

Growth of the Urgent Care Center

Compass Medical has been on the forefront of Urgent Care in Massachusetts

by Brian McKenna, Director of Ancillary Services

When Emily Auerswald and her children need care for minor illnesses or injuries, they head to a shopping center near Annapolis, Md. that has a Starbucks, a Five Guys hamburger joint and an urgent care center.¹

Ms. Auerswald is part of a growing trend in America, people seeking care for themselves or others at the more than 8,700 urgent care centers in the United States. According to the Urgent Care Association of America, there are approximately 3 million urgent care visits taking place each week and the number is only growing. The exponential growth in urgent care is being driven mainly by the acute shortage of primary care physicians in America. This coupled with lower copays, shorter wait times to be seen and more convenient locations has led to an explosion of urgent care centers opening across the United States as well as here in Massachusetts. Nearly 300 centers are being added each year.

1. *The Washington Post*, September 17, 2012

Why Visit an Urgent Care Center?

Urgent care centers provide walk-in, extended hour access to adults and children for non-life threatening illness and injury. People traditionally visit an urgent care center when their condition is beyond the ability of their regular primary care provider, they can't obtain a same-day appointment to be seen or the issue is not severe enough to warrant a trip to the emergency room.

Leader in MA Healthcare

Compass Medical has long been a leader in urgent care here in Massachusetts, opening its first urgent care center over 30 years ago.



Dr. Eric Wallace reviewing patient x-rays

Since then, Compass Medical has enjoyed significant growth opening four state-of-the-art urgent care centers; East Bridgewater in 2007; Easton in 2010, Middleborough in 2011 and most recently in Quincy in the fall of 2013.

Today Compass Medical sees roughly 1,000 patients a week in its four urgent care centers. Each Compass Medical urgent care center is located within a medical center model of care, providing Primary Care, Radiology Services, Cardiology, Behavioral Health and Laboratory Services. This model has provided patients with one stop shopping for all of their healthcare needs.

“Urgent care centers provide walk-in, extended hour access to adults and children for non-life threatening illness and injury.”

Why Compass Medical Urgent Care?

Compass Medical Urgent Care Centers, in addition to being aesthetically and functionally designed, are staffed by Board Certified physicians, open convenient hours and provide easy access to a wide array of healthcare services for ages as young as 6 months old - whether you're a Compass Medical patient, or not. What separates Compass Medical's urgent care centers from other urgent care centers is the seamless inclusion in our

electronic medical record – allowing other Compass Medical Providers real-time medical record information access for necessary and timely follow-up care. Compass Medical's urgent care centers also have on-site advanced diagnostics and specialty services, as well as access to over 60 providers should you not have a primary care doctor.



Dr. Eric Wallace with a patient

Additional Benefits of Our UCC

Once you've been seen in one of our urgent care centers, you'll have access to all the service within Compass Medical and the Steward Health Care System. Our center's offer

shorter wait times and lower copays than emergency room visits and are conveniently located nearby to where you live or work. Whether it's a laceration or the flu, a minor burn or a fracture, let one of Compass Medical's Urgent Care Centers provide you the right care, at the right place, at the right time. Compass Medical accepts most insurance plans.

Compass Medical UCC Locations

Compass Medical East Bridgewater
Southeast Medical Center, Suite 102
One Compass Way, East Bridgewater, MA
508-350-2100 | M-F 7A-7P, SA 8A-4P, SU 8A-12P

Compass Medical Easton
21 Bristol Drive, Suite 100, Easton, MA
508-565-7100 | M-F 7A-7P, Sat 8A-4P

Compass Medical Middleborough
8 Commerce Blvd., Suite 101, Middleborough, MA
774-260-9100 | M-F 7A-7P, Sat 8A-4P

Compass Medical Quincy
54 Miller Street, Suite 201, Quincy, MA
617-481-3100 | M-F 7A-7P, Sat 8A-4P



Nurse Practitioner Suzanne Leone with a patient

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Spring
2014

COMPASS PULSE

First Annual Navigator Awards

Recipients Awarded for Compassionate Care, Innovation, Leadership and Exceptional Experience

Compass Medical P.C. has thrived as an organization over the years, growing into one of the top health care providers in the South Shore Area. This successful growth is largely attributed to our excellent Providers and support staff. Without our dedicated workforce, Compass Medical would not be the exceptional organization it is today. Our success has relied heavily on the care, commitment, dedication and innovation of our employees and providers, and we are extremely proud of our extended team of care givers.

This past February, we launched the “Navigator Awards” program to our employees, providers and patients. The Navigator awards are designed to formally recognize employees and providers who exemplify Compass Medical's commitment to compassionate care and exceptional medicine. We take pride in our extended Compass Medical team and in sharing these examples of excellence throughout our organization.

