

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:

- After-hours care
- When to go to the ER
- E-Visit follow up

For more information about our PFAC, call **513-564-6800**.

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 **95.4%**. 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

- Dr. Benjamin and husband Joe welcomed their second daughter, Hannah Grace on 4/17/19. They are doing great and Dr. Benjamin will be returning to work on July 15th.
- Condolences to Pat Spencer, receptionist-husband and Angie Enneking, Care Coordinator - grandfather.
- Goodbye and good luck to Karla Fiscal, LPN who has left to pursue a home nursing opportunity. She will be missed and we wish her the best of luck in her new endeavor. We thank her for her 13 years of service with our group.
- Congratulations to Britney Riehle, on her promotion to Lead Medical Assistant. She will be assuming Karla's responsibilities and will also continue to work with Dr. Lichter until a new person is hired and trained to replace her current position.
- Congratulations to Amanda (Mandi) Adams, Britney Riehle and Kate Davidson on passing their Medical Assistant Certification exam. They are now certified by the American Association of Medical Assistants, which is certified through the American Medical Association.
- Congratulations to Cherie Martin, Manager and Joe Bily on their May 17, 2019 marriage.

HEALTHY Habits

August is National Immunization Awareness Month

Immunizations (also called shots or vaccines) help prevent dangerous and sometimes deadly diseases. **Immunizations aren't just for kids** – to stay protected against serious illnesses like the flu, measles, and pneumonia, adults need to get vaccinated too.

Some diseases that are prevented by vaccines, like whooping cough and chickenpox, remain common in the United States. On the other hand, other diseases are no longer common in this country because of vaccines. However, if we stopped vaccinating, even the few cases we have in the United States could very quickly become tens or hundreds of thousands of cases.

On-time vaccination throughout childhood is essential because it helps provide immunity before children are exposed to potentially life-threatening diseases. Vaccines are tested to ensure that they are safe and effective for children to receive at the recommended ages.

Every year thousands of adults in the U.S. become seriously ill and are hospitalized because of diseases that vaccines can help prevent. Many adults even die from these diseases. Even if you received the vaccines you needed as a child, the protection from some vaccines can wear off. You may also be at risk for other diseases due to your job, lifestyle, travel, or health conditions.

To find out more, talk to your physician about immunizations you may need. And if travelling internationally, go to the Centers for Disease Control and Prevention website to learn of travel advisories and notices for awareness of needed vaccines and disease outbreaks.

Vaccines Are Very Safe

Vaccines are tested and monitored. Vaccines go through years of testing before the Food and Drug Administration (FDA) licenses them for use. Both the CDC and FDA continue to track the safety of all licensed vaccines.

Vaccine side effects are usually mild and go away in a few days. The most common side effects include soreness, redness, or swelling where the shot was given. Severe side effects are very rare.

Vaccines are one of the safest ways to protect your health. Talk with your doctor about the vaccines you should safely receive based on your health or other conditions.