



Easing Pre-Service and Point-of-Service Collections

As out-of-pocket responsibilities increase for patients, it's critical that they understand their financial obligations early in their care. That's why Lourdes is taking steps to provide clear and timely information to its patients, making sure they understand that payment is expected at the time of service or prior to service.

Patients with scheduled services such as outpatient testing or surgery are asked to pay their out-of-pocket responsibility prior to service. Lourdes' Patient Access representatives contact patients prior to the date of service and discuss their insurance coverage, any out-of-pocket financial responsibility, and ask for payment.

Unscheduled patients or those who enter through the Emergency Department are asked to make an out-of-pocket payment once they have been medically screened and deemed in stable condition or upon discharge.

These efforts have resulted in an increase in patient satisfaction and customer service, as well as reduced bad debt and increased revenue.

Please note the following new practices to help patients handle their financial responsibilities:

- Financial counselors and Medicaid-eligibility vendors at each hospital
- Availability of payment plans that allow for monthly payments
- Financial assistance information on the Lourdes' website, including how to access medical coverage through the federal health insurance marketplace
- A charity care policy that is available to all patients

If a patient is unable to pay, Lourdes has payment plans and financial assistance available for those who qualify. All patients, regardless of their ability to pay, deserve respect. The best way to assist patients is to direct them to the people who can best help them.

For more information, contact Linda Lipschutz, Interim Corporate Director of Patient Access, at 856-824-3125 or lipschulzl@lourdesnet.org.

Healthgrades Honors Lourdes for Excellence

Healthgrades' "2017 Report to the Nation" has recognized Lourdes Health System for excellence in the following clinical areas:



Our Lady of Lourdes Medical Center

- 2017 Cardiac Surgery Excellence Award
- 2016 Gynecologic Surgery Excellence Award
- Five-star rating for valve surgery and defibrillator procedures (two years running)
- Five-star rating for treatment of pneumonia (seven years running)
- Five-star rating for treatment of sepsis (six years running)
- Five-star rating for treatment of diabetic emergencies
- Five-star rating for gynecologic surgery
- Five-star rating for hysterectomy

Lourdes Medical Center of Burlington County

- Five-star rating for treatment of heart failure (two years running)

Lourdes Receives Prestigious Baby-Friendly Designation

Our Lady of Lourdes Medical Center is now a Baby-Friendly Designated birth facility – an international recognition for facilities that offer breastfeeding mothers the information, confidence and skills needed to successfully initiate and continue breastfeeding their babies. Lourdes is one of only two hospitals in South Jersey, one of eight in the state, and just the fifth in Trinity Health to receive this prestigious designation. Since its Baby-Friendly journey began, Lourdes' exclusive breastfeeding rate has increased from the teens to between 40 and 50 percent.



LOURDES RECOGNIZED FOR ENCOURAGING ORGAN DONATION



Shanon Abbott, RN, BSN, Hospital Services Manager, New Jersey Sharing Network, presents the U.S. Department of Health and Human Services' HRSA award to Lourdes' Loretta Aigner, former Director, Transplant program, and Bill Pierce, RN, BSN, CCRN, RRT, MBA/HCM, Patient Safety Officer and Director of Infection Prevention, Clinical Risk Management, and Nursing Quality.

Our Lady of Lourdes Medical Center was recently recognized for raising awareness of organ and tissue donation through a national campaign sponsored by The U.S. Department of Health and Human Services' Health Resources and Services Administration (HRSA). Lourdes was awarded Platinum Level, the campaign's highest tier.

Lourdes conducted awareness and registry campaigns to educate staff, patients, visitors and community members about the critical need for organ and tissue donors and, by doing so, increased the number of potential donors.

Lourdes worked with NJ Sharing Network, a New Jersey organization responsible for saving lives through organ and tissue donation, to make 531 transplants possible in 2015, a record-breaking year. Our Lady of Lourdes Medical Center is the only solid organ transplant center in southern New Jersey. More than 1,300 patients have received the gift of life at Lourdes.

LOURDES BARIATRIC SURGEON CELEBRATES 500TH PROCEDURE

Mark Salcone, DO, Medical Director of the Bariatric Surgery Program at Our Lady of Lourdes Medical Center, recently completed his 500th bariatric procedure. The program, which is noted for its clinical quality, multidisciplinary team and patient-centered care, is made up of a team of weight-loss experts who work together to ensure the best possible patient outcomes.

"We are proud to have reached this milestone," said Dr. Salcone. "The team is dedicated to patients' overall well-being, from deciding

the most appropriate weightloss plan—whether surgical or non-surgical—to exercise instruction, nutrition counseling, support groups and continuous education afterward."



COMING & GOINGS

• ACQUIRED PRACTICE

LMA Hematology & Oncology
Eduardo Fernandez, MD
Joseph Tropea, DO
101 Burrs Road, Suite C, Westampton, NJ 08060
609-702-7550

• NEW PROVIDERS

Nidal Babaa, MD, Internal Medicine, *LMCBC Nocturnist*
Meghan Burke, MD, Pediatrics, *Lourdes Pediatric Associates*
Hyun Chang, MD, Hospitalist, *LMCBC Hospitalist*
Tusharsindha Chauhan, MD, Gastroenterology, *LMA per diem*
Tracy Harris, MD, PM&R, *OLLMC*
Hema Jonnalagadda, MD, Ob/Gyn, *OLLMC*
Marie O'Neill, MD, Ob/Gyn, *OLLMC*
Claudia Petruncio, MD, Family & Internal Medicine
LMA Cherry Hill Family Care & Internal Medicine
Stacy Prall, DO, Gastroenterology
LMA LifeCare GI Physicians, PC
Selim Sheikh, MD, Family & Internal Medicine
LMA Primary Care Associates of Mercer
Racine Zechow, MD, Pediatrics
*Lourdes Pediatric Associates (current);
Osborn Pediatrics (future)*

• DEPARTURES

Indira Maharaj-Mikiel, MD
Stuart Mest, MD

WILLINGBORO CARDIAC FAIRS A HIT

Lourdes Cardiology held two "Heart Health Facts & Strategies" sessions in November. The free events featured cholesterol and blood pressure checks, chair massages, certificates for a free EKG with Lourdes Cardiology, and opportunities to talk with Lourdes cardiologists. Special thanks to the organizers, volunteers and participating providers: Dr. John Hamaty, Dr. Hafeza Shaikh, Dr. Adam Levine, Dr. Geoff Zarrella, Dr. Michael Horwitz and Patrice Schneider.