In this first inaugural year of the Navigator Awards,

we were inundated with nominations for employees, by employees, Providers and patients! From an original selection of over 120 nominees, the finalists in each category were voted on blindly by a cross-functional management committee to determine the 8 award recipients. We are extremely happy to formally announce this year's inaugural 2014 Navigator Award Recipients in the following categories:

COMPASSIONATE CARE:

Marisa Eacobacci, Admin. Assistant, Abington
Karen Walter, RN, Abington
INNOVATION:
Virginia Sedani, Admin. Assistant, EB Internal Medicine
Megan McBroom, Radiology Tech., EB Radiology

LEADERSHIP:

Valerie Clancy, Supervisor, MB Cardiology
Kim D'Aiello, Lab Manager

EXCEPTIONAL EXPERIENCE:

Patient Nominated: The Abington Office Team
Patient Nominated: Dr. Riad, Abington Physician

Our recipients were selected because they best demonstrated the values of Compass Medical PC; providing compassionate care, exceptional medicine, with innovation and leadership. We feel that each Navigator Award recipient embodies characteristics that we would encourage all to emulate. We are very lucky to have our award recipients, and all of our nominees, as part of our Compass Medical team!

What makes someone exceptional? Take a look at some of the excerpts from the nominations of our deserving honorees.

“Marissa is professional, competent, responsible, considerate and energetic. She is the face of the office and patients compliment her customer service skills – she is always there to listen...”

“Karen's nursing skills are top notch. She recently saved a patient's life in our parking lot where he collapsed. She took complete control/charge of the situation by performing CPR. She truly saved his life.”

“Virginia thought of an idea that would help patients find the walk in lab location in the SEMC building, Continued on inside

THIS ISSUE

Practice Safety During Spring Sports

We all want to keep our children safe and secure and help them live to their full potential.

New Regulations for DOT Physicals

Effective May 21, new changes are in place for who can perform a DOT Physical.

Touch a Truck is Back!

Touch a Truck came back to Southeast Medical Center on Sunday May 18, 2014.

Growth of Urgent Care Centers

Compass Medical has long been a leader in urgent care here in Massachusetts...

MORE PROVIDERS, IN MORE LOCATIONS

Providing the High Quality Comprehensive Care Your Family Deserves



Dr. Douglas- Steele earned his Medical School Degree from the University of Western Ontario Medical School in London, Ontario, Canada. He completed his Revolving medical internship at North York General Hospital in Toronto, Ontario. Dr. Douglas-Steele has clinical interests in Sports Medicine & Cardiology.



JAMES DOUGLAS- STEELE MD
EASTON INTERNAL MEDICINE

Dr. Fine earned her Medical School Degree from Hahnemann University School of Medicine; Philadelphia, PA. She completed her Residency at the University of Massachusetts Medical Center; Worcester, MA within Family Medicine and was the Chief Resident her final year. Dr. Fine is Board Certified in Family Medicine.



PHYLLIS FINE MD
EASTON INTERNAL MEDICINE

Courtney Wilson, MSN, A-GNP, is an AANP Board Certified Adult-Gerontology Primary Care Nurse Practitioner. She graduated magna cum laude in 2013 from the University of Massachusetts Boston from the College of Nursing: A-GNP Program with a Master of Science in Nursing; and in 2007 with a Bachelor of Science in Nursing.



COURTNEY WILSON
A-GNP
EB INTERNAL MEDICINE

New Faces of Compass Medical

Meet Compass Medical's Newest Providers. For full provider details, please visit www.compassmedical.net

PRACTICE SAFETY WHILE PLAYING SPORTS

Steps That Every Parent Can Take To Keep Their Child Safe *Excerpted from the CDC*



Sports Injuries: The Reality

We all want to keep our children safe and secure and help them live to their full potential. Knowing how to prevent injuries from sports and recreation activities, one of the leading causes of child injury, is a step toward this goal.

Taking part in sports and recreation activities is an important part of a healthy, physically active lifestyle for kids. But injuries can, and do, occur. More than 2.6 million children 0-19 years old are treated in the ER each year for sports & recreation-related injuries.

Thankfully, there are steps that parents can take to help make sure kids stay safe on the field, the court, or wherever they play or participate in sports and recreation activities.

Prevention Tips

Gear up. When children are active in sports and recreation, make sure they use the right protective gear for their activity, such as helmets, wrist guards, knee or elbow pads.

Use the right stuff. Be sure that sports protective equipment is in good condition and worn correctly all the time—for example, avoid missing or broken buckles or compressed or worn padding. Poorly fitting equipment may be uncomfortable and may not offer the best protection.

Practice makes perfect. Have children learn and practice skills they need in their activity. For example, knowing how to tackle safely is important in preventing injuries in football and soccer. Have children practice proper form—this can prevent injuries during baseball, softball, and many other activities. Also, be sure to safely and slowly increase activities to improve physical fitness; being in good condition can protect kids from injury.



