**Patient Advisory Meeting- October 1st, 2013 5-6pm Meeting Minutes**

Attendees: Dr. Michael Weizman

Laura Horton, Clinical Supervisor

One (1) anonymous Dr. Preston patient

One (1) anonymous Dr. Weizman patient

Dr. Weizman began the discussion promptly at 5:00pm. He explained that the meeting would be an “open-floor” type of discussion, along with some new updates on the practice.

Dr. Weizman announced that as of recent, Our Family Doctor obtained PCMH status. He went on to explain that OFD received the highest score possible, which the practice is very excited about. The process took over a year, during which the practice came up with new work flows and has been working diligently to implement them. The three disease states that OFD focused on were asthma, diabetes, and ADHD.

First question: “Do the doctors at OFD have a higher competency in these areas of focus?”

Dr. Weizman explained that although OFD doctors treat a wide variety of conditions and problems, they have chosen these areas of focus because they are so common. He went on to explain that the practice feels like by focusing on these areas, they have been able to better assess those patients. He also added that it is the practice’s goal to implement this type of focus in general with many more conditions in the future at OFD.

Dr. Weizman explained that one of the many benefits of reaching PCMH status is the incentive return. With incentive funding, there will be opportunity for the practice to be able to access more resources. One of these resources could be a part time pharmacist that would be able to assess patients taking multiple medications. This would greatly benefit the patient population at OFD.

The second topic of discussion for the evening is some staffing changes that are taking place. Dr. Weizman stated that the Clinical Coordinator, Scott Elliot will be leaving the practice. Scott was responsible for making transition-of-care phone calls and pre-visit phone calls which Dr. Weizman assures will be completed by the clinical team in his absence.

At this time in the discussion, Dr. Weizman opened the floor to questions concerning the ACA (a.k.a. “Obama Care”), and what that will mean for OFD. Both patients present state that they have multiple questions concerning Obama Care and overall, are not sure they understand the upcoming changes. Dr. Weizman reassured the patients that Obama Care will not affect OFD in anything but a positive manner. The practice will continue to treat self-pay/cash patients, as well as those who decide to purchase the government insurance.

Second question “What about the practice? Will the practice be okay? Will they join up with the hospital?” Dr. Weizman stated “we feel really good about our business model and practice and that we are not worried at all about Obama Care or any changes discussed. We are continually evolving and growing as a practice, which is a key factor in delivering effective healthcare.” He also explained that OFD is strongly adverse to hospital ownership. The practice has recently joined an IPA (independent practice association) which will present a press release at a later time. This IPA is composed of other practices that are opposed to joining the hospital and still maintaining the highest level of care. By joining the IPA, OFD will be able to share resources such as pharmacists, dieticians, and other valuable services. This will greatly benefit the patients of Our Family Doctor.

Dr. Weizman announced that OFD will be looking to bring on a new doctor at the end of the year. He states that this is as large as they will want to be for the foreseeable future.

Dr. Weizman went on to describe the next attestation project Our Family Doctor will be taking on. Not too long ago, OFD attested for Meaningful Use part 1, and was granted certification. Now, OFD will be attesting for part 2. One benefit of Meaningful Use part 2 is that it will allow hospitals and clinics to electronically communicate with one another. Currently, they are using different software which makes it unrealistic to electronically communicate. OFD is looking forward to these changes and updates.

ICD-10 coding updates will be quickly approaching. OFD has put together a task force and will begin meeting to train on these changes in November.

Dr. Weizman opened the floor to more patient questions/feedback.

One patient stated how much he has been enjoying the website blog and facebook postings. He particularly enjoyed a recent article about the effects of fruit juice and diabetes. He requested that Dr. Weizman continue posting similar articles to the blog, which Dr. Weizman happily agreed to do.

Dr. Weizman asked both patients if they have access to the portal system. They both do, and stated that they are enjoying the electronic access to their medical records, especially lab results.

A brief discussion was held on the recent changes to the triage phone system. One patient voiced concern that they are not always able to speak to a live person. This comment is addressed by the Clinical Supervisor, who sympathizes with this comment but stated that due to the high amount of calls received each day, the staff is unable to answer every call. She went on to state that the staff does their best to return every call by the end of day, except calls placed after 4pm which will be returned the next business day. The clinical supervisor also stated that all refill requests can take up to 72 hours, but that the staff works diligently to address requests as quickly as possible. The last change to the triage phone system is that lab results will take up to one week after OFD receives the results for them to be reviewed by the doctor and given to the patient.

At this time, the meeting officially came to a close. Dr. Weizman thanked the patients for attending the meeting, and wished them a pleasant evening.

The meeting came to a close at 6:00pm on October 1st 2013.