

GREAT NEWS

RIVER HEALTH SYSTEMS

Dec. 15, 2016

Estimator helps patients plan for health care costs

When you need an expensive car repair, you get an estimate. The same goes for repairing hail damage to your roof. When it comes to fixing your body, you can get an estimate for that too.

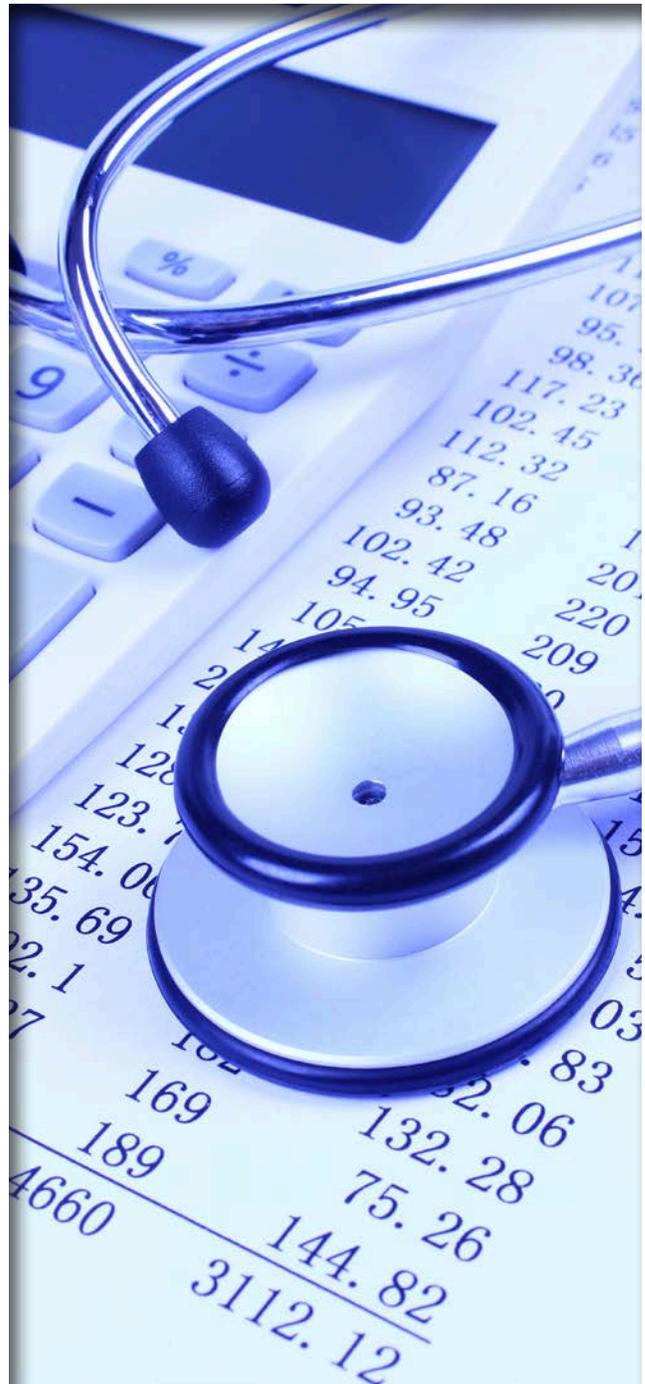
Great River Health Systems' new **cost estimator** is an online version of a service that has been offered for several years.

"With an increasing number of high-deductible health insurance plans, more people want to know how much procedures are going to cost," said Jill Bowman, the health system's chargemaster analyst. A chargemaster is a list of prices for every service the health system provides.

Estimates for an increasing number of procedures can be calculated online using the cost estimator. Before using the estimator, you must have this information for an accurate estimate:

- Exact name of the procedure, such as CT of abdomen and pelvis without contrast
- Your insurance information: Copayment amount, coinsurance amount, deductible, out-of-pocket maximum

To get an estimate for a procedure not listed on in the estimator, call Patient Financial Services-Patient Billing at 319-768-3625, option 2.



