

Premier Pulse

News and Information for Premier Health Physicians
and Advanced Practice Providers

VOLUME 10 | ISSUE 9 | SEPTEMBER 2023



21st Century Cures Act and Patient Experience

By Lakmali Ranathunga, MD, chief medical officer, Miami Valley Hospital North and Upper Valley Medical Center



The 21st Century Cures Act's "Open Notes Rule" became effective on April 5, 2021, mandating that health care organizations grant patients immediate

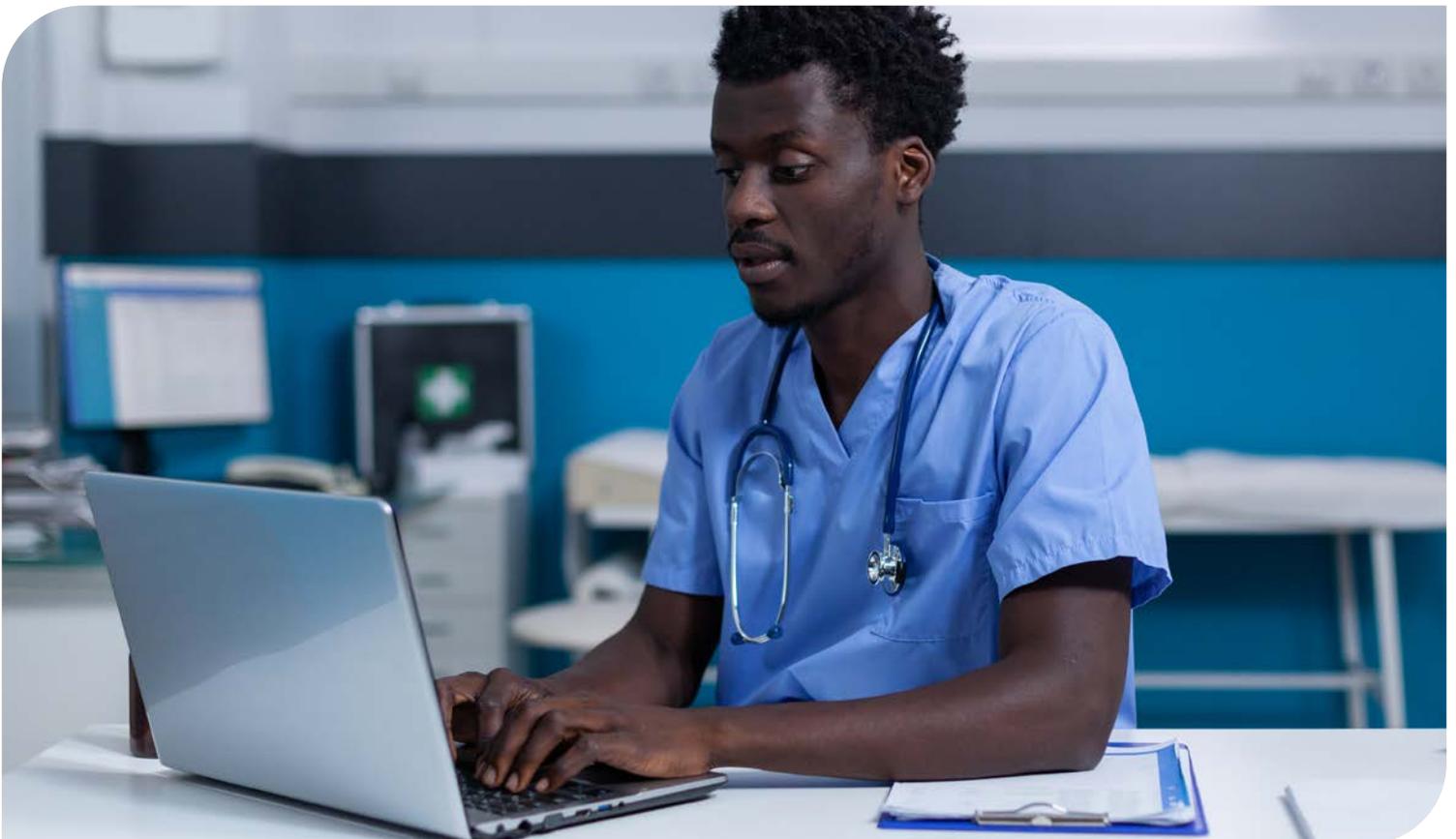
access to their electronic medical records, including clinical notes, lab results, medication lists, operative reports, and referral information. This rule encompasses a range of health care providers like

hospitals, skilled nursing facilities, nursing homes, home health entities, long-term care facilities, and health care clinics.

