

Carolina Skin Surgery Center Monthly Newsletter

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CSSC Cares

By: April LeClear

How do you know when someone cares about you? They show you. They take care of you, they call to check on you or to just say hey, they are there for you when you need them most, but they are also there for you when you do not need them at all.

So when the CSSC team tells you that we care, we mean it and we show it. 2014 was a team building, eye-opening year for all of us. We know that we have a great team (not to brag or anything), but we learned so much about each other and realized how much we really care about each other, our patients, and the work that we do. Here are just a few examples of how we show that we care.

An elderly gentleman had been coming to see Dr. Carruth since 2008. Every 6 months he would come for a total body check to examine him for any new suspicious lesions that may be skin cancer. We grew to love him. We loved hearing his stories. We learned about his life and his family. After so many years of seeing patients, we grow attached to our patients. We care. This gentleman became very ill and was placed in Hospice. The end was nearing for him and we were all sad. Not everyone could go, but two people from our office went to visit him. Sandy, the receptionist and Cathy, our biller. When they got off work they drove 45 minutes to see him. We all cared about him and they wanted to show him that we did.

Another gentleman grew ill. He had an upcoming appointment to see our PA, Lisa. When he called to tell us that he was in the hospital and would not be able to make it, what did we do? We sent caring reinforcements. Lisa, our PA, and Sandy went to visit him in the hospital. They wanted to show him that we cared.

Some of our team volunteered a couple times at the Second Harvest Food Bank in Charlotte donating our time and over 60 pounds of food to help feed less fortunate families. It made all of us so proud to give back to the community and help local families.

Another patient came in for surgery to treat a skin cancer. The surgery was more extensive and took longer than expected. This patient had been at the office for 6 hours and was getting hungry. Cynthia, our Surgical Technician, went to her locker and pulled out a microwavable meal. She heated it up and took it to the patient who was so grateful.

The stories of our caring team could go on to fill so many pages. Our mission statement says that we are comprised of a skilled team of individuals that are dedicated to caring for our patients like we wish to be cared for ourselves. We take pride in providing high-quality, individualized care to meet the specific needs of each patient. Our team is committed to educating ourselves and continuously improving our processes so we can better educate and serve our patients. Our vision is to always be a patient-centered practice that strives to provide patients with the highest quality surgical skin care, exceptional support and personalized treatment in a comfortable environment. We stand for all of these things, but if I had to describe the CSSC team in two words it would be "We Care". Because we really do care.

***We had a friendly contest amongst team members. Three people wrote acronyms for "We Care". We asked patients to vote on the one they liked best. All of the acronyms were very thoughtful and well-written, but the official winner was Jackie! Great job! ***

We Care

By: Jackie Taylor, Registered Medical Assistant

We Care:

Welcoming

Energetic

Compassionate

Accurate

Reliable

Effective

Announcements for April:

- April 1st is April fool's Day. Watch out!
- April 5th is Easter!
- April 16th is National High Five Day. Make sure you give a lot of high fives!
- April 23rd is Administrative Professional's Day. Please tell your administrative professionals how much you appreciate them. We appreciate ours so much!
- April 26th is Sandy's FIVE year anniversary. She is such an important part of our team and we are so lucky to have her. Here's to many more years! Congrats Sandy!

CAROLINA SKIN SURGERY CENTER

"Specializing in the treatment of skin cancer"

About Dr. Carruth:

Dr. Marc R. Carruth is the Director of Carolina Skin Surgery Center. Dr. Carruth received his M.D. degree from Duke University where he graduated with highest honors in 1993 and was inducted into the Alpha Omega Alpha Medical Honor Society. He was awarded a Howard Hughes Medical Institute fellowship at the National Institutes of Health.

Dr. Carruth completed his internship in Internal Medicine at Harvard, Brigham and Women's Hospital in Boston, Massachusetts and a Dermatology residency at Emory University in Atlanta, Georgia where he was chief resident. Dr. Carruth completed his Mohs Micrographic and Dermatologic Surgery fellowship at Baptist Hospital in Kansas City, MO.

Dr. Carruth is known for his personable bedside manner and has been providing excellent care to patients in the Charlotte region since 1997. He has performed thousands of Mohs micrographic procedures during his tenure.

About Lisa Matuga, PA-C:

Lisa has been a Physician Assistant for over 6 years and has been providing excellent dermatologic care in the Charlotte area for over three years.

Lisa received her Master of Science in Medicine and graduated from the Physician Assistant Program at Western Michigan University in 2008. She has a passion for helping patients with their dermatological needs and we are very excited to have her as a part of our team.

Meet the Staff:

Receptionist: Sandy - She always has a smile on her face and is willing to help with anything. Sandy has been with Dr. Carruth since April of 2010.

Billing: Cathy – Understanding health insurance can be overwhelming, but Cathy is always willing to call and verify benefits and then explain them to you as simply as possible. Cathy has been with Dr. Carruth since December of 2008.

Surgery Coordinator / Certified Medical Assistant: Ashley – She assists Dr. Carruth and Lisa Matuga, PA-C with procedures and also handles the surgery scheduling. If you have had Mohs surgery then you have probably spoken with her! Ashley has been with Dr. Carruth since May of 2011.

Lab Technician / Medical Assistant: Tara – She is the one who processes the tissue for Dr. Carruth to review under the microscope (Mohs surgery). She also assists Dr. Carruth and Lisa with procedures. She has been with Dr. Carruth since September of 2007.

Registered Medical Assistant / Lab Technician: Jackie – She assists Dr. Carruth and Lisa with procedures and also helps process the tissue in the lab. Jackie has been with Dr. Carruth since October of 2008.

Certified Surgical Technician: Cynthia – She assists Dr. Carruth and Lisa with procedures and has been with Dr. Carruth since September of 2009.

Medical Assistant / Surgery Coordinator: Chiffon – our newest member! Chiffon started with us in March of 2014. Chiffon is assisting Lisa Matuga, PA-C with patients and handles surgery scheduling. We are happy to have her on our team.

Office Manager: April has been with Dr. Carruth since August of 2006. Please let her know if you have any suggestions or comments – we encourage feedback and are always willing to learn.

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