

**ANNUAL GENERAL MEETING: AGENDA**

**Location: Aurora start time: 5pm followed by talk Dr. Graham**

**Date: November 19, 2018**

Reception and Technologist sign off on labels
Telephone use
Patient complaints
Registrations for technical staff
Education for technical staff
Insurance
CDs vs Pocket Health
Expansion of services: Body Comp, Cardiac
Harding Reno
Staffing updates
Lab coats and name tags
supplies at each clinic: taking the last one of anything, putting them away
My business cards
Workspaces, kitchen
Equipment communication
Winter protocols
Emails
staff abuse by patients
Late ultrasound patients and process

part time staff expected to follow all protocols ie. dating gel bottles, fitting in emergency cases  
Interesting Case



November 19, 2018 1700-

## Minutes of Annual General Staff Meeting in Aurora

1. Apologies as Dr. Graham cannot make it tonight. Consensus to have the talk in the New Year??? Agreed to do in 2019 and include GE talk on Whole Body Comp.
2. Staffing updates: Introduction of new staff.  
Melinda: Bookkeeper  
Christina: Cardiac Technologist  
Mabel: Receptionist  
Shanta: Receptionist  
Dr. Ly: Radiologist  
Leaving in January 2019: Dr. Isaacson, Dr. Hany and Dr. Just
3. Expansion of services:  
Cardiac Diagnostics with Dr. Chua and Dr. Weingarten, includes Echo Ultrasound, ECG, Stress ECG, Holter and BP monitoring. NO one under 18 years of age. Have not advertised as we are waiting for Echo US unit to find the best way to send images to Dr. Chua. Dr. Weingarten reporting all stress and ECGs. So far Christina, Maddie and Eric are performing the exam.  
Body Comp: Biggest loser, great for weight loss. We have teamed up with DEXAme who are a weight loss, fitness on line/on site team of physicians to assist patients with wellness and weight loss.  
We will be advertising: Staff discount \$50. Until February 14 staff can bring another person; friend/relative for \$50 also. Requisition can be in house or from family physicians.
4. PACS and RIS update: expect to change RIS in March 2019. PACS late 2019.
5. Interesting case presentation: Jill  
Jill discussed a rare case. This will be distributed to each clinic for review.
6. Reception and Technologist sign off on labels  
We are still having incorrect doctors, incorrect exams entered and incorrect billing after procedure. As per protocol: Reception to check the order and place check on the ordering physician. Techs to have 4 checks, name, DOB, physician and exam. NO excuse for techs performing the wrong exam. The req MUST be read to verify exam order and history. History MUST be supplemented by sonographers and radiographers to assist diagnosis. DO NOT do an exam by reading the receptionist label. Your college expects you to do the correct exam. Staff suggested that all receptionists ask if there is a CC doctor at registration. It is too time consuming once it goes to the technologist.
7. Telephone use: Confidentiality

All phone calls that are NOT suitable for patients and other staff must be done in private. We had 2 patients call and complain about what they overheard. DO NOT call Rosalba to complain about how busy you are at the moment, look at your entire day, there is usually moments that are crazy but ALL staff are quite capable of handling the busy times. Patients are aware that you are busy and understand. Prioritize your workload. Rosalba is also very busy, so keep your calls short and call only if something is needed.

### 3. Patient complaints:

The majority are complaints are communication, patients believe technologist or receptionist is being rude, dismissive, not listening and poor patient care in general. Not providing a gown or coverage during an exam. Many patients are repeat patients and have someone to compare you to. Introduce yourself, ask how they are doing throughout the exam.



Many are obstetrical patients who feel that time wasn't spent with them and their partner at the end of the exam. Marlene does stress that this is a medical exam.

4. CMRTO: now sonographers DMS and MRTs effective January 1, 2018. Staff MUST keep current registration on file. Send to Vicki or Jill BEFORE it expires. Go to "my info" page. Jill or Vicki will share how to do this. We need this page as it shows when your registration expires.

EDUCATION: Please keep your education file up to date, it can be simple, no certificates are expected. You CANNOT work a shift if you have an expired registration on file.

INSURANCE: Effective January 1<sup>st</sup> all CMRTO members must have liability insurance. As above, it must be up to date and Jill and Vicki must have a copy.