Following in-person or telehealth visits, medical professionals, including doctors, nurses, and other care providers, compose "Open Notes" summarizing crucial patient details. These notes integrate into a patient's medical record, and upon sharing with patients, they transform into "open notes." While patients understand that clinical notes serve as a conduit for care coordination among clinical teams and

aren't framed in layperson's terms, they expect that these notes accurately and genuinely represent their health status. Exceptions aside, clinical notes must remain accessible. Non-compliant organizations and providers risk potential fines, sanctions, or other adverse consequences arising from their failure to adhere to The Cures Act; the act, however, permits a comprehensive list of well-defined exceptions. For instance, a note could be withheld if a provider deems its viewing poses a substantial risk to

Continued on next page.



21st Century Cures Act and Patient Experience *(continued from front)*

the physical safety of a patient or another individual.

The silver lining is that our choice of words and phrases can empower and humanize our patients, fostering a healing connection with them and their families.

Furthermore, open notes yield a positive impact on patient engagement and comprehension. Patients affirm that reading these notes helps them better grasp and assert control over their health care journey. They also note a sense of trust in their health care provider.

Health care professionals frequently counsel patients to jot down their notes during clinical visits or enlist friends or family for assistance, given that a significant portion of conveyed information is often forgotten. For better or worse, patients can swiftly access their provider's notes within their electronic medical records (EMRs) to recall the specifics of their health care interactions.

Patients are observant of our notations and bedside manner. Specifically, our use of templated physical examination descriptions must be tailored to reflect the actual bedside assessment. We've encountered instances where patients discovered a comprehensive

exam documented in the chart without a corresponding physical examination. On one occasion, a patient reached out to us, highlighting a consistent age discrepancy across the records—73 instead of 33. This discrepancy originated from a provider's error and propagated through various notes. Similarly, vigilance is required in documenting time-based information.

In addition, our choice of language must be sensitive, avoiding terms like alcohol addiction, frequent flyer, pain seeker, addict, or alcoholic, which can inadvertently come across as judgmental and offensive. For instance, substituting "alcohol use disorder" for "alcohol addiction" is more considerate. Rather than describing a patient as "non-compliant" and a "frequent flyer," we can depict a "73-year-old female with a history of diabetes mellitus who struggles with adhering to her diabetes regimen, resulting in multiple readmissions." These nuances in phrasing can either foster a stronger patient-provider connection or erect barriers to its formation.

Requests for medical record amendments vary in legitimacy and complexity. While some adjustments are straightforward, others involve removing material that

patients find embarrassing, even if factually accurate. A surge in amendment requests could further burden providers with administrative tasks. Some of these appeals might not be feasible, necessitating careful conversations with patients and written responses to rejected requests. Such interactions might not always go smoothly, potentially causing stress for patients and providers, and tarnishing the provider's reputation due to negative online reviews.

Let's focus on the positives of this practice to cultivate connection, nurture trust, and ultimately enhance patient health care outcomes. Patients have harnessed open notes to better comprehend and adhere to treatment instructions. Addressing valid concerns or miscommunications in these notes has allowed patients to resolve issues promptly. Beyond a mere administrative burden, open notes present an avenue to refine documentation, enhance patient-provider relationships, and bolster patient safety. By promoting patient compliance with treatment plans, open notes can elevate patient experience and provider satisfaction.



DIGITAL MINUTE

Epic Upgrade Coming Soon

By **Walter Reiling, MD**, system chief medical information officer, Premier Health; and **Amanda Via**, system director of access, referral management, and telehealth, Premier Health



Premier Health this fall will upgrade to the version of Epic that was released in May 2023. The upgrade will go live on Saturday, October 7. Originally, Epic offered upgrades every one to two years but recently moved to having upgrades three to four times a year. Expect that we will typically be installing new versions around twice a year. This provides us with smaller and more easily implemented updates. It is very important that we stay up-to-date with Epic's software so that we can meet the regulatory requirements and bring you the requested new functionality. Over the next year or two, look for many usability updates that will make Epic more efficient for you to use. We recognize even positive updates can be challenging during the transition. We want to express appreciation for your patience and assistance in working through these changes. More specifics will be forthcoming.

