



Alan Macdonald, (1), First Vice Chairman of the Hallmark Health System Board of Trustees, Mike Eruzione, Robert Harney, MD and Dennis Cataldo, Tournament Chair, photographed at the MWH Golf Tournament.

\$160,000 raised at June events

More than \$160,000 was raised at two signature events sponsored by Hallmark Health: The Stride for Health Walk and the Melrose-Wakefield Golf Tournament. Olympic Hockey Gold Medal winner, **Mike Eruzione** spoke at the Tournament Dinner which was his way of saying 'thank you' to the hospital and **Robert Harney, MD** for the high quality care he and members of his family received here. Proceeds from these events benefit the Bone & Joint Program and cardiac and endovascular programs.

Medical staff are reminded that Hallmark Health will host the second Annual Gala & Auction on Saturday, Sept. 12 at 6:30 p.m. at the Royal Sonesta Hotel in Cambridge. Proceeds will benefit diabetes services throughout the system.

Lifeline has special July promotion

Hallmark Health Lifeline is offering a special independence month promotion. Lifeline is a personal alarm system that subscribers wear to call for medical help. New subscribers will receive their first month of service free, as well as free installation and activation. This is a savings of more than \$130 over the usual fee.

For more information, please call Hallmark Health Lifeline at (781) 338-7215. Calls must be made by July 31, to receive this special offer.

Hallmark Health's new Pain Management Program

In July, Hallmark Health's new hospital-based Pain Management Program is committed to the compassionate treatment of patients with acute or chronic pain.

The program is staffed by **Emad Younan, MD**, who is board certified in pain management and anesthesia and specializes in the treatment of back pain, chronic and cancer pain control by using the latest diagnostic and therapeutic options available.

The program treats cancer pain, diabetic neuropathy, disc degeneration and herniations, injuries from auto accidents, neuropathy, post surgical pain, reflex sympathetic dystrophy, severe arthritis, shingles, spine injuries and trigeminal neuralgia. It uses the latest technologies available for the treatment of back pain including diagnostic nerve blocks, discography, intradiscal electrothermic therapy

procedures and nucleoplasty.

Dr. Younan has more than a decade of experience in treating and managing chronic pain. He completed residencies at the Cleveland Clinic Foundation in Cleveland, OH, and the Brookdale Hospital Medical Center in Brooklyn, NY.

The Pain Management Program is located on the fourth floor at Melrose-Wakefield Hospital. To schedule an appointment or to make a referral, please call (781) 338-7111.

For more information about the program, please call (781) 979-3266.



Emad Younan, MD

Committee working to make Hallmark Health more culturally diverse

Hallmark Health continues to make progress on a far-reaching organizational change that will ensure that all patient care and services Hallmark Health provides are culturally sensitive and welcoming to the diverse patients and visitors who reside in our surrounding communities.

With funding from the Blue Cross Foundation's "Pathways to Culturally Competent Health Care," the Diversity Steering Committee has brought in Harvard Pilgrim Health Care Foundation's Institute for Cultural Insight to conduct an assessment of policies, procedures and practices involved in patient care, staff development, recruitment and retention.

The consultants conducted surveys of management, staff, patients and local residents to measure local attitudes towards Hallmark Health.

This assessment found that staff members from both hospitals were proud of their institutions and the care they provide. However, more work needs to be done to ensure that Hallmark Health presents a consistent environment that is more open and welcoming to multicultural populations.

"Providing culturally competent care is much more than providing interpretation services," explains **Diane Farrahar-Smith, Senior Vice President, Home Care and Community Services**, who is a member of the Diversity Committee. "It involves improving listening skills, embracing diversity at every turn, increasing sensitivity and respect to cultural differences and reaching out in the community to create a welcoming environment that people from all ethnic backgrounds and cultures immediately sense whenever they come to Hallmark Health for care."

This year the Diversity Steering Committee has increased the size of its membership and as part of the second year of the funding grant, is working with the Harvard Pilgrim Institute and other groups on strategies to improve the level of cultural competence throughout the organization. It will introduce education and training for all Hallmark Health staff on how to provide care that is sensitive to the needs of various cultures.

