

GREAT NEWS

GREAT RIVER HEALTH SYSTEMS

Oct. 21, 2015

10,000th MyGreatRiver patient portal created

MyGreatRiver's 10,000th patient portal was created Thursday, Oct. 8. The portal, which launched April 1, 2014, offers patients a convenient and secure website to help manage their health.

"I signed up for the patient portal just to see what it was like," said Jessica Thompson, the owner of the 10,000th portal account. "It's very helpful and convenient. I use my portal to read my visit summaries."

MyGreatRiver is for routine health management. Patients should not use MyGreatRiver to send messages requiring urgent attention. For medical emergencies, patients should call 911 or their caregivers' offices immediately.

Patients can sign up for MyGreatRiver at registration points in Great River Medical Center and all Great River Health Systems clinics, or in the hospital's Health Information Management Department and Patient Financial Services-Patient Billing.

Through MyGreatRiver, patients can:

- **Manage appointments** – Patients can check their existing appointments, ask to reschedule or cancel appointments, and request a new appointment without picking up the telephone.

- **Manage other accounts** – With proper consent, patients can see medical records for dependent children and elderly parents.
- **Review medical history** – Patients can review their medicines, allergies, immunization records and more.
- **Trust that information is secure** – MyGreatRiver is a password-protected, HIPAA-certified website. All messages are encrypted to ensure security. Only the patient's caregivers and staff, and people allowed by the portal account holder can view MyGreatRiver information.
- **Use secure messaging with caregivers** – Secure messaging gives patients the convenience to send questions when they think of them or have time to ask. Communications made through MyGreatRiver will be included in the patient's permanent medical record.
- **View test results** – Most laboratory reports are available online for patients to view after the tests are released. Only tests performed at or facilitated by a Great River Health Systems laboratory will appear in patients' electronic health records.

"The MyGreatRiver portal offers a great way for patients to be engaged in the management of their care," Great River Health Systems CEO Mark Richardson said. "Being able to securely access up-to-date medical records and communicate with providers online anytime and anywhere is a significant benefit to both patients and their caregivers."



Cookies, pastries and cheesecakes for sale

Get a head start on your holiday baking. Great River Friends will be taking orders for frozen, ready-to-decorate cookies and puff pastries, and ready-made cheesecakes. Volunteers will be in the Cafeteria from 11 a.m. to 1 p.m. weekdays from Wednesday, Oct. 28 through Friday, Nov. 6. Items will be available for pick up from 10 a.m. to 3 p.m. on Thursday, Nov. 12, in the Mercy Plaza lobby during the Employee and Volunteer Craft Fair.

Christmas cut-out cookies

- 36 Christmas cookies (12 snowmen, 12 trees, 12 stars) – \$16

Pastry Puffins

Twelve buttery, flaky pastries with filling are \$12. Frosting packets are included with sweet puffins.

- Apple
- Blueberry cream
- Caramel
- Cherry
- Cinnamon
- Cream cheese
- Strawberry cream

PuffCrust Pizzas - New this year!

In three flavors, PuffCrust Pizza is a one-of-a-kind pizza experience! \$13

- Cheese
- Italian sausage
- Pepperoni

Gourmet cheesecakes 8"

Available in two 8" varieties - \$16

- Turtle
- Four-variety sampler

For more information, please call Great River Volunteer Services at 319-768-3340.

Aging-related skin changes next Red Hot Mamas topic

Healthy, Beautiful Skin is the title of the eighth Red Hot Mamas program presented by Great River Health Systems. The program is scheduled at 5:30 p.m. Thursday, Oct. 29, in the Blackhawk Room on the lower level of Mercy Plaza, 1225 S. Gear Ave., West Burlington.

The speaker will be Carol Menke, PA-C, Cleveland Dermatology. She will discuss skin changes caused by aging and declining estrogen levels, and procedures and products that help improve skin. She also will share women's top 10 makeup mistakes as they age.

A light supper and door prizes will be available at the free program. Reservations are requested. Please call 319-768-4070.

Red Hot Mamas is a 10-week program that educates women about the physical and psychological changes as they age, and helps them make informed health care decisions. It has been educating and engaging women, and health care providers, since 1991. For more information, please visit www.redhotmamas.org.



CAUGHT IN THE ACT

CIA

OF PROVIDING GREAT SERVICE

Jennie Adkins, Rehabilitation Services

"Jennie spent additional time with a patient who was anxious about surgery, and she called to check on him later."

Tammy Dingman, Patient Financial Services-Patient Billing

"Tammy went to Great River Eye Specialists at 4:50 p.m. to talk with a patient who had no insurance. He was approved for Medicaid on the spot!"

Wendy Spiker, Patient Access

"Wendy dug through records, made several calls to the Veterans Administration and worked her magic to get a patient's tests approved. He was very impressed."