Elevating Neurological Care at Miami Valley Hospital

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



The strength of the Premier Health neuroscience service line lies in the full breadth of services that it delivers to the communities we serve. These services

include ambulatory, inpatient and telehealth based programs. Miami Valley Hospital is the base for the complex care required for Neurosurgery, Neuro-Intervention, Neuro-Trauma and Epilepsy Surgery. One core service that allows these programs to function at a high level is the Neuro-Critical Care (NCC) team. According to Bryan Ludwig, MD, chair of Premier Health neuroscience service line, “much of what we see in the high acuity neuroscience work would not be possible without the expertise of our NCC partners.” With a relentless commitment to excellence, our NCC service ensures that

patients with complex neurological illnesses receive the highest level

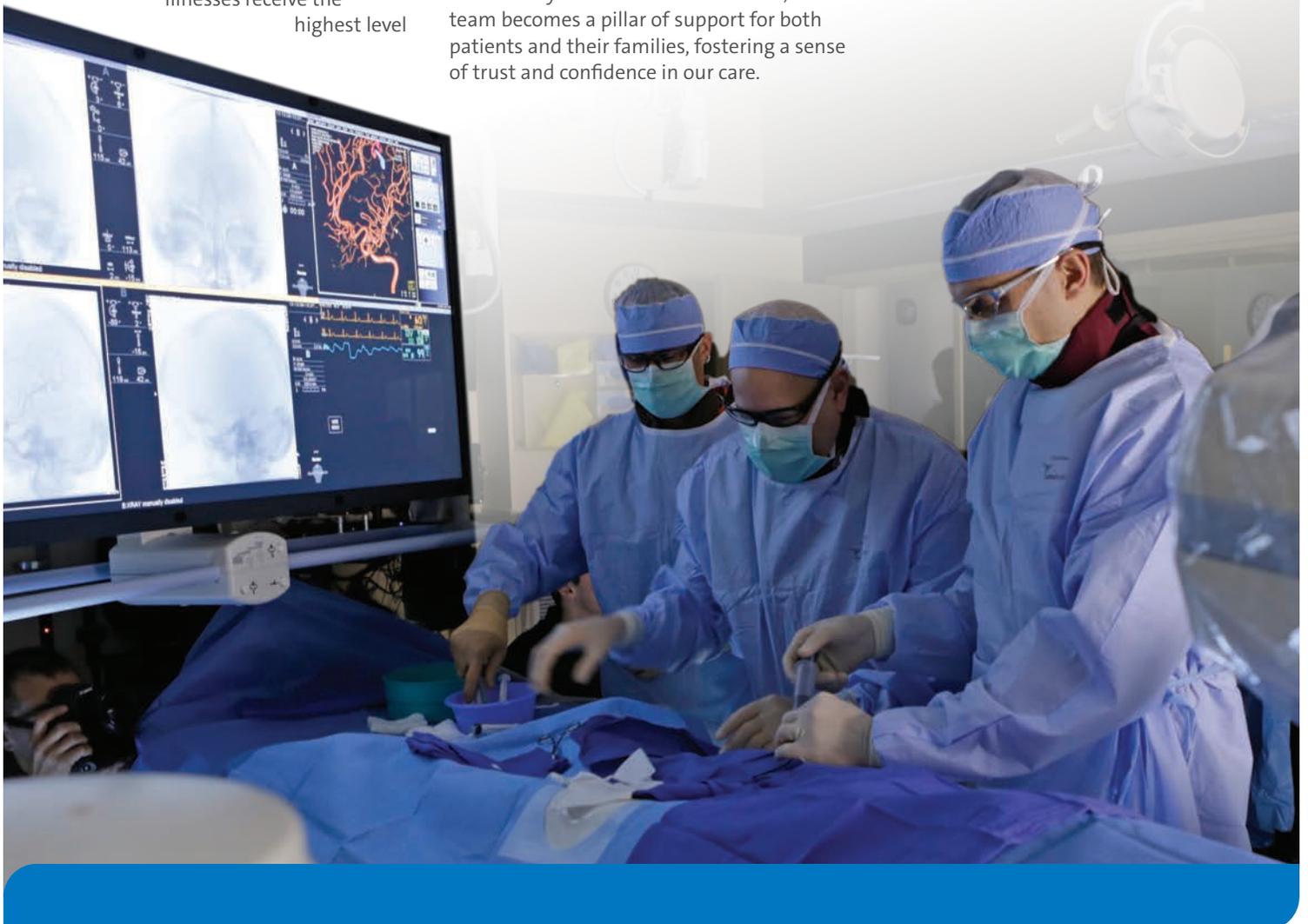
of care, supported by a team of exceptional health care professionals.

