

Carolina Skin Surgery Center Monthly Newsletter

October

10/1/2014

Edition 8

CSSC is going electronic!

By: Ashley Burkhalter & the CSSC team

CSSC is going electronic! We have recently changed our healthcare records to Electronic Medical Assistant (EMA). Our office encourages every patient to take part in this as well by using the patient portal.

The portal can be very beneficial to you. You are able to update your personal information, medical history, view labs, access pathology reports, contact the office with non-emergency questions and even view your visit notes within one business day following your appointment!

Access to the portal will reduce both the wait time and the cost for medical record release or completion of a cancer policy. For appointments after May 1, 2014, you can obtain those records online, while appointments before May 1, 2014 will need to be requested via fax or mail. Please call the office if you have questions. 704-295-0000.

The patient portal can be accessed in two different ways.

- Our website (www.carolinaskinsurgery.com, scroll to the bottom of the page, click on “Patient Click Here to Log In” – this will navigate you to EMA Dermatology/patient portal)
- EMA Dermatology App – available for any tablet that supports Microsoft (Surface, Samsung, etc. – must be able to download Firefox)

Once you have logged onto the portal, we advise that you review the following information to ensure it has been entered correctly:

Contact Info:

Spelling of your first and last name

Date of birth

Sex

Language

Race

Ethnic Group

Insurance and Pharmacy:

Primary (and secondary) insurance is up-to-date

Correct policy number/member ID is correct

Pharmacy you like to use

Medications:

You can delete, add and change the dose to your medications at any time.

To add a medication: beside "Drug Name" you will start typing in the name of the medication. If you are having problems entering in the medication, please send the list via the portal intramail (see below for instructions).

If you are not taking any medications, please hit the "Mark No Medications" button.

***It is important that you enter in ALL medications, including vitamins and over-the-counter medications. We ask that you bring a copy of your current medication list to your appointment as well.

Allergies:

If you have any allergies (medications, latex, adhesive, etc.), please be sure that they are all listed. These can also be edited at any time or even deleted. Once your allergy has been entered, it is important for us to know the type of reaction that you have. If you do not see your option listed, please check the "other" box and manually type in your reaction.

If you have no allergies, please hit the "Mark No Known Allergies" button.

If you are having problems entering in the allergy, please send the list via the portal intramail (see below for instructions).

Past Medical History:

It is important to list ALL current medical conditions as well as past surgeries.

If you check any box claiming that you have had a surgery, a text box will show up. It is important to know what year the surgery was performed. If you have a pacemaker or defibrillator, please check the "other" box under past surgeries and manually type this in.

Social History:

We need to know your smoking status. Please choose from one of the following in the drop box:

Current every day smoker

Former smoker

Never smoker

****If you are a smoker, it is important to try to quit for your overall health but at a minimum we ask you to try to **stop smoking** 2 weeks prior to your surgery and 3 weeks after the surgery, because smoking can cause the wound to heal poorly.

Visit notes, lab results and pathology reports:

If you have had an appointment with Dr. Carruth or Lisa Matuga, PA-C since May 1st, 2014, your records may be available on the portal. To access these you will click the "Visit Info" tab at the top of the portal. To view the visit notes, you will need to be on the "My Health" tab located on the left side of the screen.

To view any pathology or culture results, you will need to click the "Test and Results" tab, also on the left side of the screen.

Please note that it may take up to 2 weeks for biopsy results to become available. If the results are not available after 2 weeks and we have not contacted you, please call our office at 704-295-0000.

Contact Us:

For your convenience, we encourage our patients to use the intramail system on the portal. To do so, click the "Contact Us" tab in the top, left corner. If you have any new messages from us, it will automatically show up in your inbox on this screen in bold, blue lettering.

Our office will contact you using intramail the day after any surgical procedure. Please respond to our message to let us know that you are doing okay.

To send us a message, you will click the "New Message" tab. You will then need to select who you would like to send your message to. You can choose more than one person for this.

- For billing/insurance questions: Cathy
- Non-surgical appointments: Sandy
- Surgery appointments: Ashley and Chiffon
- Non-emergency questions for medical assistants: Ashley, Cynthia, Tara and Jackie

Please note that any messages sent via intramail will only be seen by the staff from 7:30 AM - 4:00 PM Monday-Thursday and 8:00 AM - 12:00 PM on Friday.

IF YOU HAVE AN EMERGENCY OR PROBLEM WITH YOUR SURGICAL SITE, PLEASE CONTACT THE OFFICE IMMEDIATELY AT 704-295-0000.

Employee Spotlight

The employee spotlight for the month of October is Jackie! Jackie is a Registered Medical Assistant that has been a part of the team since 2008.

Let's get to know Jackie

Favorite color: Pink

Favorite food: Chocolate

Hobby: Shopping

When you were little, what did you want to be when you grew up? Teacher

Thank you for all your hard work Jackie!

