

## September 2011

### Ask Me 3

To increase the literacy of our patients, Novant has adopted the Ask Me 3™ program developed by the Partnership for Clear Health Communication. This program encourages patients to ask, understand, and use the information received during clinic or hospital visits. Encourage your patients to ask these 3 questions: “What is my main problem? What do I need to do? Why is it important for me to do this? When conducting patient visits or rounding, use the Ask Me 3 format with your patients to ensure they know how to properly care for themselves.

### Service Standards - Building Relationships

Personal introductions open the opportunity to build relationships and trust. Patients may see many different people during a hospital or physician office visit and an introduction increases their comfort and feelings of safety. Developing authentic personalized relationships is a key element of a remarkable experience. Getting to know our patients *beyond* their condition opens up an opportunity for a relationship.

### PRC Survey

An important tool for the provision of excellence in patient care involves acquiring your thoughts about our strengths and opportunities for improvement. To gather this data, Novant has contracted with Professional Research Consultants, Inc. (PRC) to conduct a medical staff perception study. Several of you have been randomly selected to respond to this short series of questions. If you have been asked to complete a survey, we ask that you allocate some time from your day to do so. It only takes about ten minutes. This survey is confidential and accessible online from any PC at [www.prcsurvy.com/novanmedicalstaff](http://www.prcsurvy.com/novanmedicalstaff). Your Novant computer user ID will allow you entry.

### Events

- **Perinatal Neonatal Symposium** – September 30<sup>th</sup> from 7:30 am – 4:00 pm in the FMC Conference Center. Register online to reserve your spot. Click here to view the [Brochure](#)
- **Sleep Medicine Symposium** - October 8<sup>th</sup> from 8:00 am – 4:00 pm in the FMC Conference Center. Contact Kathy Gaydos for your free registration. Click here to view the [Brochure](#)
- **Vascular Symposium** - October 14<sup>th</sup> from 8:00 am – 4:00 pm in the FMC Conference Center. Register online to reserve your spot. Click here to view the [Brochure](#).
- **Women’s Health Symposium** - October 21<sup>st</sup> from 8:00 am – 3:30 pm in the FMC Conference Center. Register online to reserve your spot. Click here to view the [Brochure](#).

To register online for any symposium, please visit [www.novanthealth.org/cme](http://www.novanthealth.org/cme).

### New Physicians

Keith D. Hill, MD  
Benjamin Sayers, MD  
Ugochi Akoma, MD  
Jessica Booth, MD  
David Hatch, MD  
Kristen Vanderhoef, MD  
Justin Scruggs, MD  
Stephen Pill, MD

Hannah Messer, MD  
Joshua Nitsche, MD  
Laura Lee Wilson, MD  
John Lambeth, MD  
Adwait Silwal, MD  
Kaye Onasanya, MD  
Joel Deonanan, MD  
Gajendra Singh, MD

E. Fred McPhail, MD  
Amber Hatch, MD  
Philip Tatum, MD  
Scott Sheldon, MD  
Jack Smith, MD  
Yun Sun, MD  
Dana Winn, MD  
Mary O’Neil, MD

John Hoyle, MD  
L. Zack Cane, DPM