

Patient and Family Advisory Council

We are excited to announce that we launched our Patient and Family Advisory Council (PFAC) in the Fall of 2017.

What is a PFAC?

Collaborative partnership among patients, families, caregivers and practice leadership to share the patient and family perspective about the health care experience. We look to these advisors to make recommendations for improvements in how our office delivers care.

Our commitment to you is to communicate any changes that result from the PFAC meetings. In 2018, look for future newsletters on our redesigned practice website.

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
- To keep your appointment process moving smoothly and to remain ON TIME for your scheduled appointment, we ask that you bypass the Registration Desk when you come for your appointment and come directly to the our office on the third floor, Suite 360 to check in for your appointment.

Healthy Habits

Take these steps to keep you and your loved ones safe and healthy - and ready to enjoy the holidays.

- **Wash hands often** to help prevent the spread of germs. It's cold and flu season! Use soap and clean running water for at least 20 seconds.
- **Monitor children.** At home and while visiting, keep potentially dangerous toys, food, drinks, medications, firearms, and cleaners out of reach.
- **Practice fire safety.** Most house fires occur during the winter. Don't leave fireplaces, space heaters, food cooking on stoves, or candles unattended.
- **Prepare food safely.** Wash hands and surfaces often, avoid cross-contamination, cook foods to proper temperatures and refrigerate left-overs promptly.
- **Eat healthy, stay active.** It's tempting to overdo around the holidays! Focus on fun not food. Try filling your plate with veggies first. Pour the gravy and sauces lightly. Indulge in only the most special treats. Make time to be active.

For more information, visit <https://www.cdc.gov/family/holiday/index.htm>

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 96.4%. We'll report on our scores in each issue of this newsletter. Thank you for taking time to complete this survey... we value your feedback!

Practice Updates

- Please welcome Dr. Lindsey Benjamin to our practice.
- Our Scheduler Karen Berkemeier is retiring on 1/25/2018. We thank her for her many years of service!
- In 2017, Dr. Timothy Lichter was named Top Doctor by Cincinnati Magazine for the second year in a row.

What is New in MyChart?

eCheck-In now available

eCheck-In is now available for all The Christ Hospital Physicians' offices. eCheck-In allows you to submit important information to your doctor's office prior to your appointment. You can confirm or update demographic, medication and allergy information, and complete questionnaires, saving you valuable time. Ask our staff for more information!

minor eye problems, rash, urinary tract infections.

What is a Sick Visit?

Sick visits are intended to be scheduled for short term illnesses such as sore throat, ear infections, coughs, colds, diarrhea/vomiting, flu-like symptoms,

Direct Scheduling

Using MyChart, patients can schedule a Sick (acute) visit through MyChart.