

## PATIENT AND FAMILY ADVISORY COUNCIL (PFAC) UPDATES

**Our patient advisors continue to meet regularly to provide feedback on how our practice can better serve our patients.**

**Here are some changes we have implemented or are still in progress:**

- Developing patient-friendly printed and video training material for our MyChart Patient Portal
- Providing information on how to link your Christ Hospital Health Network MyChart with your MyChart accounts from other organizations
- PFAC members discussed how they would like to receive information [i.e. flyers, mailings, etc.] All agreed that MyChart was one of the best methods to relay information

For more information about our PFAC, call **513-564-3803**.

## Patient Satisfaction Scores

Every month, patients from our practice are randomly chosen to complete a survey about their patient experience. Our average overall score is **97.3%**. We'll report on our recent scores in each issue of this newsletter. Thank you for taking time to complete this survey...we value your feedback!



## PRACTICE UPDATES

### Staffing Updates

Practice Manager Vaughn Riffle will no longer have to split her time supporting two different Primary Care offices. She will now be onsite full-time at this practice.

## HEALTHY Habits

The fall colors of school buses, changing leaves and pumpkins are quickly followed by... pink ribbons. October is Breast Cancer Awareness Month!

This can be the perfect reminder for us to schedule our mammograms. But what if you are worried about screening? Many women are. It can be kind of intimidating. We can help!

Some women are concerned about radiation from the mammograms. The dose is very small – not much more than a chest x-ray.

It takes too much time? The screening itself takes just 10-15 minutes. We have appointments to fit your schedule, including early morning, at lunch time and after 5:00 PM.

Worried about pain? Talk with your screening technologist about your concerns. She'll do everything she can to help you be as comfortable as possible.

Afraid of bad news? That's understandable. Screening can make you worry about a result. The good news is that screening helps catch problems early on, giving you more treatment options and better outcomes.

Sometimes going with a friend or family member can help ease the worry of screening. Make it a girl's day out, complete with fall sweaters and pumpkin spice lattes!

### Our Flu Shots are Here!

**Getting a flu shot every year is the first and best way to protect you and your family.** The more people who are vaccinated, the more this protects vulnerable populations. This includes older people, very young children, pregnant women and people with certain health conditions who are more at risk of having serious flu complications.

Speak to your provider about which flu vaccine is best for you and if any other vaccines are recommended.