The foundation of the NCC team is the nurses who staff the neuro-intensive care unit at Miami Valley Hospital. Their proficiency, dedication, and unwavering focus on patient well-being drive our programs’ success. These skilled nurses work collaboratively with our expert nurse practitioner team, who provide steadfast bedside care 24/7. This constant presence guarantees that patients are under the vigilant watch of knowledgeable practitioners, leading to improved outcomes and enhanced patient experiences.

Gnan Thakore, MD, serves as the director of the NCC team and leads a dedicated group of providers. With a patient-centered philosophy, our physicians and APPs work diligently to create personalized treatment plans that prioritize each individual’s well-being and quality of life. This commitment extends beyond medical intervention; our team becomes a pillar of support for both patients and their families, fostering a sense of trust and confidence in our care.

The NCC team also intends to train the next generation of NCC providers. The Neurocritical Care Fellowship Program was approved and will begin to train providers in 2024. This innovative initiative marks a significant stride in combining research with clinical practice. Aspiring neurocritical care specialists will have the opportunity to engage in cutting-edge research, contributing to the advancement of neurological sciences. This fusion of research and clinical expertise will fortify our team’s proficiency, enabling us to provide even more effective care to patients with neurological conditions. For more information about the Neurocritical Care Fellowship Program, email Jason Merritt at JEMerritt@PremierHealth.com.

To learn more about the neuroscience service line visit, www.premierhealth.com/services/neuroscience



Recognizing Telehealth Week

By Megan Elsass, telehealth program manager, Premier Health



Telenursing Spotlight

Telenursing is an innovative care model pilot program that began in May 2023 in select inpatient units at Premier Health hospitals. In this pilot program phase, a virtual nurse is assigned the distinct responsibility of admitting and discharging patients using Premier Health's own telehealth technology. The bedside clinical teams can focus on hands-on tasks by designating appropriate tasks for the virtual nurse. Three months into the pilot, which currently serves five units across three hospital campuses, we have collected feedback from the virtual and bedside nurses involved, and here are their perspectives on the telenursing pilot:



Old Equipment



Current Equipment

Our workforce's challenges during and post-COVID necessitated a different approach to patient care, such as telenursing. Telenursing allows for more collaboration between the virtual nurse and the bedside nurses. Discharges benefit greatly from a telenurse approach because the patient-teaching portion can be reviewed more thoroughly, and the patients have ample time to receive the information and ask questions.

- It has been fun to be part of the team working on telenursing. The team started from scratch and has done a great job of putting together a usable product to help support our bedside staff. It will be even more enjoyable to watch how Telenursing transforms and expands in the next 3-5 years to help support the field of nursing.
- In this care model change, we know that there is always some hesitancy in trying something new, but the units using our resources have seemed to embrace our help, especially Miami Valley Hospital South JS2. It's a pleasure to be a part of

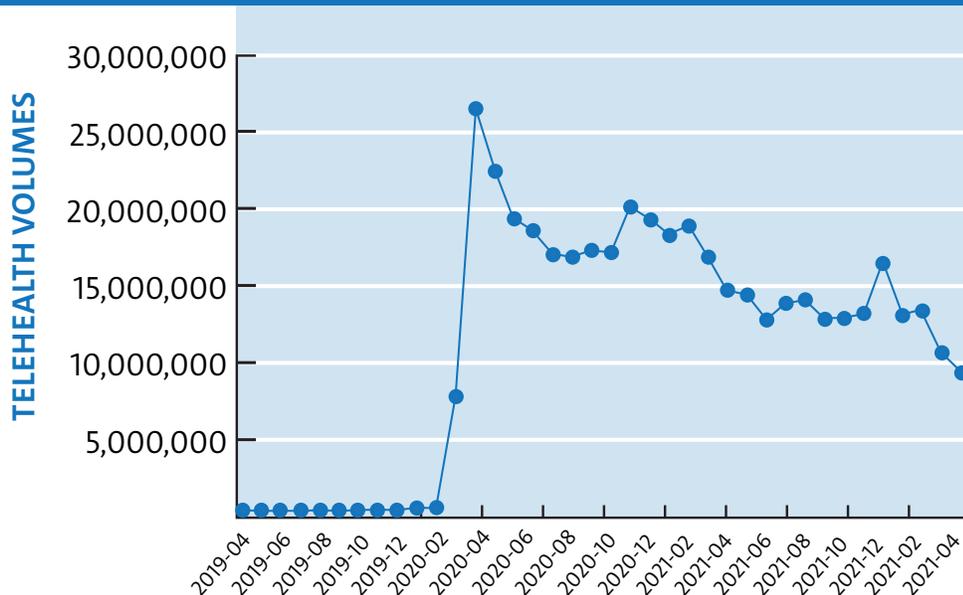
the treatment teams for so many patients. We are excited to be a part of growing this new program!