Casual days

Employees purchase \$2 stickers for the opportunity to wear jeans to work on designated Fridays. The next casual days and projects they benefit are:

- Oct. 23 Medication Assistance Program
- Nov. 6 Hat and mitten drive for Burlington and West Burlington schools

Great River Hospice Fun Run/Walk set for Nov. 7

The eighth annual Great River Hospice Fun Run/Walk is scheduled at 9 a.m. Saturday, Nov. 7, beginning on Great River Health Systems' campus. The event is sponsored by a committee of community members who share a passion for running and Great River Hospice. Proceeds will support Great River Hospice.

The entry fee for the 4-mile run/walk and 1-mile stroll is \$20 through Friday, Oct. 23. It will be \$25 beginning Saturday, Oct. 24. The fee includes a long-sleeve T-shirt. Trophies will be awarded to the overall male and female winners of the 4-mile run, and medals will be given to the top three finishers in 13 age groups.

Homemade baked goods and other refreshments, and tours of Great River Hospice House will be available to participants after the race.

Entry forms are available at Great River Hospice House and by clicking [HERE](#).

Online registration is available for a small processing fee. [Click HERE](#).

Memorial flags for hospice run

Memorial flags will be placed around the lake Saturday, Nov. 7, to motivate run/walk participants. Donors may keep memorial flags after the race.

Flags can be personalized with text only or with text and a photograph. The cost is \$25 without a flag stand, or \$35 with the stand. Orders are due Friday, Oct. 23. To receive an order form, call Amy Burkhart, Great River Hospice, 319-768-3392, or email by clicking [HERE](#).



A service of Great River Health Systems

SHIP provides help with Medicare enrollment

Medicare's annual open-enrollment period begins Thursday, Oct. 15, and continues through Monday, Dec. 7. During this time, Medicare participants can enroll in Medicare prescription drug plans, make changes to their plans or drop prescription coverage.

The Senior Health Insurance Information Program (SHIP) can help. SHIP is a free, confidential service of the State of Iowa that provides unbiased information to help Iowans make decisions about Medicare and other health coverage.

Volunteer SHIP counselors complete extensive training. They meet with clients by appointment only at Great River Medical Center, Great River Klein Center and Great River Clinic, Wapello. To make an appointment, please call 319-768-3342. Call soon to ensure getting a appointment before the Dec. 7 deadline.

Online bill payment temporarily offline

The online bill-payment function available through Great River Health Systems' website and patient portal is experiencing technical difficulties, and it is not available. Patient Financial Services is working with the vendor to fix the problem, and they hope to have a resolution soon. Patients can still send payments by mail, pay in person at the Patient Financial Service-Billing office in the hospital lobby or use a credit card over the telephone. Great News will announce when online bill payment is again available.



IT'S BACK!

\$5 JEWELRY FAIR

SEE WHAT YOUR FRIENDS HAVE BEEN TALKING ABOUT.

8 A.M. TO 6 P.M.

WEDNESDAY, OCT. 21

THURSDAY, OCT. 22

7 A.M. TO 3 P.M.

FRIDAY, OCT. 23

MERCY PLAZA LOBBY

1225 S. GEAR AVE.

WEST BURLINGTON

THOUSANDS OF ITEMS FROM MASQUERADE

– JEWELRY, WATCHES, SCARVES AND

OTHER ACCESSORIES

 **Great River Friends**

A service of Great River Health Systems

EMPLOYEE PROFILE

Sarah Cox

Buyer

Material Management



What I like about my job:

Every day is different. I've never worked in the medical field, so I'm learning a lot.

Hometown / Where I live now:

I was raised in Burlington. After living in Coralville, Iowa, for several years, I moved back home. I just bought my first house.

Family:

My parents work at Great River Health Systems. My dad, Darryl, works in Plant Operations, and my mom, Lori, works in Stores. I have two brothers, Andrew and Ryan.

Things I enjoy:

Reading a little bit of everything – mysteries, thrillers and occasional romances; movies; trying new restaurants and spending time with friends

Department I'd like to know more about:

All of them

Favorite memories:

Family vacations. We often go with aunts, uncles and friends who are travel buddies.

People would be surprised to know:

I like hiking, camping and kayaking. I would love to go whitewater rafting.

If I could, I would ...

Travel more. I like doing educational stuff, like factory tours. I've seen how Budweiser, Tabasco and Jelly Belly jelly beans are made.

Weirdest thing I've eaten:

Kangaroo jerky

Hidden talent:

I can say the alphabet backward faster than forward. When I was bored at school, I stared at the letters in the opposite direction.

Proudest moment:

Getting my degree at the University of Northern Iowa

Must-have guilty pleasure:

Peanut butter. Peanut butter, chocolate and coffee together are dynamite!