead, use “improving but not at baseline,” which indicates the need for continued care in the hospital. Collaborate with the CDI and coding teams to enhance your documentation. CDI coding queries are not meant to question your clinical judgment but rather to improve the specificity of your documentation, which in return impacts your E&M coding.

Now is also the time to address the copy-and-paste and copy forward functionality in the EMR Electronic Medical Record (EMR). While we all agree copy and paste is an efficient, time-saving tool, when not used compliantly it can lead to inaccuracies, misrepresentation, and potential regulatory and medical-legal challenges. CMS concurs “healthcare professionals have stated that copying and pasting notes can be appropriate and eliminate the need to create every part of a note and reinterview patients about their medical history. However, the US Department of Health and Human Services Office of Inspector General (HHS–OIG) identifies illegitimate use of cut and paste record cloning as a problem.” In the new E&M guidelines, copying and pasting material when not updated or edited to accurately reflect

the care provided during the encounter would not necessarily count toward medical decision-making. Also, copying and pasting test results without any analysis demonstrating clinical significance does not contribute to the level of data to review and analyze. Rather than copying forward a physical exam, document a new, medically necessary exam with pertinent findings for each patient encounter.

These guideline changes further bolster efforts to curb note bloat. Links that pull in historical labs, imaging test results, and procedure notes do not contribute toward MDM. Simply declaring the specific test results, medical records reviewed, and the clinical significance of the current episode



of care would be sufficient. Several health systems have leveraged technology within the EMR and created specialty specific standardized note templates. Using the functionality of hyperlinks, the provider can access distinct parts of the EMR from their note without pulling extraneous data into the note while keeping their note open. The ability to create disappearing tips with rule-based decision support serves as real-time reminders to address documentation deficiencies that impact quality metrics and reduce the number of coding and CDI Queries, thus limiting workflow interruptions.

The medical record serves as a communication and handoff tool between providers and other care team members. It is also accessible to our patients, health-insurance payers, auditors, attorneys, etc. Now more than ever, we as a provider community have an opportunity to craft concise, accurate, clinically relevant, high-quality documentation with minor tweaks to our existing documentation practices and note templates.

Accreditation Updates, New Physicians, Significant Mobile Clinic Gift



Atrium Medical Center

Commission on Accreditation of Rehabilitation Facilities (CARF) International has accredited Atrium Medical Center for three years for its Inpatient Rehabilitation Program and Inpatient Rehabilitation Stroke Specialty Program. The latest accreditation is the ninth consecutive Three-Year Accreditation that CARF has given to Atrium. This designation represents the highest level of accreditation that can be given to an organization.

More than 300 children were remembered during Atrium's Help Endure A Loss (HEAL) 24th annual Memory Tree Lighting, a seasonal tribute for those who have experienced the death of a child. For parents who have lost a child, the holidays can be a time of painful memories of brief but cherished moments. To help families through these troubling times, Atrium's Memory Tree Lighting included music, a reading of names, and candle lighting during an in-person event.

Warren County Safe Communities Coalition, which Atrium operates, handed out Uber gift cards at the Monkey Bar &

Grille in Maineville to remind people to be responsible drinkers and drivers on New Year's Eve. The Warren County Prosecutor's Office and Atrium's Level III Trauma Center donated Uber gift cards to provide safe rides home for patrons.

Miami Valley Hospitals

The Dr. Mukul S. Chandra Cardiovascular and Pulmonary Disease Prevention and Rehabilitation Center at Miami Valley Hospital South welcomed its first patients earlier this month.

U.S. News & World Report has named Miami Valley Hospital and Upper Valley Medical Center to its annual list of hospitals for best maternity care. The report is intended to help expectant families make informed choices about where to seek high-quality care for uncomplicated pregnancies. To be recognized, hospitals must excel on multiple quality metrics that matter to expectant families. High-performing hospitals had fewer early deliveries, fewer C-sections, and fewer newborn complications than other hospitals, as well as higher rates of breast milk feeding. Only one-third of the hospitals evaluated by U.S. News & World Report for maternity care earned a high-performing rating.