Pay attention to temperature. Allow time for child athletes to gradually adjust to hot or humid environments to prevent heat-related injuries or illness. Parents and coaches should pay close attention to make sure that players are hydrated and appropriately dressed.

Be a good model. Communicate positive safety messages and serve as a model of safe behavior, including wearing a helmet & following the rules.



First Annual Navigator Awards

Continued from cover (helped direct patients and give valuable information they would need). A+ idea for patients & the lab."

"Because of Meghan's enthusiasm, organization, and knowledge, our inspection went exceptionally well, she is always coming up with new ideas to try in the departments..."

"I find that I can be a better worker & strive to do more for this department because of Valerie's passion for her patients and co-workers."

"Despite being a new employee, Kim immediately got up to speed with high-level matters, her leadership not only improves the office, but drives overall patient care by ensuring accurate, timely results."

"In 20 some years I have been an Abington patient. The people there became like a family to me. Everyone from the receptionist to the office manager & all the physicians are always friendly, knowledgeable, and welcoming"

"Dr. Riad is knowledgeable,

compassionate and truly caring, she takes the time to discuss the best way to handle each and every health concern and lets me know she is there for me"

Congratulations Recipients
Please join us in congratulating these worthy honorees, and we ask our employees and Providers alike to join us in honoring this year's recipients along with recipients of the service awards in an evening of celebration during our inaugural "Employee Navigator and Service Award Ceremony" on June 12.

D.O.T. Physicals

New Regulations Take Place May 21, 2014 Affecting What Providers Can Complete D.O.T. Physicals

A New Federal Mandate For All DOT Physicals States: Any patient who wishes to get a CMV Driver Medical Certificate (DOT Physical) must be seen by a Federal Motor Carrier Safety Administration (FMCSA) Certified Medical Provider, effective 5/21/14

WHY IS THIS HAPPENING?

The goal of the National Registry is to promote and preserve the highest level of professional standards, training and care among medical examiners.

Therefore, the National Registry requires that medical examiners performing CMV driver examinations be trained & certified.

IS MY PCP CERTIFIED TO PERFORM DOT PHYSICALS?

Until Compass Medical is able to be FMCSA certified, you can locate a certified medical examiner in your area by visiting: <https://nationalregistry.fmcsa.dot.gov>



2014 Employee Service Awards

The progress of any company can be measured by the dedication and service of their employees. It is for that reason that we recognize the many employees that have dedicated much of their life to working collaboratively with our providers. Thank you for your years of service. Your efforts have been a big part of our success and your service is sincerely appreciated by Compass Medical, P.C.

EMPLOYEE SERVICE AWARD RECIPIENTS

20 YEARS OF SERVICE:

Susan DeNapoli - Admin. Assistant, East Bridgewater Internal Medicine

10 YEARS OF SERVICE:

Tammy DiPietro - Project Manager, Operations

Ann Young- Radiology Tech., Radiology

Susan DaSilva - Supervisor, Billing

Paul Phillips - Courier, Lab

Joan Dunne - Medical Assistant, Cardiology

All recipients are being honored at the Award Ceremony on June 12, 2014. Employees, for information regarding attending the ceremony, please visit the intranet.

T A T 2014

COMPASS CARES

COMMITTED TO STRENGTHENING OUR LOCAL COMMUNITIES

Touch A Truck 2014, held on Sunday May 18 at Southeast Medical Center in East Bridgewater was a huge success. Touch A Truck is an annual family-oriented event sponsored by the Old Colony YMCA where fire trucks, police cars, construction vehicles and many other vehicles are on display for children to look at, explore, climb on & more..

A great time was had by all who attended. All proceeds from the entry fee benefitted the 2014 Strong Kids Scholarship Campaign, a program that provides financial assistance for Y memberships, childcare, before and after school care, Camp Satucket and recreational programs.

A big thank you to our Compass Medical volunteers who helped make this year's event so great: Maryann Bell, Jill Clement, Kim D' Aiello, Deb Hogan.



2014 BLOOD DRIVES



Partnering With the American Red Cross to Help Contribute to the Nationwide Blood Shortage

Collecting blood to help those in need has always been a challenge. Especially in today's uncertain world, it is harder than ever to maintain a 5-10 day community blood supply, but the fact is that nearly 2,000 units of blood are needed each day to help those in need right here in our own community. This is why Compass Medical is gearing up with the American Red Cross to help boost our community's blood supply. Every blood donation is an opportunity to help a brother, friend, neighbor, co-worker or stranger in need.

Anyone 17 years of age or older, weighing 110 pounds or more and in good health may be eligible to donate blood. According to the American Red Cross, 1 pint of blood can save up to three lives. Please remember, it only takes about an hour to become a hero to someone in need.

Our upcoming drives:

Compass Medical East Bridgewater
Tuesday June 10
12:00pm-5:00pm

Compass Medical Middleborough
Tuesday July 8
9:00am-2:00pm

Call 1-800-RED-CROSS to schedule an appointment to donate!