



**Dublin Internal Medicine**  
5070 Bradenton Ave.  
Dublin, OH 43017  
(614) 764-1777

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## THE BUZZ AROUND DUBLIN INTERNAL MEDICINE

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### WELCOME NEW STAFF

Please join us in welcoming our newest team members, Jennifer, Tara, Kim and Noelia. Jennifer and Tara are Front Desk Receptionists. Kim and Noelia are Medical Assistants assigned to Dr. Kumar and Dr. Marcantoni-Nevers. We are once again fully staffed. We are happy to have you as part of the Dublin Internal Medicine team!

### STAFF NEWS

We are very pleased to announce we have two new staff members who are bi-lingual in English and Spanish. Jennifer is here to assist with any scheduling questions you might have. Noelia is available to assist with any medical questions or concerns.

### 2019-2020 FLU CLINIC

We will begin offering flu shots on Wednesday, 10/2/2019. Flu shots will be provided every Wednesday morning from 8:30-11:00 starting 10/2/2019 and running through 2/26/2020. In addition to Wednesday mornings, we will also be offering flu shots on the following Saturday mornings from 9:00 to noon: 10/26/2019, 11/16/2019, 12/14/2019 and 1/11/2020. No appointments are needed for a flu shot. Just show up on the dates and times provided. If you have an upcoming appointment with your PCP, you can expect to receive your flu shot at the time of your office visit.

### SHINGRIX UPDATE

There continues to be a national shortage from the manufacturer on the Shingrix (shingles) vaccine. We are receiving a small supply of this vaccine each month; on average 30-40 vaccines. Keeping a list of patients who need this vaccine has become ineffective. Patients are now becoming frustrated that they have not received a call to receive the vaccine. We have more patients who need the vaccine than we have a supply to dispense. This is also compounded by the fact this vaccine is a two-shot series. We have been trying to supply patients who need the second vaccine as a priority over those needing the first. We are doing our best to accommodate all who need the vaccine. Your local pharmacy may also have the vaccine on hand. If you receive this vaccine, or any other type of vaccine, at your local pharmacy, please ask them to fax a copy to our office so that we can update your chart accordingly.

### PRESCRIPTION POLICY

Many patients have asked why we do not accept prescription refill requests from pharmacies. Refill requests from pharmacies are typically auto-generated when the pharmacy computer recognizes a prescription is due for refill. The pharmacy computer does not take into account the medication may have been discontinued or the dosing instructions changed or modified. Prescriptions and refills are best handled during scheduled office visits. The physician will typically prescribe enough medication to get the patient to their next scheduled appointment. Running out of a medication may signal that it is time to schedule an appointment. We ask that patients contact us directly for their prescription refill requests. Patients can leave a voicemail on our prescription refill line or can submit a request through the COPC portal.



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### **GRATITUDE BOARD**

Next time you're in the office, take a moment to view our Gratitude Board. It's located in the main hallway when you enter the patient care area. Opportunities for patients to provide their appreciation to a DIM staff member or physician are available in each of the exam rooms. The drop box to submit your comments is located in the patient waiting area. Your comments are then posted on our Gratitude Board. Thank you for taking the time to let the staff and physicians know how much appreciate them.

### **DUBLIN INTERNAL MEDICINE EMPLOYEE RECOGNITION – LOGAN**

Each quarter we will recognize a staff member who demonstrates "Best Of" behaviors in their day to day interactions with our patients, physicians, and co-workers. This quarter we are pleased to recognize one of our Front Office Receptionists, Logan. Many of you know Logan and the prompt and courteous service she provides to your prescription refill requests. Logan joined our practice a little over 2 years ago and comes to us with several year experience as a pharmacy technician at a local pharmacy. Her pharmacy experience is a great asset. Not only is she able to assist in getting our patients medications filled promptly, she also works directly with the patient's insurance plans when coverage issues arise. Logan also completes most of the specialty referrals placed by the doctors for their patients. She is a true team player who takes pride in performing her best at everything she does. Thank you, Logan, for the exceptional service you provide to the patients at Dublin Internal Medicine!