Miami Valley Hospital Foundation hosted its 1890 Society and Donor Appreciation gathering at Miami Valley Hospital South on Dec. 7. This event shared with donors the significance of their gifts and how it supports patients and staff at Miami Valley Hospital and Miami Valley Hospital South.

CareSource recently provided a significant gift to Miami Valley Hospital Foundation to purchase a new Mobile Clinic for Premier Community Health. The new Mobile Clinic will allow Premier Community Health to expand its community outreach. It will also be equipped with two exam rooms and will be ADA-accessible. The new mobile clinic will begin serving patients this month.

Upper Valley Medical Center

A check presentation was held at UVMC in December to support eight organizations that help with food insufficiency in Miami County. Funding was provided via the UVMC Board of Directors Community Benefit Fund to St. Patrick's Soup Kitchen, Troy; Bethany Center, Piqua; Needy Basket/Shared Harvest, Tipp City; New Path, Miami County; First Place Food Pantry, Troy; Salvation Army, Piqua; Lincoln Community Center Food Pantry, Troy; and Meals On Wheels, Piqua.

Scott Kanagy, DO, chief medical officer, Upper Valley Medical Center, was joined by nurse Tracy Schneider, diabetes educator, Upper Valley Medical Center for Troy and Piqua radio morning show interviews in



December to discuss healthy eating during the holidays and related diabetes and nutrition topics. Dr. Kanagy also provided a general update on activity at the hospital.

Members of the UVMC Emergency Management Committee participated in a half-day regional tabletop emergency drill

Chen, MD, Premier Health Family Care North, Family Medicine; Meredith Clouse, MD, Clinical Neuroscience Institute-MVH, Neurology/Epilepsy; Susan Collins, MD, Roosevelt Surgery, General Surgery; Gabriel Duda, DO, Hyatt Family Care, Family Medicine; Hussein El-Khatib, MD, Premier Psychiatry Associates,

Sarvepalli, MD, Premier Surgical Oncology-MVHN, General Surgery; Amy Schimke, MD, Premier Cardiovascular Institute-MVH, Non-Invasive Cardiology; Brittany Staarmann, MD, Clinical Neuroscience Institute-MVH, Neurosurgery; Nita Thomas, MD, Premier Health Family Care of Vandalia, Family Medicine; Letitia Thompson-Hargrave, DO,



presented by West Central Ohio Regional and Dayton Medical Response System on Dec. 13 at Edison State Community College. The event was sponsored by Premier Health and Kettering Health.

UVMC managers assisted at the Lincoln Community Center's annual after-school program holiday party on Dec. 16. As part of UVMC's support of this annual event, UVMC employees donated 100 \$5 gift cards to be included in the children's holiday stockings.

Premier Physician Network

Premier Physician Network welcomed 87 new providers in 2022! Please help us welcome our new PPN physicians:

Mohamedkazim Alwani, MD, Premier ENT Associates, Otolaryngology; Seema Azher, DO, Liberty Family Medicine, Family Medicine; Srinivasu Chamarthy, MD, Premier Blood and Cancer Center-UVMC, Hematology/Oncology; Hasan Chaudhry, MD, Premier Health Primary Care Beaver Creek, Family Medicine; Yi-Wen

Psychiatry; Sabrina Gunn, DO, Upper Valley Outpatient Behavioral Health, Psychiatry; Dustin Jones, MD, Premier ENT Associates, Otolaryngology; Saad Kanaan, MD, Clinical Neuroscience Institute, Neurology; Daniel Keltner, MD, Trenton Family Medicine, Family Medicine;