- Telenursing is a great tool to share the responsibilities of the clinical nurse with a highly competent professional, allowing time for patients to be redirected to hands-on care.

Telehealth Growth Through the Years

Telehealth services used at Premier Health have followed a trajectory similar to that of the nation, with a clear distinction between pre and post-COVID utilization. While the post-pandemic volumes are universally stabilizing, consumers' and health care providers' demand for telehealth remains substantially elevated and is projected to remain at 38 times higher than pre-pandemic levels. In response to these trends, Premier uses telehealth to develop new offerings and expand existing offerings, while reimagining traditional care delivery.

April 2019 to May 2022 US Telehealth Visits



Source: Trilliant Health

<https://www.trillianthealth.com/insights/the-compass/telehealth-demand-continues-to-decline-posing-challenges-for-telehealth-providers-and-policy-makers>

Her Journey, Playlist Favorite, and Plott Hound



Dr. Jessica Uhler

What is your clinical specialty?
Family Medicine

Where did you go to school?

Purdue University,
B.S. Genetics

Wright State University Boonshoft School of Medicine, M.D. Community Hospital East (Indianapolis), Family Medicine Residency

What brought you to Premier Health?

I always enjoyed my rotations at Premier Health facilities in medical school and wanted to be closer to family in the Cincinnati area.

Why did you choose medicine as a career?

I grew up with parents in health care careers (pharmacist and nursing professor) and eventually chose medicine after shadowing experiences in college.

Who are the people who influenced and/or mentored you?

I had great faculty in residency who were amazing mentors as a woman in medicine, including: Drs. Melody Jordahl-Iafrato, Aria Arrizabalaga, Jesse Clark, Cassandra Cashman, Judy Robinson, and Lindy Sergeant.

What is one thing most people don't know about you?

I have a 15-month-old Plott hound named Dolly Jolene and, consequently, have had to replace half of my shoes this year...

Where is your hometown?

Brookville, IN

What, if any, sports team(s) do you cheer for?

Purdue Boilermakers football and basketball, Columbus Blue Jackets, Cincinnati Bengals

What is the last book you read?

"28 Summers" by Elin Hilderbrand

What is your favorite song in your playlist?

"Cruel Summer" - Taylor Swift

What is your favorite food?

Thai food

What is your favorite hobby?

Traveling, especially for concerts and sporting events. I went to Wimbledon and the Scottish Open this summer.

What is your favorite animal, and why?

Manatees

Where is your favorite vacation spot, and why?

Cape San Blas, Florida, for its peaceful white sand beaches and amazing sunsets over the Gulf.

Describe something (a thing, person, place, experience, etc.) for which you are especially thankful: I'm especially thankful for my parents, who have been a constant support during my medical training journey. I'm looking forward to celebrating their 50th wedding anniversary with a family trip to North Carolina this fall.

Pick a side

iPhone or Android?

Android

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?

E-reader

Coffee or tea?

Coffee

Cooking or baking?

Baking

Sweet or salty?

Sweet



Premier Health Imaging Expands Access to Reduce Patient Wait Times

By Tracy Short, director of ambulatory imaging, Premier Health



Since 2019, Premier Health has seen significant increases in demand for both inpatient and outpatient imaging exams. MRI/CT volumes alone have grown more than 32% between 2019 and 2023. As imaging leaders, our teams would typically celebrate this volume growth as a true success. Unfortunately, the trend accompanying our volume growth and imaging demand has caused a sizable increase in wait times for our patients in certain imaging areas.

Today's landscape of full-capacity imaging departments coinciding with extreme staffing shortages has created an opportunity for us to reevaluate the needs across the system. Subsequently, expanded OP hours and efficiency improvement strategies have been designed to alleviate the current imaging bottleneck. We hope these strategic endeavors help patients and office staff schedule imaging procedures timely as we advance into 2024.

