

	TO DO
<p>General Staff Meeting Agenda: May 23, 2017</p> <p>Held at Aurora Office 5PM - 630PM following by Dr. Siow Talk on Bone Mineral Density</p>	
<p>Attendees: Marlene M, Ram, Maryam, Irina, Rosalba, Anna, Marina C, Lucy, Maya, Karleen, Noushin, Lisa, Vicki, Jill, Lynne, Sue, Eric, Si Han, Susan, Olga,</p>	
<p>Roselle, Bana, debbie, Rosanne, Vasily, Milana, Gail, Sharon, Lelia, Grace</p> <p>cxr and IPS</p>	
<p>booking errors: There is monitoring of errors and feedback to reduce and make staff aware. These errors slow the process down and can affect patient care</p>	
<p>if a new doctor at booking...enter it in RIS to save time at registration: New physicians must be entered into the RIS if you do not see them there when booking appointments</p>	
<p>booking pelvic US at the end of the day...?not allowed: Not ideal, BUT no rule that you can't</p>	
<p>booking appts: reminder version codes and pt phone numbers need to be verified: All info should be correct at bookings so as not to delay the registration: ask the patient their phone number, don't assume the one listed is correct too many abdomens booked in a row: on site reception, booking, Lelia, Rose all looking for this. Sometimes that is the only patient available. May be limited by what others are doing i.e. Vascular and MSK.</p>	
<p>hours..improve efficiency</p>	
<p>all clinic voicemails messages need to be checked on the weekend: Rosalba will create a checklist for weekend staff. Bookings and all clinic messages are to be cleared each day.</p>	ROSE
<p>(courtesy) They can discuss to see who is doing it based on what is happening in dept. They can decide. DO NOT send them away.</p>	
<p>case management for their own site. Need to verify that the fax number is correct. If continued failure Ram should be notified.</p>	RAM
<p>can always accommodate. Expected that the techs on duty figure out who will perform exam, but not arguing with reception is NOT appropriate.</p>	
<p>OBS -16 weeks MUST verify if IPS as not all techs perform this exam: Booking: If -16 week OBS, ASK if this IPS remember limited staff perform this exam</p>	

time off requests: Make sure that you have time in your bank when asking for time off...be aware	
request for overtime for working through lunch:Lunch is paid: =6 % of pay i.e. Full time person = 3 weeks paid vacation. It is a luxury and agree not nice to work through lunch and hopefully this is very rare. It will not be paid, unless staff would rather not have a paid lunch. Agreed this was not the case.	
ORP	
Harding plans: Hope to expand the Harding license and move but nothing definite	
over on line booking.	
new staff	
MSK specialty. Jasmine has resigned as she has taken a full time job in Cornwall: Can we monitor how many x-rays are missed on evenings that we are only open for ultrasound, and fax to Marlene. This is referring to Aurora evening ultrasound and 2 evenings in Vaughan. We do not always know if advance that they require an x-ray with their ultrasound, if it is a shoulder ultrasound, you can ask if they require an x-ray.	Rose
STAT exam, reports not faxed but typed: STATS: Gail to check every 15 minutes. Please call her if in dictated status but not typed. We need to improve the turnaround time for these.	
calling stat reports that are negative: STAT reports that are negative, can call clinic and if no answer leave a message to state that the report has been sent, record in notes	
mammo breast ultrasound history checking: ALL staff can assist patients in questions regarding their previous mammograms and breast ultrasounds. If they need to pick up these images, record the information and fax to Aurora for the staff there to get it ready. The initial phone call does not need to be transferred to Aurora!	
Ram needs a cell phone again..hard to reach him: TOO many unnecessary calls to Ram that are NON urgent! All PACS corrections need to complete PACS fax to head office if you are not sure where Ram is. Unless the system is down or physician looking for him, email Ram or contact head office. Because your personal cell phone has an issue is not a reason to phone him!	
appears to be an issue for Vaughan patient especially. Remind patients that it is a 6 hour test with multiple booked patients and you will go in based on your booked time, NOT time of arrival. This can be done at registration also...to avoid unrealistic expectations	

