



ALL STAFF MEETING

Friday, August 14, 2026

- Lunch, Thank you Jenny for the idea and Iveth for ordering!! We appreciate it very much!!!
- Doughnuts – thank you, ERIC! 😊
- **So Many Congratulations today!!!!** 😊

Congratulations:

- Charlene – congratulations on your new gorgeous grandbaby!!!!
- Jordan – congratulations on your engagement!
- Stef – congratulations on your wedding and move to NE!
- Noah – congratulations on your acceptance and for your upcoming interview!
- Nicholas – congratulations on your upcoming interview
- Iveth – congratulations on starting your Surgical Tech degree Monday
- Tanya – congratulations on your successful 1st play!!! We loved it and you were amazing!
- Jenny – congratulations on your new career!!! We are very happy for you.

Awesome Staff Announcements:

- Rachelle is taking on the new role of Assistant Lead MA – Congratulations
- Stef will be fully remote starting 9/1
- Kendal is now officially Dr. Traister's MA – Congratulations!



- And, when Noah leaves us 😞, Leah will be moving into his position. Congratulations! And, welcome back from Scotland, Leah!!!
- Today is Dr. Traister's Workaversary!!!! 8/14/2014!!! 12 years!
- Our only August birthday is Jimmy's on the 24th. I will be out so I am leaving it to all of you to make sure that Jimmy knows it is his birthday!!!! 😊

Projects – listed on the intranet 😊

- Building - The tree in the back will be removed tomorrow morning and we are going to have a little fun with that space.
- The back dumpster area has been cleaned out.
- Roof repairs will start on Sat. 8/22
- Floor repairs will start on Sat. 9/22
- **Office Projects: New phone system** – go live date is 9/17!!! Exciting!! (Update: we have to move this date back due to IT not being able to be onsite). The phones will be delivered within the next 2 weeks. This is a VOIP system – we will have a lot of options. One thing I am hoping will be super helpful for the MAs is that your voice messages will be displayed on your PC so you can read them then you can drag and drop the message to someone else's box, delete it, or save it. It should be faster than listening to each voice message. Another great thing is for the front desk – we can have several different messages recorded and just change the message whenever needed. And the very best thing is



that Karen and Stef will have a physical phone – you will be able to place a call on hold and notify either one of them that the patient is on line 2 for them 😊. Very cool.

- **Intranet** – this has taken the place of our newsletters and information will be timelier. Future additions will be a referral/resource page and more policies & procedures – *Keep up on the news, don't be the last to know* 😊.
- If anyone has any suggestions for the intranet, please let me know.
- **Check-ins – whoop! Whoop!** will start this coming week. Forms will be distributed today
- **New 4-in-1 respiratory test** - Flu A&B, Covid, RSV.
 - 15 minute test
 - 6 months and up
 - Two boxes have been ordered. We will review to make sure they are good and then if everyone agrees, implement the test 😊.
- **Vaccination Policy – on the intranet under Policy page**
- **Flu clinics** - coming up fast, we will be working on dates and times and we would love some individuals to work them (a few evenings & Saturday mornings) 😊
- **Schedule updates:**
 - We are moving everyone around – here we go, do si do! It is wonderful to have the front trained to help room and the back who can work upfront – please watch the schedule for your assignments. We will always try to ask you but sometimes when things get crazy – we just put who is available into a slot 😊.



- How PTO is determined (if it is not your regularly scheduled day off, PTO will be listed by your name on the calendar. **Please monitor this.**
- A reminder that you can go negative 16 hours PTO when needed and that you should always put in for PTO in Paychex so we have it. If you are maxed out of PTO, it will go into no-pay but we discourage this.
- If your provider is out and you are going to be out, please put the PTO request in. Otherwise, you will be placed on the schedule as a Float 😊.
- There are a lot of changes going on so please monitor yourself on the calendar and if you need changes, either let me or Stef know 😊.
- Coverage for rooming JK & AF early morning patients when RR & JS come in at 8 or 8:30 (utilizing front desk staff for these whenever possible). JK said he can room his own and Noah volunteered to cover AF if/when needed. We also have Iveth and Leah who will be randomly assigned 😊. Thank you, everyone for working together.

MA Stuff 😊

- **Roles and responsibilities of each of the MAs** – we are making small adjustments to this, but once finalized, post it on the intranet for review and approval.
- **What we are working on for the MA Team:**
 - We are looking into a new communication tool for the MAs so they can get real-time communications between everyone. We are looking at Teams now.
 - Stef and I continue to work on streamlining MA tasks. The goal is to be as efficient as possible and to have everyone doing tasks the



same way so another MA can take over at any time, whenever needed. The other goal is for everyone in the office to know who to go to for questions – for example, referrals, prior auths., cover my meds – all of it. More to come.

- The insurance companies continue to push their portals – we are trying to get our arms around this. We are utilizing Adobe Acrobat Pro to type and sign forms instead of printing it, filling it out, sending for a signature.
- We are trying to incorporate a spreadsheet for the referrals – each provider would have a tab – this way anyone can look it up and see the status of the referral. But we don't want to add more to do, so we are trying to do talk-to-text to make it very speedy 😊
- Jordan and I are working on a referral sheet for elderly patients – rides, various levels of home care, home health, cleaning services, grocery/meal delivery, prescription delivery – we are utilizing the Boulder and Larimar County Services for Older Adults resources and pulling our own resources. We will have it reviewed/approved by the providers prior to printing. We will also add a disclaimer on it.
- Open time for any team member