Resources available to help pay for health care costs

Great River Health Systems provides resources to help patients pay their health care bills, including financial assistance and a Medical Expense Loan Program. Beginning Sunday, Jan. 1, these changes will be in effect for the health system's new billing and collection policy:

- All balances must be paid in full within 12 months of the first statement date.
- Patients have the opportunity to apply for **financial assistance** or a loan through our **Medical Expense Loan Program**. The program helps patients get unsecured loans without a credit check at Two Rivers Bank and Trust. Loans are interest-free for the first 12 months. After one year, a competitive interest rate is applied.
- Any balances not paid in full, considered for financial assistance or moved to the Medical Expense Loan Program will be turned over to an outside collection agency after 12 months from the first statement date.
- If the health system receives no communication or participation from patients or responsible parties, balances will be turned over to an outside collection agency after 120 days from the first statement date.
- It is the responsibility of the patient or responsible party to provide the health system with

medical insurance at the time of the visit or up to 45 days after the visit. If insurance is not provided, charges related to those services will be the full responsibility of the patient or responsible party.

"We appreciate all efforts to pay bills, but we need to make better use of our programs that help people pay for the care they have received," said Shannon Leffler, manager, Patient Financial Services-Patient Billing.

In fiscal year 2015, Great River Medical Center provided nearly \$6 million in charity care for patients enrolled in its Financial Assistance Program.

Reminder letters will be sent to patients two months before payment in full is due.

"We have researched patient payment requirements at other hospitals in Iowa and nationwide," said Todd Sladky, vice president, Finance. "With the changes we're implementing, we are balancing the patient's situation with the business requirements of the hospital. We continue to have a less-restrictive patient collection policy than most other hospitals. Not all hospitals and health systems offer medical loan programs."

For more information about paying for care received at the health system, please call Patient Financial Services-Patient Billing at 319-768-3625, option 2.

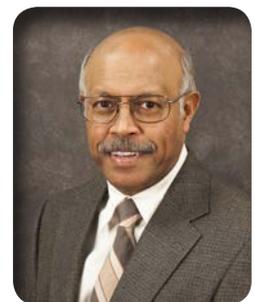
Dr. Lazar to join Great River Cardiology

Cardiologist Anthony Lazar, M.D., will join Great River Cardiology Monday, Jan. 2. He has been on Great River Medical Center's medical staff and in private practice in the Burlington area since 1983.

Great River Cardiology is in Eastman Plaza Suite 109, 1223 S. Gear Ave., West Burlington. The telephone number is 319-768-1820. The other physicians in the group are Abdullah Alwahdani, M.D.; Richard To, M.D.; Walid Saad, M.D.; and Mark Woodard, D.O.

Dr. Lazar received his medical degree from St. John's Medical College in India. He completed a residency at St. Joseph Hospital, Chicago, and a fellowship at Texas Heart Institute, Houston. Dr. Lazar is a fellow of the American Board of Internal Medicine.

Medical records of Dr. Lazar's patients will be transferred to Great River Cardiology. Patients who have appointments with Dr. Lazar in 2017 may call the clinic for confirmation.



Anthony Lazar, M.D.



Elises named EXCEL Service Hero

Gary Elises, a physical therapist in Great River Business Health, has been named an EXCEL Service Hero. He will be recognized at 2 p.m. Monday, Dec. 19, in Great River Medical Center's Cafeteria.

The health system regularly recognizes employees who demonstrate actions that extend beyond routine, expected employee behavior. Criteria for the service hero award are based on the health systems' philosophy of care. EXCEL stands for Enthusiastically friendly, X-ceeding expectations, Caring and compassion, Energetic teamwork, and Leadership and professionalism.

Elises' nomination:

"We recently hired two employees who arrived from the Philippines this past weekend. When they were in Great River Business Health for their pre-employment drug screens, Gary introduced himself and offered to help them with their cell phones to get service. This is a complicated process with a foreign device.

"I got an email from the new employees today saying Gary offered to drive them to the Quad-Cities. Gary is living our EXCEL values and has given these new employees a great welcome to Great River Health Systems."

Nominate a great nurse by Dec. 31

Many people know at least one outstanding nurse whose courage, competence and commitment to patients and the nursing profession stands out above others. Each year, the 100 Great Iowa Nurses program recognizes 100 nurses at a ceremony in May during National Nurses Week.

Besides recognizing outstanding nurses, the 100 Great Iowa Nurses program provides financial support to nursing students in master's and doctoral degree programs. To help ensure that Iowa offers the best health care possible to its residents, award recipients intend to work in Iowa after graduation.

The nomination deadline is Saturday, Dec. 31. Patients, coworkers, friends and family members may nominate outstanding nurses [HERE](#).