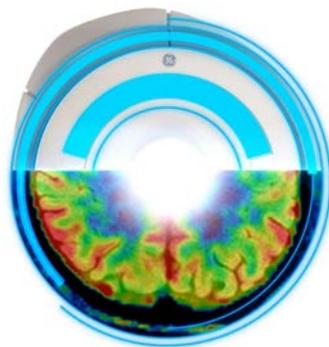
MRI/CT

The table below represents the additional outpatient appointments that opened in August and possible future appointments. Locations and numbers highlighted in green represent appointments opened during August, and the locations and numbers highlighted in yellow represent the area for hiring personnel to fulfill future appointments.

LOCATION	MRIS/MONTH	CTS/MONTH
Huber	144	260
Springboro	144	300
UVMC	80	40
MVHS		100
MVHN	40	
Totals	408	700

Huber Heights MRI Upgrade

In August, the Huber Heights imaging department installed a new GE Voyager MRI system. This unit features new technology that scans 40% faster for improved throughput and increased image quality. This new system also allows breast MRIs to be performed at this location.



PET/CT Imaging

Mobile Pet/CT service has expanded days, hours, and locations, increasing PET/CT availability by 100/month. Below is a schedule of locations and dates the service is available.



Screening Mammography

Premier Health breast imaging underwent an in-depth productivity analysis in early 2023. Three opportunities for efficiency were identified as part of the analysis. In November 2023, the first of these opportunities will be realized, allowing for an additional 716 monthly screening mammograms across the system. As additional levers can be pulled, access to breast imaging will only continue to increase.

Imaging leadership is dedicated to focusing on initiatives that will improve patient wait times and patient experience. If there is any feedback or urgent concerns you need to address regarding imaging services, please feel free to reach out to the coordinating director or system vice president of imaging.

Premier Health

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Atrium Medical Center and Miami Valley Hospital South

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Miami Valley Hospital North and Upper Valley Medical Center

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Fidelity Health Care Athletic Training Services



By Beth Blank, system director of school partnerships and employer strategy, Fidelity Health Care and Mike McCormack, system director of rehab services, Premier Health



Fidelity Health Care has provided athletic training services to local school districts for more than 20 years. We currently employ 70 athletic trainers who provide sports medicine services to 36 school districts in greater Dayton. As we continue to foster these partnerships, we are looking to serve not only the student-athletes but the entire school district, encompassing non-student athletes, faculty,

staff, and parents.

To help expand our reach beyond student-athletes, Fidelity utilizes two school ambassadors, Teresa Leeper and Ashley Jewell. Our school ambassadors serve as the liaison between Fidelity and the schools by introducing and highlighting the many district-wide health and wellness services available. The ambassadors bridge the communication gap and ensure our schools' needs are heard and met.

Currently, Fidelity offers students an array of services, including CPR certification, nicotine cessation programs, drug education and testing, wellness lectures/workshops, health and safety fairs, and sports physicals at Premier Health Urgent Cares. We also represent the system at career days and help educate students on the pathway to health care careers. We connect students interested in a health care career to internships, externships, job shadowing and career opportunities at Premier Health.

We are seizing additional opportunities through our school partnerships by extending our services beyond the students. We offer the entire school district health and wellness services such as health and biometric screenings, wellness workshops, CPR and First Aid training, flu vaccines, injury care, and much more. We also support the schools' nursing programs and staff by offering clinical opportunities, continuing education, and access to Premier Health resources. We value the relationship with the nurses and understand they are an integral part of navigating the health and wellness of students and faculty.

It has been an exciting year, and we look forward to 2024 and the many opportunities ahead. We will continue to foster our current partnerships and look for new ways to engage and encourage health and wellness by serving the heart of a community – the schools. If you are interested in helping students find their health care calling, or if you have additional questions regarding Premier Health's school services, please contact our school liaisons, Teresa or Ashley, and they will assist you.

Teresa can be reached at trleeper@premierhealth.com, and Ashley can be reached at aljewell@premierhealth.com

CompuNet September Updates

Tumor Markers Method Conversion: Re-Baseline Period

In preparation for the upcoming chemistry instrumentation and methodology change for tumor marker testing on November 11, 2023, CompuNet will begin its re-baseline period starting September 11, 2023. It is strongly recommended that clinicians re-establish baseline tumor marker levels on the new method for AFP, CEA, CA 125, CA 15-3, and CA 19-9 during this time, as values from different assay methods and instruments are not interchangeable. For any testing ordered during this re-baseline period, the laboratory will automatically perform and report results from the current and new platforms to help clinicians evaluate the differences between the methods. The re-baseline will be at no additional charge to the patient.

