

VANTAGE
physicians

Our First Newsletter

I enjoy a good bumper sticker just as much as the next person. One of the old standby's always gets me, "If you can read this..... YOU'RE TOO CLOSE!" I even wired that one to the back of my lime green two-wheeler with the sparkly orange banana seat. Can you guess which decade that was?

Well, if you're reading this you're not too close, you're a Vantage Patient! This means you are very likely a savvy consumer who believes a close relationship with your physician can lead to greater peace of mind and preservation of your GREATEST resource; your health! We want to help you avoid preventable illnesses, reduce the amount of medications you

may need, adopt healthy lifestyle changes, and pursue quality of life when good health eludes you.

In this issue of the Vantage Voice we will discuss:

- How being a Vantage patient may differ from your previous experiences in the healthcare system.
- Answer some questions we've been asked in the first 2 months of operation.
- Walk you through a few ways to access care through Vantage Physicians and offer possible scenarios.
- Calling for a same-day appointment versus walking in.



Photo by: pa@vreda.com

VANTAGE VOICE

The Questions



Q: "When is my membership card coming?"

A: You had better quit waiting by the mailbox and come inside. It's cold out there! We are concerned that the membership card may be viewed as an insurance card. As you know, we are not an insurance company. We wouldn't last long if Rite-Aid sent us the bill for patient medications! At this time, we have put a hold on the membership card until the community better understands the nature of membership practices. Please continue to read our newsletter for future updates.

Q: "Is your practice full yet?"

A: Unfortunately, we are not able to provide a high level of access to an unlimited number of patients. At some point our enrollment will stop and the waiting list will begin. I think Stephanie, our Office Administrator, may sometimes feel like the parent on a long road trip. "Are we there yet?" We are not "there yet", but are off to a good start. We welcome your referrals. If you are glad you made this decision, tell a friend! Most membership practices grow by word of mouth. You may see our faces in the newspaper, but satisfied patients are our best advertisement.

Q: "Are you sure you're charging enough?"

A: Wipe that look off your face; we really have been asked this! For those of you worried about our bottom line.... Thank you! We have, however, crunched the numbers carefully and believe in affordable, quality healthcare. In addition, we also provide the opportunity for you to create a "sponsor" membership. This means you may donate money for a membership to a designated family member or friend. You may also make a general donation that will be specifically applied to the membership of a financially needy family or individual in our practice.

How Do You Access Your Vantage Physician?

For those of you who have already had medical needs met in these first months of operation, things seem to be going smoothly. For those of you who are extra healthy or maybe a little shy, let me explain how to access care with the following scenarios:



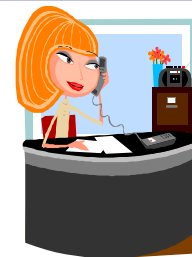
Dr. Kershisnik
ekk@vantagephysicians.net

360-438-1161

Scenario #1

It's a weekday during usual business hours. Your throat hurts and you're running a little fever. You call **438-1161**. You're taken a little off guard when an actual human answers after just 2-3 rings, but you collect yourself. You tell Liz, our receptionist, that you're sick. She offers you an appointment today. You feel a little dizzy, but you're not sure if it's the fever or the surprise at same-day appointments! You tell her you're not sure if you

really need to be seen and want to talk to the nurse. Most likely Patty or Mary are nearby, so prepare yourself... You'll be talking to another human within seconds. If they are with a patient, you will be asked to leave a message, but don't get too comfortable. You'll probably be running to the phone again when they call you back in an hour or two.



Vantage Physicians, this is Liz.
How may I help you?

Scenario #2

This scenario uses the same symptoms as scenario #1, but this time you and the nurse decide that your symptoms are viral and chicken soup is what you need for now. You thought you were getting better, but ten days later you awaken with horrible pain on the right side of your face and a fever of 102! Unfortunately it's Saturday and Monday seems a long way away. You vaguely remember something about cell phone or pager access to your physician. The Vantage Patient Handbook finally

comes in handy with its advice to call our main number to access the physician on evenings or weekends.

A recorded voice directs you to select your physician and punch in your phone number. You get to record a little message and if our cell phones are on, we may just pick up the phone! You tell your physician your symptoms and after a few more questions, you both decide that an antibiotic would be helpful, but you are probably safe to stay

away from the emergency room this weekend.

Depending on how sick you are or what other medical conditions you have, you and your doctor may decide you will call next week if you are not feeling better or send an e-mail message. Perhaps you both decide that a quick exam on Monday morning would be better. You have a say in the matter and your physician has the time to see you!

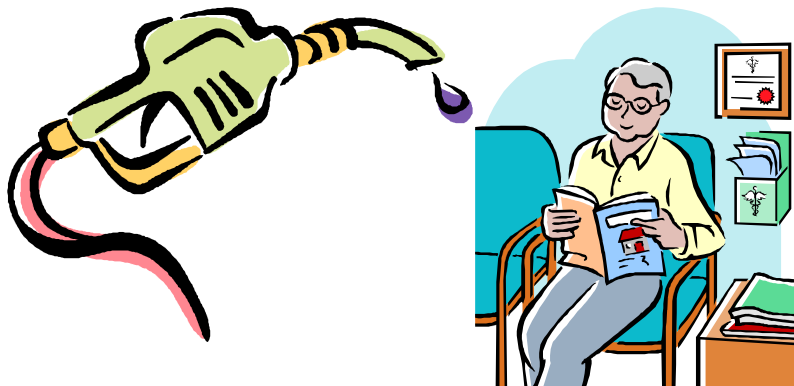
Scenario #3

Well, thankfully you're on antibiotics for your sinus infection and feeling better. You even saw your doctor last week just to make sure things were headed in the right direction. Now you are making out the grocery list for your shopping trip tomorrow. Your doctor mentioned her favorite cold medicine for people with high blood pressure but you can't remember what it was! It's after 5 o'clock so the nurse has gone home and you know this isn't an urgent question. You email your doctor and by the time you're headed to the grocery store the next day you have the answer that you needed. Please avoid email for urgent concerns especially on weekends as our goal is to answer them in two working days.



Same-Day Appointment Versus Walking In

You may wonder, if we have same-day appointments, why call at all? Why not just walk on in? Well, chances are we could be flexible and accommodate you if you dropped in, but there are circumstances where another patient may be scheduled for an appointment for an hour or more and we would not want you to have to wait that long. The physicians are usually there during office hours, but can occasionally be at the hospital or on a house call. The telephone call may save you the ever-increasing gas money for an unnecessary trip.



What Do I Do If My Physician Is Out Of Town?

The doctors will rarely, if ever, be out of town for extended periods at the same time. In that unlikely event, competent coverage would be arranged. This newsletter will be used to let you know about planned absences from the practice of more than a day or two. While you have signed up for a particular doctor, we want you to feel comfortable with them both. They are happy to see each other's patients even for non-urgent concerns dur-

ing absences. We are providing our vacation schedules as a courtesy to you. After hours calls will be automatically routed to the covering physician though, so you won't have to figure out which doctor to call.



Dr. Kershisnik's time away:

April 8-15

July 20-24

Dr. Ogilvie's time away:

March 9-13 (see announcement!)

If you would like future publications of this newsletter emailed to you, please send a request to your physician at the email address listed on page 2 of this newsletter.

Congratulations Dr. Ogilvie and Mary Brown!!!



In Joy and Celebration of

Mary Margaret

And

Patrick David

Wed This Day

March 11, 2006