8. Harding Reno: Finally completed. We will be renting out the space effective December 1<sup>st</sup> to Nigrin, plastic surgery and medical travel for vaccines. I wanted to send a PPP but lost my before pics when my phone was submerged in water. I was hoping to get some pics from the contractor. If not, then I will send out without any before pics. We kept our theme of blue, orange, grey or beige, signage is similar and because of the paediatric clinic placed some wall toys and chalkboard which has been a big hit. Anne sends me pics of the artwork and we could get a photo album of that alone. Keep sending them Anne as we will do something for sure. Lori: how about placing on our Facebook page?
9. Dress:
  - a. Reminder to wear your lab coat at the front desk
  - b. Wear your name tag at all times
  - c. Winter boots: don't wear your winter boots in and keep them on as they track water throughout your clinic. Bring another pair or you must make sure they are dried, not ideal.
  - d. Boots are not to be above the knee for working.
  - e. No higher than 1" heels for working
  - f. Running shoes for technologist helper
  - g. If you wear leggings, make sure your top goes to mid thigh.
10. Supplies:
  - a. If you take the last of anything let your stores order person know, leave a note.
  - b. Put away supplies ASAP. When you open a box check the other rooms and stock also. Ie. US table paper. Stock each room that day. Open boxes and store supplies.
  - c. Rotate supplies. We have had to throw away supplies because they were outdated. Too wasteful.
11. My business cards: They must be kept at the front reception desk for patients. When you run out of cards, ask Rosalba.
12. Workspaces and Kitchen: ALL areas are to be kept clean and tidy for the next person. Especially stock and clean before you go home, for the next person coming in.
13. Work area: check you wall sanitizer for drips and clean it. Same goes for laundry hampers and gel on the US walls. Ask students to help. Washrooms should be stocked and clean. Check it.
14. Reception area: Daily check that the chairs are clean, patient satisfaction surveys are available. Magazines: Marlene and Rose to look into why Newmarket and Harding are not getting magazines.



15. Emails:

- a. Full time: Check daily
  - b. Part time and casual: weekly
- If you have an issue contact Ram!

16. Staff abuse: NO abuse is tolerated. There is an abuse policy, read it to familiarize yourself. Deescalate patients, DO NOT argue and fight back as you will never win. Stay calm, perhaps get someone else. Say, "lets start over, I seem to have upset you." It appears that patients are abusive on the phone. NOT acceptable either. You can say, "I find your language offensive, if you don't stop, I will hang up. We have a no abuse policy."

17. Late ultrasound patients:

- a. Tell these patients that they have missed their appointment time but that you are trying to juggle the workload to accommodate them, not "FIT", them in.
- b. Sonographers, DO NOT punish them because they are late. Take them in if your next patient is not there. DO NOT make them wait because you want to wait for your next patient. Agreed that your next patient may be 15 minutes waiting, BUT you are causing that person to wait extra long especially if your next patient is an hour exam.

18. PROTOCOLS: all staff are expected to follow the same procedures as full-time day staff, even on weekends. I.e. date the gel bottles, wipe the tip of the ultrasound gel bottle with alcohol between patients, AND fit in emergency cases as required.

19. BOOKING: We continue to do our best and listen to staff to try to improve. I.e. thank you, Tatiana, for suggesting we ask more questions for abdomen and pelvic exams. We recognize that booking over the phone can be VERY difficult. Most errors are because of the patients. Upon arrival MAKE SURE that you read the requisition before entering the patient, check the DOB, check the exam and referring physician. DO NOT rely on the booking information.

20. Communication: leave notes for next day staff if something is broken, status of repair, any issues or concerns. Call Rose or Marlene if anything needs repairs.

Any other concerns...

Faxed requisitions: esp. Newmarket. Staff call patients multiple times and cannot get the patient, the patient isn't aware or says I will be gone for 6 months, call me then. Suggest, try 3 times, then fax the requisition and letter stating that we have attempted to contact your patient 3 times and if you still want your patient to have this exam, please contact them and ask them to contact us directly at..... Lori and Marlene to improve on current letter. Store the requisition.

Concern that sonographers are doing different exams for the same test. New req. does have KUB. Noushin and Lori to sort out. Also, will look at fasting times for children. Follow our new requisition. Vicki will work with Noushin and Lori on this.

Reports: taking longer than 1 – 2 days. Marlene to ask Ram.

Pelvic US: what if not full, is TV ok for repeat exam? Vicki to check with Dr. Zia

Weekend TV with male patient and female receptionist couldn't stay in Vaughan. Rosalba and Marlene to look at scheduling. Female receptionist must be able to stay until 4pm.

CDs: Pocket Health, self pay \$20, continuing care and ER immediate CD for patient. Careful: DO NOT assume that the patient will want Pocket Health, it is just one option. Techs must notify reception when the patient requires a CD to go immediately to the ER. The DIR is NOT useful....DO NOT tell the patient it isn't needed because of DIR!

Aurora staff asked for key to patient washroom where eyewash station is kept. Vicki and Marlene to revamp the reprocessing area and will move the eyewash station.