Now Open: CompuNet Ohio Valley Surgical Center Springfield Patient Service Center

On Wednesday, August 23, 2023, CompuNet opened the doors to their newest Patient Service Center, conveniently located at 140 W. Main St., 2nd Floor, Springfield, Ohio 45503. This state-of-the-art facility employs a team of two full-time, dedicated staff members who will be on hand to provide personalized and professional assistance to patients. Committed to delivering high-quality service, the staff will guide patients through the process, ensuring a smooth and efficient experience during their visit. A range of essential health care services will be offered at this location, catering to physician-ordered labs and patient self-order direct access testing collections. This comprehensive approach ensures that patients have access to the necessary tests they require all under one roof. Hours at the new location are Monday through Friday, 6:30 a.m. to 5 p.m. Patients can either walk in for services or schedule appointments in advance. To schedule an appointment visit www.schedule.compunet.com or call (937) 505-1519

2023 Client Satisfaction Survey

At CompuNet, your satisfaction has always been at the heart of everything we do. To assist us in our ongoing commitment to quality and improvement, we kindly request your participation in our 2023 Client Satisfaction Survey to share your perspectives, thoughts, and ideas, empowering us to further enhance our services. Take the survey now by visiting <https://compunetlab.com/clientsurvey>

GI Panel Discontinued

The GI Panel sent to Mayo is being discontinued for outpatient settings. The test may be ordered for inpatient testing needs. Alternative testing that may be ordered includes the following:

- Stool culture
- Rotavirus
- O&P
- C. difficile



Disease Certification, Orthopedic Externship, Prescription House Bill



Atrium Medical Center

Premier Health and Atrium Medical Center were the presenting sponsor for the Luke Kennard Elite Basketball Camp this summer. Luke plays for the NBA's Memphis Grizzlies and is a former Franklin High School basketball standout. Premier Health athletic trainers were present for both camp locations, Camp Chautauqua and Carlisle High School. This year, the camp had more than 250 participants, a record.

Atrium Medical Center Foundation's Ninth Annual Highway to Help took place on Aug. 5. This event supports local families in need through Atrium's Adopt-a-Family program, particularly during the holiday season. Nearly 60 motorcyclists embarked on a more than two-hour journey, traversing Warren and Clinton counties. The ride ended in Mason at Powder Keg Harley-Davidson, where riders, volunteers,

and community members enjoyed an after-party with live music and food.

In collaboration with the (Cincinnati) Health Collaborative, about 45 Southwest Ohio high school students in the TAP Health Summer Academy toured Atrium for a closer look at the hospital's stroke program. The TAP Health Summer Academy is a career exploration program for students interested in health care.

Atrium leaders and providers donned their sweatbands and sneakers during an event on Aug. 25 to encourage participation in the recent Butler/Warren County Heart Walk. During a kickoff event in the hospital's main lobby, Team Harlan and Team Kanagy squared off to see who could log the most minutes on treadmills.

Atrium employees showed their generous spirit by donating 45 backpacks filled with school supplies. Atrium employees

needing assistance could pick up backpacks and school supplies to ease the financial strain of the back-to-school season.

Atrium played a role in popular end-of-summer community events with sponsorship and participation in the Lebanon Blues Festival; the Healthy Living Market in Lebanon; Chamber45005's annual golf outing; and the Western & Southern Open tennis tournament in Mason.

Miami Valley Hospital

Miami Valley Hospital South has earned Disease Specific Care Certification from The Joint Commission for its spine care services. This certification recognizes the hospital's dedication to delivering superior spine care and ensuring optimal patient outcomes.

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Miami Valley Hospital Foundation and Good Samaritan Foundation-Dayton awarded nine nursing scholarships to nurses at Miami Valley Hospital, Miami Valley Hospital North, and Miami Valley Hospital South. Funded by Foundation donors, these scholarship opportunities help our team of nursing professionals from diverse backgrounds and disciplines further their nursing education.

