



**SAVE
THE
DATE(S)**

**OAHS HOME
HEALTH
OPEN
HOUSE**

**Thursday,
November 15
2:00 – 4:00 PM
Lakeside
Apartments
Ortonville, MN
56278**

**Thursday,
November 29
2:00 – 4:00 PM
Clinton Clinic
Clinton, MN
56225**

Stop in to meet
the staff and
enjoy
refreshments.

**Giveaways &
Door Prize
Drawings**

RPAP (continued from page 1)

are practicing, board-certified family physicians, many of whom were former RPAP students. Preceptors hold unpaid adjunct faculty appointments in the University of Minnesota Medical School. Since RPAP began, more than 1400 physicians have served preceptors and have helped students integrate the knowledge of the basic sciences with the practical problem-solving of clinical medicine. Past RPAP students in Ortonville are:

Sarah Ristvedt 2011-12	Robert Callen 1984-85
Colt Edin 2010-11	Ralph Magnusson 1983-84
Kathryn Freeman 2009-10	Bradley Roemeling 1982-83
Ryan Groeschl 2006-07	Timothy Schoenfelder 1981-82
Stacy Longnecker 2003-04	Timothy Peterson 1980-81
William Sachs 1995-96	Scott Ellingson 1979-80

12 students total and Stacy returned to practice here.

INFORMATION ON RYAN

Department of Surgery – Medical College of Wisconsin

Has finished 3 years of residency and is currently doing 2 years of non-clinical research (liver cancer-related) after which he will have two more years of residency with finish date of 2015.

Preceptor in Ortonville was Dr. Delage

Wife, Niki, is a family practice resident at Columbia St. Mary's (Milwaukee) with finish date of 2015.

NORTHSIDE MEDICAL CLINIC CHANGES (cont. from page 2)

Some of the goals of the nurse line are to get your questions answered in a timely fashion, make sure that you are able to receive the level of care you need and to reduce unnecessary trips to the emergency room.

The nurse line should not be used for emergency situations. If you feel you have a life threatening condition, please call 911.

If you are calling regarding your prescription renewals, it could take 24-72 hours to have your prescription reviewed by your physician and then sent to the pharmacy. We ask that you plan ahead and watch when your medications are running low to call before you are out of your prescription. A huge time saver for you as a patient would be to ask for your refills when you are at your office visit and then send them to the pharmacy so they are there when you need them.

We are striving to provide the best level of care we can for you and are continually reviewing our services and looking how to make them better.

Northridge Residence – For Recuperation or Long Term Care

Northridge Residence is the perfect place to recuperate following surgical procedures such as hip and knee replacement. If a discharge from the hospital is impending and you or your loved one are not strong enough to return to your home, Northridge offers an option for short-stay residency. In addition to the team of dedicated professionals providing your daily cares, physical and occupational therapy and even speech therapy visits are available. Nursing homes are no longer a long term stay only and 52% of Northridge's residents were able to return home following a short stay and rehabilitation at Northridge. Additionally, Northridge is a Medicare certified facility. If you would like more information on this option or long term care options, please contact Marge or Cindy at 320.839.6113.

Fall 2012

A publication from
Ortonville Area Health Services

The Monitor

this issue

Rural Physician Associate Program	P.1
Flu Shot Clinic	P.1
Changes at Northside Medical Clinic	P.2
Halloween Carnival	P.2
Little Acorn Gift Shoppe	P.3
Kiwanis Car Seat Program	P.3
BST Welcomes Katara Kaiser	P.3
Northridge Residence – Recuperation	P.4
OAHS Home Health Open House	P.4



Ryan Delage, Ryan Groeschl, Dr. Bryan Delage

**FLU SHOT
CLINIC
MONTH OF
OCTOBER**

**NORTHSIDE
MEDICAL
CLINIC
320-839-6157:
October 1-31**

**Mon-Fri
8:00 – 5:00**

**Saturdays:
8:00 – Noon**

**CLINTON CLINIC
320-325-5217:
October 1-31**

**Tuesdays:
1:00 – 4:45 PM**

**Wed-Thurs-Fri
8:30 – Noon**

**Walk-ins
Welcome**

RURAL PHYSICIAN ASSOCIATE PROGRAM

WHAT

RPAP (Rural Physician Associate Program) is a unique opportunity in clinical training wherein third-year medical students live and train for nine months in non-metropolitan communities under the supervision of preceptors who are family physicians. These preceptors mentor students in the professional and personal aspects of being a physician.