WELCOME NEW PHYSICIANS

Doreen DeFaria Yeh, MD, has recently joined Melrose Internal Medicine Associates, Inc., 50 Rowe St. Suite 500 in Melrose.



Dr. Yeh is a graduate of the University of Massachusetts Medical School and held a cardiac fellowship at the University of California San Francisco Medical Center and a clinical fellowship in medicine at Massachusetts General Hospital. Her phone number is (781) 979-3800.

IMAGING TIP OF THE MONTH

Magnetic Resonance Arthrography

Magnetic Resonance Arthrography is now available at Hallmark Health on the new state of the art GE 1.5T Excite MR system located at Melrose-Wakefield Hospital.

MRI Arthrography exams provide soft tissue details of the joints. Direct MRI Arthrography is a two step exam that involves a fluoroscopically guided intra-articular gadolinium injection immediately followed by an MRI.

We currently offer the following exams: MR arthrography of the shoulder, wrist, hip, elbow and knee. These exams yield exquisite detailed evaluation of the intra-articular anatomy and are far superior to conventional MR or indirect arthrography in evaluating labral, gleno-humeral ligament and subtle rotator cuff pathology.

To schedule this exam, and all other MRI exams, please call the CHEM Center for MRI at (781) 279-2213.

Interpreter Services works to promote understanding

As the local patient population has grown more diverse, the need for precise language interpretation has become more acute where clear communication with patients is paramount.

The Interpreter Services Department at Hallmark Health has kept pace with this growth filling close to 95 % of all requests for certified interpreters from hospital departments and physician offices.

According to **Janet Hare**, Manager of Patient Financial Services who oversees Interpreter Services, this department operates 24 hours a day/seven days a week to facilitate communication for patients who require interpretation or who may be deaf or hard of hearing. This office uses a pool of certified interpreters and agencies, covering more than 30 languages, to fill requests. Regulations

now require the use of certified interpreters to ensure accurate communication between the patient and medical staff.

In emergency situations, every effort will be made to find an interpreter quickly. During weekday business hours, the emergency beeper is (617) 465-7122. For evenings, weekends and holidays the emergency beeper is (781) 226-8572. To schedule an interpreter, physician offices should call (781) 338-7111, Monday through Friday, between the hours of 8 a.m. and 4 p.m. There is also a one-page Interpreter Request Form to complete and fax to (781) 338-7566. Please allow two business days to schedule an interpreter.

For more information, please call **Marianne Downey**, Interpreter Services Coordinator at (781) 338-7111.

CODING TIP OF THE MONTH

A1C - Did you know that Medicare (CMS) has a Frequency of Testing?

CPT Code	Description
83036QW	Hemoglobin, glycated (A1C)

Frequency of Testing:

- Every 3 months to monitor a diabetic patient's metabolic control.
- Every 1-2 months when treatment regimen is altered to improve control.
- Every month for diabetic pregnant women.
- Patients with uncontrolled Type 1 or Type 2 diabetes may be tested more frequently, however, the medical record must support such increased testing.

Questions? Contact **Bill Galvin, CPC**, Director of Physician Practice Coding at (781) 338-7505.

EDITORIAL STAFF

PUBLISHER EMERITUS

TED BUTLER, MD, CHIEF ACADEMIC OFFICER AND CLINICAL PROFESSOR, TUFTS UNIVERSITY SCHOOL OF MEDICINE; EBUTLER@HALLMARKHEALTH.ORG

EDITOR

GERALD RYAN, MARKETING SPECIALIST FOR EDITORIAL SERVICES DEPARTMENT OF MARKETING AND COMMUNICATIONS (781) 979-3239 OR GRyan@HALLMARKHEALTH.ORG

PHYSICIAN SERVICES

PHYSICIAN LIAISONS
THOMAS ANDERSON
(781) 338-7507 OR TANDERSON@HALLMARKHEALTH.ORG

MEREDITH BAKER
(781) 338-7508 OR MBAKER@HALLMARKHEALTH.ORG



585 LEBANON STREET
MELROSE, MA 02176