IHA offers health care scholarships

The Iowa Hospital Association is accepting applications for its 2017 Iowa Hospital Education Research Foundation Health Care Scholarships. The goals of the program are providing significant financial support to students seeking health care education or training and filling hospital jobs in Iowa that have a significant number of openings.

In exchange for financial support, each award recipient must be willing to commit to working one year in an Iowa hospital for each year of scholarship award.

The application deadline is Thursday, March 30. For more information and to apply, click [HERE](#).

Protect our patients

Earlier this year, Samsung issued a voluntary recall of its Galaxy Note 7 cellphone because of the possibility of the lithium-ion battery overheating and catching fire. To protect our patients and employees, please don't bring this phone into any Great River Health Systems building.

Holiday hours

Great River Health Systems clinics, outpatient services and nonclinical departments will be closed Mondays, Dec. 26 and Jan. 2, unless noted below. Other holiday hours also are listed.

Cafeteria

Dec. 26 7 a.m. to 2 p.m.
Jan. 2 7 a.m. to 2 p.m.

Great River Audiology

Jan. 2 8:30 a.m. to 5 p.m.

Great River Health Fitness

Dec. 24 Closed
Dec. 31 Gym, 7 a.m. to 1 p.m.
Pools, 7 a.m. to 12:30 p.m.
Jan. 2 Gym, 5 a.m. to 8 p.m.
Pools, 7 a.m. to 7:30 p.m.

Library

Dec. 27 Closed
Dec. 28 to 30 7:30 a.m. to 12:30 p.m.

Great River Medicine Specialists

Dec. 23 8 a.m. to noon

Great River Nephrology

Dec. 23 Closed
Dec. 26 8 a.m. to 5 p.m.
Dec. 30 Closed
Jan. 2 8 a.m. to 5 p.m.

Great River Pulmonology

Dec. 23 Closed
Dec. 26 8 a.m. to 5 p.m.

Great River QuickCare

- Dec. 25 – Closed
- Dec. 26 – 8 a.m. to 7 p.m.
- Jan. 1 – 8 a.m. to noon
- Jan. 2 – 8 a.m. to 7 p.m.

Heritage Family Pharmacy

Jan. 2 8:30 a.m. to 5:30 p.m.

Heritage Medical Equipment and Supplies

Jan. 2 8:30 a.m. to 5 p.m.
Roosevelt Avenue store only

Heritage Park Pharmacy

Jan. 2 8:30 a.m. to 5:30 p.m.

Heritage Partners Pharmacy

Jan. 2 9 a.m. to 2 p.m.



EMPLOYEE PROFILE

Tom Greene

Registered Pharmacist Heritage Pharmacies

Start date:

Nov. 1, 1982

What does a typical day look like for you?

Every day is different. We have 4,000 different medicines in Heritage Park Pharmacy and Heritage Family Pharmacy. Besides filling prescriptions, I educate patients about their medicines so they know how to take them and why they are taking them.

What I wanted to be when I grew up:

An astronaut – It was the 60s.

Hometown / Where I live now:

West Burlington / Burlington

Family:

Wife of 43 years: Linda

Children:

- Michelle, a hospital administrator in Oskaloosa, Iowa
- Erika, a medical assistant in Tennessee
- Nicole, a midwife in Kansas City
- John, in Air Force pilot training in Texas

Four grandchildren

Things I enjoy:

Golfing, traveling to see our kids

If you could choose anyone, whom would you pick as your mentor:

It was Barry Geng, my boss at Apothecary 24 in Burlington. He taught me that retail pharmacy is a people business, and you have to earn their trust.

People would be surprised to know:

I'm an emotional guy. I cry at weddings and I love to hold babies.



What is your motto or personal mantra?

God gave us two ears and one mouth. We should use them in that proportion.

What's your favorite line from a movie or television show?

"Houston, we have a problem." (Tom Hanks as Jim Lovell, "Apollo 13") and "Who's the U-Boat commander?" (Man at Porsche dealership, "Risky Business")

Given a chance, who would you like to be for a day?

Commander of the International Space Station

What is your biggest achievement?

I'm extremely proud of our four kids. When you teach children responsibility and good morals, they reflect on you.

Reflections on your Dec. 10 retirement:

After 34 years, I was ready to retire from the pharmacy, but I'm not ready to retire completely. I recently was elected to the 44th Iowa Senate District, and I will take the oath of office Monday, Jan. 9. I believe if you want to make our community better, you should get involved.