RPAP students learn clinical medicine, procedures, community health, and the business of medicine. They experience the full spectrum of rural medical care as they follow patients and their families through a disease process or pregnancy. They see patients in clinic, hospital, emergency room, nursing homes, hospice, etc. Each student is the only student in a community and therefore has a greater opportunity to get hands-on experience in a variety of procedures and specialties.

RPAP was established in 1971 to encourage students to practice in rural areas throughout Minnesota. Over 1,300 students have participated in the program and two out of three former students practice in Minnesota, two out of three practices in rural locations, and four out of five are in primary care.

WHERE

Over 110 Minnesota communities with populations ranging from 350 to 30,000 have been teaching sites. Practices are from small family medicine clinics to large

Multi-specialty outpatient centers. Hospitals range in size from 15 to 140 beds.. A majority of sites have at least one RPAP alum.

WHY

RPAP gives students a strong foundation in clinical and communication skills and a confident professional approach. Students develop trusting and respectful relationships with physicians, clinic and hospital staff and patients. The length of the experience allows time for students to become involved in the business of providing health care services as well as in community health education. The RPAP experience brings to life competencies in patient care, medical knowledge, communication skills, professionalism, practice-based learning and systems-based health care. RPAP students learn more than just rural medicine. They and their families experience all aspects of rural community life by living in their host towns during the training period. Students become part of the community by joining local sport teams, drama clubs, bands, churches and civic groups. Many lifelong friendships have been formed through students' involvement in the host communities. Drs. Bob Ross, Bryan Delage and Allan Ross have served as preceptors at Northside Medical Clinic/OAHS. Preceptors (continued page 4)



**HALLOWEEN
CARNIVAL
WED, OCT 31**

**NORTHRIDGE
RESIDENCE**

6-8 PM

-  Toy Prizes
-  Candy
-  Carnival Games

**Enjoy a night of
fun for all ages!**

**Sponsored by:
Ortonville Area
Health Services
&
Big Stone
Therapies, Inc.**



CHANGES AT NORTHSIDE MEDICAL CLINIC

By Twila Mursu, RN-BC
Northside Medical & Clinton Clinic
Nursing Coordinator

We at Northside Medical Clinic would like to take some time to explain some of the changes you may have experienced in the past year. Health care is one area that is always changing and advancing with new technology to improve the care you receive. We know that change can be challenging for patients and families as well as the health care providers and clinic staff.

On August 1, 2011, we implemented an electronic medical record system and are now one year into using our system. We have hired additional nursing staff in the past year to assist you and our providers with the care and attention you receive from us.

In addition, the clinic created a nurse telephone line one year ago. One common question that people may have using the nurse line is knowing who they are talking to when a call to the clinic is made. The nurses who answer the telephone are dedicated to the telephone needs of our patients and they are located right in the clinic next to the medical providers and all the clinic nursing staff. In addition, to explain this better I will use two different names for nurses to help you understand the difference between a provider nurse and triage nurse. Then we will explain the role of the two different

help you understand who you may be calling when you call the nurse line.

The **Provider Nurse** cares for the patient while the **patient is present.**

While we understand that patients may prefer to speak directly with their own provider's nurse, there are several benefits and reasons calls will not be referred to that nurse. Your provider needs their nurse to focus on clinic patients being seen. It improves patient flow to see your provider and we are able to fulfill more patients' needs in a timelier manner. The provider nurse needs time to spend with the patient to discuss medication lists, review problem list, check preventative health information with each patient and to provide any education that may be needed. The provider nurse is also available to assist with any procedures, schedule test, and to complete lab tests as needed. This allows the provider nurse more time to focus on the needs of the patient present in the office.