Announcements for October:

1. October 13, 2014
is Jackie's 6 year
anniversary with
CSSC!

The Carolina Skin Surgery Center team is devoted:

By: Tara Haltom

Dedicated to our patients

Educating our patients and ourselves

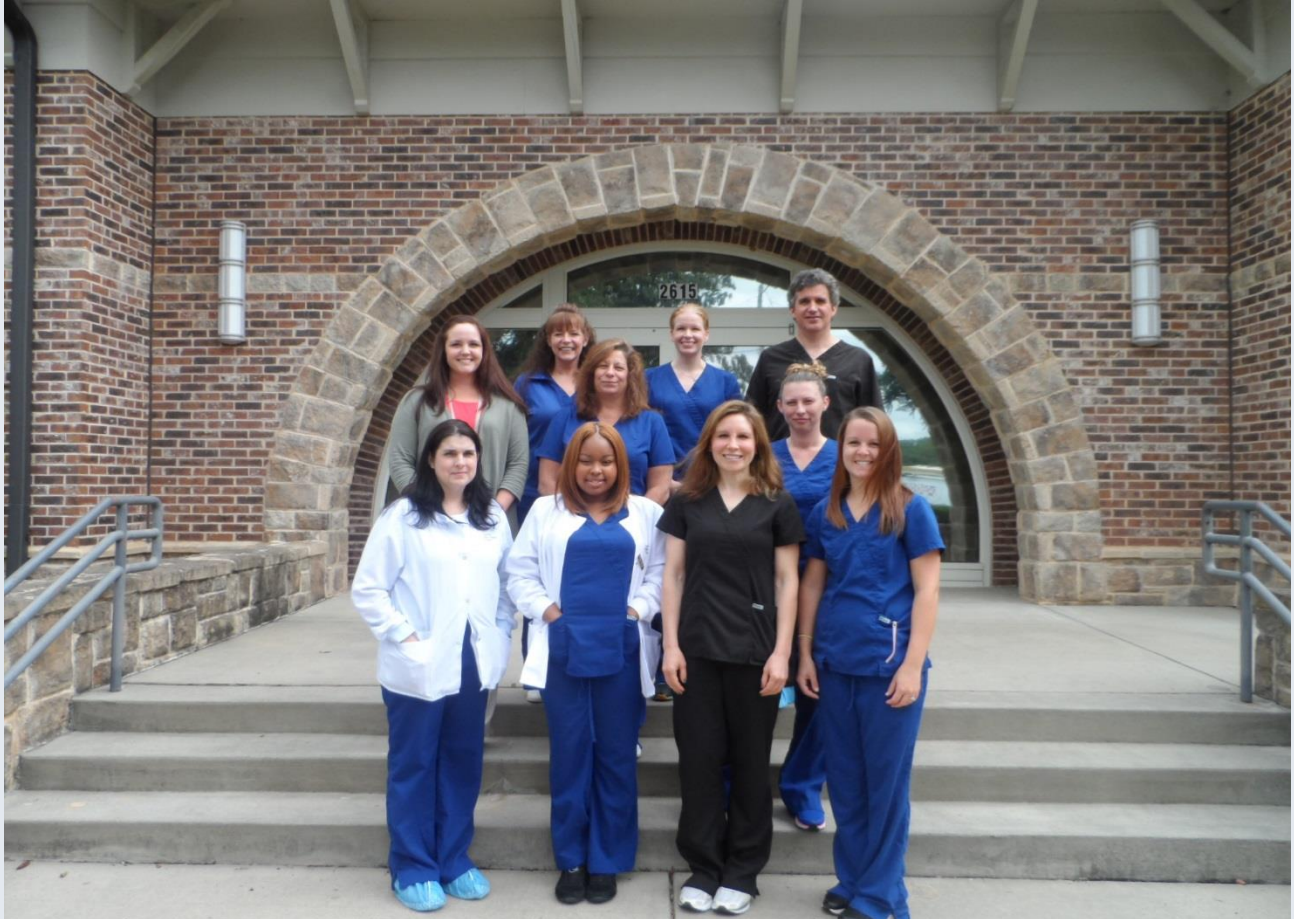
Vested interest in your treatment and healthcare

Otstanding customer service is our priority

Teamwork with staff and patients alike

Enthusiastic about what we have to offer

Determined to make this the best possible experience



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 5 years and has been providing excellent dermatologic care in the Charlotte area for over two 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/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/Certified 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/Front Office Assistant: Chiffon – our newest member! Chiffon started with us on 3-17-14. Chiffon is assisting Lisa Matuga, PA-C with patients and helping out the front office. 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.

CAROLINA SKIN SURGERY CENTER

2615 E. 7TH ST.

CHARLOTTE, NC 28204

Phone: 704-295-0000

Fax: 704-295-0005

www.carolinaskinsurgery.com