<p>Arriving at 803 you are late and will be docked 15 minutes. If you are never late and something unusual occurs, please email Anna and cc me with an explanation. If there is a huge winter storm as they were several last year, staff was not docked. You cannot arrive at 803, put your coat and purse away, make your tea and take your patient in on time for 0800. It is unfair that the same technologists are always early and start up your machine, while you run in.</p>	
<p>Aurora: cell phone sign...add to other locations in facility..where?: Marlene to remove sign in the main waiting room in Aurora, as patients are going outside and not available to the technologists when they are called.</p> <p>leaving the ringer on their phones for all to hear, other staff call in and can hear the receptionists phone ding from incoming messages. Most recently there was a complaint as a tech let their patient stay in the waiting room while they took a personal call on their cell phone. This will be cause for dismissal and each person will be spoken to. NOT professional. We are hear to care for our patients. For the rare instance that there is an emergency, your family should call your workplace...constant interaction with family and friends is not expected....leave it for lunch!</p>	<p>phone call monitoring: We will be monitoring phone calls to each location to see if we can distribute calls more fairly. Some changes have been made. More to come on this later in the week</p>
<p>OHIP not valid i.e. Expired and 6 months go and too late for reimbursement: The patient can be notified that if we do not receive the required information within a time frame, they will be billed for the exam. Staff suggested if it has been expired for a long time, likely NOT a valid card and the patient should either pay or go get an updated card. All agreed.</p>	<p>Radiographers are mandated to have personal liability insurance in order to practise. Anna and I will work with our current provider to see if we can assist technologists with this</p>
<p>Vaughan ultrasound: kids and strollers create noise take up space, should stay in main waiting room: Same concerns in the main waiting room. Unless there is no room, best to keep them in ultrasound.</p>	<p>anyone...it is the technologists that are in that area, best to be one of them. Polite reminder that it is an exam area and that could go to the main waiting room or outside the clinic</p>
<p>technologists: Patients 45 minutes late for a 1 hour exam may not get done. BUT look at everyone's day. If 3 -5 techs are working, it may be possible to do them. Staff should always take their next patient when they arrive not wait for their actual time and also if a late patient comes and the next isn't due for 15 minutes, start the late patient, do not wait the 15 minutes as they could be late also. It is not reasonable that they are next in, let them know that you will do your best AND keep them posted. DO NOT punish them deliberately for being late. We need our patients ...they are</p>	<p>MMC</p>
	<p>Rose Ram</p>

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orders on a lab req: e.g.. Chest x-ray, had no hx, IPS

booking errors

if a new doctor at booking...enter it in RIS to save time at registration

booking pelvic US at the end of the day...?not allowed

booking appts: reminder version codes and pt phone numbers need to be verified

too many abdomens booked in a row

if appointment made within 48hours, confirm it

all clinic voicemails messages need to be checked on the weekend

when additional patient: make sonographer aware

failed faxes, say typed but getting calls because reports are not getting faxed

urgent cases and sonographers issue

OBS -16 weeks MUST verify if IPS as not all techs perform this exam

time off requests

request for overtime for working through lunch

raises

Harding plans

bookings going forward

new staff

x-ray hours for xray and ultrasound be same at the clinic

STAT exam, reports not faxed but typed

calling stat reports that are negative

mammo breast ultrasound history checking

Ram needs a cell phone again..hard to reach him

cardiac patients: remind them it is a 6 hour test and that coming early will not work as they are done as booked
2-4 minutes late: docked 15 minutes yet must stay 15 minutes to get OT
Aurora: cell phone sign...add to other locations in facility..where?
Staff and cell phone use
phone call monitoring
OHIP not valid i.e. Expired and 6 months go and too late for reimbursement
Registrations for technologists
Vaughan ultrasound: kids and strollers create noise take up space, should stay in main waiting room.
ok for clerks to remind patients that there is a no cell phone use in ultrasound waiting room.
Patients arriving 25 - 45 minutes late, get registered as though they will be next in line without consulting and technologists