The **Triage Nurse** (the nurse who answers the nurse call line) cares for the patient **telephone encounters** and problems discussed on the telephone.

We realize that in the past when you have called the clinic, you may have spoken directly with your provider's nurse. This was taking the nurse away

from the patients who are in the clinic. As a result we now have dedicated nurses who are answering the phone. This nurse line is staffed by a registered nurse daily who is there to answer questions and assist you. On average this nurse has 20 years of nursing experience. The triage or clinic nurse line number is **320-839-4050.**

When you call into this line, we ask that you leave your name, the spelling of your name, your date of birth a phone number that we can reach you at as well as a detailed message of your concern. It is also helpful to name your doctor or provider. By leaving us this information it allows us to prioritize calls when there are larger call volumes. We do return calls to everyone but at times it takes longer if there is a high need or volume of calls.

The triage nurse on the nurse line will review your symptoms or concerns with you, will ask you about your allergies, current medications, what pharmacy you utilize and possibly additional questions. Once they have this information they will talk with your doctor or provider about your concern (or the on-call doctor if your provider is not in-house) and return a call to you. The information you leave on the voicemail is confidential just the same as your medical record is.

(continued on page 4)

Pictured: Kim & Adam Morrill new parents with son, Brody in infant car seat, Carol Knoll representing Kiwanis and Jim Foster, OAHS COO



Kiwanis....Caring for the Newest Residents of the Area

Kiwanis is an important civic organization in our community and to Ortonville Area Health Services and the organization's newest parents.

The longest ongoing project of the Kiwanis is providing baby car seats for babies born at OAHS. Although the

start date of the program is not known, the program has been in existence for at least 40 years The Kiwanis organization has contributed over \$10,000 to the car seat program. At today's cost of car seats that would calculate to at least 266 car seats donated to

protect the newest residents of the area!

The project is funded through the Silent Auction the Kiwanis organization offers each year at the Ortonville Sports & Leisure Show.

Welcome Katara Kaiser – Speech Therapist



Welcome Katara Kaiser to the BST team. Katara holds Bachelor Degrees in Communicative Disorders and Psychology. In addition, she has a Master's Degree in Speech Language Pathology. She started with BST in July and will be providing speech services to Ortonville and the surrounding area. Katara was recently married and is living in Ortonville. We are pleased to have her as part of our staff.

When would you use the services of a speech pathologist? The services listed below are few of the frequently requested treatments. Please ask BST if you feel speech services may be of benefit to you.

- Developmental Disabilities such as specific language impairment, autism, spectrum disorder
- Learning disabilities, attention deficit disorder
- Audiotry Problems, hearing loss or deafness
- Feeding or Swallowing Difficulties
- Stroke
- Memory or Cognitive Deficits
- Traumatic Brain Injury
- Cerebral Palsy
- Dementia



LITTLE ACORN GIFT SHOPPE

The Little Acorn Gift Shoppe is a "project" of the OAHS Auxiliary. It is located immediately to your left as you enter the main entrance of OAHS. The Shoppe has been open ~16 months, and it continues to provide unique gift items for newborns, children and adults. The Shoppe has a variety of items to choose from (toys, jewelry, scarves, mugs, infant clothing, specialty candy, flowers, and more) for when you are looking for that little something special. You can also enjoy a fresh cup of Keurig coffee (flavors vary with the seasons!).

The Shoppe is staffed by volunteers with regular/open hours Tuesday thru Friday 10:00 a.m. til 2:00 p.m. At other times staff will assist the shoppers. If you are interested in becoming a Gift Shoppe volunteer, you may contact Doris Scheff at Northridge or Jeanette Felton at the Hospital.

Stop by and see what you may find. We have a little bit of everything within our Little Acorn Gift Shoppe!