Jhansi Koduri, MD, Premier Blood and Cancer Center-MVHS, Hematology/Oncology; Katie Krebs, MD, Premier Orthopedics-Centerville, Sports Medicine & Family Medicine; Michael Lee, MD, Gem City Surgeons-MVHS, General Surgery; Peter Michaelson, MD, Premier ENT Associates-Centerville, Otolaryngology; Glen Nagasawa, MD, Clinical Neuroscience Institute-MVH, Neurology; Yangshu Linda Pan, MD, Lifestages Centers for Women, OB/GYN; Lindsay Parrish, MD, Magnolia Women's Health, OB/GYN; Erik Poldemann, MD, Premier Cardiovascular Institute-Needmore, Interventional Cardiology; Charlotte Orr, MD, Premier Orthopedics-MVH, Orthopedic Surgery; Amaal Salhieh, MD, Premier Health Primary Care Beaver Creek, Family Medicine; Neha

Premier Family Care of Kettering, Family Medicine; Kirk Tucker, MD, Miami Valley Primary Care, Internal Medicine; Jessica Uhler, MD, Monroe Medical Center, Primary Care; and Amanda Wright, DO, Premier Orthopedics-MVH, Orthopedic Surgery

Look for a listing of advanced practice providers who joined Premier Physician Network in 2022 in next month's Pulse.

Respiratory Virus Testing through CompuNet

As respiratory illness cases affect our community, CompuNet would like to remind providers that select CompuNet locations offer onsite collections for COVID, Flu, RSV, and Strep Culture. Please be aware that the Strep Culture is not a rapid strep test, and the Strep Culture will be sent to the lab to be tested. Except for COVID testing, which individuals can directly order, all other tests require a physician's lab order.

For COVID, Flu, RSV, and Strep Culture testing, patients are required to make an appointment at [Compunetlab.com](https://www.compunetlab.com). We ask that patients not enter the patient service center but remain in their car and follow the instructions provided when setting their appointments.



The following CompuNet Patient Service Centers offer COVID, Flu, RSV, and Strep collections

Beavercreek

2400 Lakeview Drive, Suite 110, Beavercreek
COVID Antigen, PCR, Flu, Strep, and RSV testing.

Lebanon

580 N State Route 741, Lebanon
COVID Antigen, PCR, Flu, Strep, and RSV testing.

Montgomery

11135 Montgomery Road, Suite 200, Cincinnati
COVID Antigen, PCR, Flu, Strep, and RSV testing.

Moraine

2308 Sandridge Drive, Moraine
COVID Antigen, PCR, Flu, Strep, and RSV testing.

Springfield

2355 Derr Road, Springfield
COVID Antigen, PCR, Flu, Strep, and RSV testing.

Troy Patient Service Center

1850 W Main St., Troy
COVID, PCR, Flu, Strep, and RSV testing available.
COVID Antigen testing is not available at this location.

West Chester

7743 Tylersville Road, West Chester
COVID Antigen, PCR, Flu, Strep, and RSV testing.

(NOTE: For the West Chester Tylersville location, if you are scheduling for COVID/Flu testing, do not enter the building. Follow the arrows for parking and call 513-378-4720 when you arrive.)



Provider Praise

Premier Health patients submit thousands of comments annually, acknowledging providers across our health system for delivering excellent care. Here is a random sampling of appreciation received in recent months.

Dr. Elizabeth Swartzwelder answers all my questions. She hears and addresses my concerns. I'm very happy with the care I receive.

Dr. Nathan Hofmann: The office staff is amazing. They help me so much with scheduling my elderly parents and getting them set up with appointments.

Dr. Kathryn Lorenz didn't rush through the appointment.

She spent time and answered my questions in all areas.

Dr. Joshua Ordway is hands down the best doctor I have seen. He's very trustworthy and personable. I actually don't dread going to the doctor now. 10 out of 10. I 100 percent would recommend him! Love him!

Dr. Katherine Lin and her staff are very friendly, informative, and knowledgeable. Dr. Lin is very thorough and supportive.

Dr. Joseph Leithold always listens attentively and gives meaningful responses to questions, and he also explains his diagnosis and recommendations thoroughly.

Editorial Board: Dr. Marc Belcastro, Dr. Roberto Colon, Dr. Andre Harris, Dr. Scott Kanagy
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