

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.

Our recent PFAC asked us to better explain the **refill process**.

Why do I call my pharmacy if I need a refill?

The pharmacy will be able to auto refill your prescription if you still have refills left. If you have no refills, the pharmacy can electronically send the request to your physician's office.

How am I notified if I have no refills left and need to be seen?

Upon receipt of the pharmacy's request, someone from the office will contact you to make an appointment if you need to be seen. Also, when you check-out, the scheduler will let you know when you need to be seen next so that your appointments are in-line with your medication refills...making the whole process seamless!

For more information about our PFAC, call **513-564-6818**

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 **93.8%**. 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 UPDATE

Yankee IM is happy to announce that we have a Nurse Practitioner starting in October. Please join us in welcoming **Sarah Gamble** to our practice.

Just a reminder... the office will be closed on Thanksgiving and the Friday after Thanksgiving.

HEALTHY Habits

October is Breast Cancer Screening Month.

Here are the top 5 things you should know before your first mammogram:

1. **It doesn't take very long.** You can expect the actual mammogram screening to take less than 20 minutes. In most cases, four images are taken of each breast and the breast is only compressed for about 10 to 15 seconds per image.
2. **It's best not to wear a dress.** You will be asked to undress from the waist up for your mammogram screening, so a two-piece outfit is easiest.
3. **Clean skin is best.** In order to have the clearest possible reading for your mammogram, you should not wear any lotions, powder or deodorant to the screening.
4. **The best time for a mammogram is the week after your period.** A mammogram is not painful, but it may be uncomfortable. Your breast tissue will be more tender before and during your cycle, so scheduling a mammogram for afterward makes the most sense.
5. **Being asked to return for additional imaging does not mean you have cancer.** If your mammogram shows any potential abnormalities, or if the image is unclear, you will be asked to come back for additional images. The majority of the time, there is nothing there, or the finding is a benign (non-cancerous) mass or cyst.

Remember: The main purpose of a mammogram is to detect breast cancer and the goal is to detect it at the earliest possible stage. Having your first mammogram is one of many ways you can safeguard your health and help ensure you enjoy a long and active life.

Schedule your mammogram by calling [513-585-2668](tel:513-585-2668) or schedule your [screening mammogram appointment online](#)