Dr. Michael Herbenick and his team hosted an Orthopedic Externship for minorities and women in medicine at Miami Valley Hospital South. The students participated in various activities and were given a brief demonstration of sterile gowning, gloving

and hand washing. They also received a brief introduction to orthopedic Surgery and sports medicine.

The 2024 MVH/ University of Dayton Healthcare Symposium is set for April 12, 2024. The planning committee met for a visioning session to review past events, presentations and event location. Sharon (Howard) White and Dr. Teresa Zryd are members of the planning committee.

Upper Valley Medical Center

The Piqua YWCA was awarded grant funding for their facility renovations project from the UVMC Community

Benefits Fund. The check presentation was held Aug. 22 at the YWCA.

Lisa Pitcairn, APRN, chronic disease clinical nurse specialist, Upper Valley Medical Center, was interviewed on Aug. 30 by Troy Power 107 and WPTW radio stations to share important educational information about cholesterol for National Cholesterol Education Month in September.

UVMC was the presenting sponsor of the Miami County Hospice's Celebrating Life's Stories Butterfly Release on the UVMC campus on Aug. 12.

In other community outreach, UVMC sponsored the Troy City Schools New Teachers Welcome Luncheon hosted by the Troy Chamber of Commerce on Aug. 16; sponsored the Rock the Hill Festival in West Milton on Aug. 19; and is sponsoring the West Milton and Main Street Piqua Third Thursday events held through mid-October.

UVMC hosted a Community Blood Center Blood Drive for the hospital family on Aug. 10 – an event that was well attended and achieved 142 percent of the goal.

Premier Physician Network

PPN still ranks No. 1, according to the 2023 Dayton Business Journal Physician Group Practice Listings. PPN continues to be the largest group of primary and specialty care practices in Southwest Ohio. With more than 1,000 physicians and advanced practice providers in 190 offices throughout greater Dayton and northern Cincinnati, PPN again takes the top spot in the DBJ listings. Read about this in the August 11, 2023, Dayton Business Journal Physician Group Practice Listings. bizjournals.com

PPN welcomed several physicians and APPS at the August 16, 2023 New Physician and APP Orientation (Front, L-R): Sara Cruikshank, MD, Premier Psychiatry Associates; Kellye Moore-Texter, PA, Cardiothoracic Surgery Associates; Erika Watamanuik, CNP, MVHS Hospitalist Group; Rebecca Tobias, MD, Miami Valley Infection Specialists; (Middle, L-R): Patrick Bartholomew, CNP, Advanced Pulmonary Critical Care – Atrium; Erica Anderson, NP, Studebaker Family Practice; Alexandra

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Wilson, PA, Bull Family Diabetes; Tommie Easley, MD, Nocturnist – MVH; Andrea Dockry, MD, Premier Psychiatry Associates; (Back, L-R): Syed Ahsan, MD, Nocturnist – MVHN; Adam Deardorff, MD, Clinical Neuroscience Institute – MVH; Aruna Prattipati, MD, UVMC Hospitalist Group; Alison Swelbar, PA, MVH Hospitalist Group; Raneka Rogers, NP, MVH Hospitalist Group; Anna Bergman, NP, MVH Hospitalist Group;

Jordan McCracken, NP, Middletown Family Practice; and Paula Pacurari, MD, SureCare Medical Center.

Dayton Daily News published an article on August 28, 2023, about the FDA's approval of Abrysvo, a respiratory syncytial virus vaccine for pregnant women, which can protect their infants from RSV illness after birth. The article quotes subject matter expert Y. Linda Pan,

MD, of Lifestages Centers for Women. In the article, Dr. Pan discusses how the research is still new, and the CDC and the American College of Obstetricians and Gynecologists have not yet made a recommendation on this new vaccine for pregnant women. "Right now, I think we're cautiously optimistic but have not made a particular statement about this vaccine yet," Dr. Pan said.



Provider Praise

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

Kenton Dickinson, PA, is so friendly, caring, and always pleasant. His staff member Carol is wonderful. Glad I have them as health care providers.

Angela Kohnen, MD, could possibly be the best family doctor in the area. The doctor has attended to my wife and I for at least 15 years, and we have access to appointments whenever needed.

Richard Davis, MD: Amazing service from the moment I entered the lobby. Thank you!

Kelsey Shilt, PA: Everyone there is always so nice and in a happy mood.

Chelsea Warner, APRN: I always receive great care from this provider!

Sanford Wolfe, DO, is very caring and easy to work with.

Carrie Pohlman, APRN: Excellent care and very professional.