

A Monthly Newsletter



*It's Spring Time!*



April 2021

## TIPS FOR SUCCESSFUL MANAGEMENT

### MAINTAIN AND ENHANCE SELF-ESTEEM

As a manager, whenever you talk to employees, say what you need to say without putting them down. Make them feel okay about themselves. Always maintain a person's self-esteem.

### LISTEN AND RESPOND WITH EMPATHY

Let your employees share their ideas and LISTEN to them. Respond with empathy. Your employees need to know they have been heard and that their boss is with them.

### ASK FOR HELP AND ENCOURAGE INVOLVEMENT

Employees know what is going on in their office and often have great ideas and suggestions to solve problems. But they might not speak up if they think their ideas are not welcome. Don't try to solve problems on your own. Seek their ideas, suggestions and information.

### OFFER HELP WITHOUT REMOVING RESPONSIBILITY FOR ACTIONS

Solving problems is a team effort. You cannot solve every problem by yourself. Once a problem is identified and a solution is found, the employees must be involved in implementing the solution with your help.

### TO SUCCEED, PEOPLE NEED:

#### DIRECTION

(key result areas, goals, measurements)



#### KNOWLEDGE

(skills, training, information, data, understanding, expertise)



#### RESOURCES

(tools, materials, facilities, time, money)



#### SUPPORT

(approval, authorization, coaching, feedback, encouragement, reinforcement, recognition)



Your role as a manager is to be a good coach, not to boss people around. Supply what your team members need to grow in their work and be successful!

- Courtesy of First Draft

## ABOUT THE PROGRAM

### "How to Avoid Medical and Dental Malpractice Claims in Your Practice"

Unfortunately, many events can prompt a patient to assert that a medical or dental practice committed malpractice. You will learn some of the more common types of claims. There will also be discussion on some risk management tips to help you lower the risk of having a claim made against your practice.

## ABOUT THE SPEAKER

**KENNETH L. JONES** is an experienced litigator and core member of the Carruthers & Roth Healthcare Professionals and Practices team.



He has successfully defended medical and dental malpractice lawsuits filed against a variety of healthcare providers, including physicians, dentists and clinical support staff.

He frequently represents dentists and dental hygienists in disciplinary matters before the North Carolina State Board of Dental Examiners.

His experience in medical and dental malpractice issues makes him a sought-after lecturer on malpractice litigation and trends, risk management and risk avoidance.

## NEXT MEETING

### RESERVATIONS ARE REQUIRED

#### Date and Time:

Wednesday, April 21, 2021  
11:45–1:00 p.m.

#### Meeting Place:

Starmount Forest Country Club

#### Program:

How to Avoid Medical and Dental Malpractice Claims in Your Practice

#### Speaker:

Kenneth L. Jones  
Carruthers & Roth Healthcare Professionals and Practices

Cost: \$20.00 for a guest



*April 21 is  
Administrative  
Professionals Day*

(previously Secretary's Day)  
Do something special for your administrative professionals.

## MESSAGE FROM THE PRESIDENT

Chanel McKethan



Welcome to the month of April! Everyone has heard the phrase, "April showers bring May flowers!" GMDM, let's get prepared for all the blessings that occur during the month of April. The flowers will begin to bloom, which enhances the beauty on Earth, and Easter symbolizes resurrection. This month let's reflect on our past and embrace a future of new possibilities.

In 2021, GMDM will lean heavily on its 2021 strategic goals through considering what should be done to create new energy and ideas to promote the organization. Think of ways you can encourage other medical and dental managers seeking professional organizations to consider joining GMDM. Start by sharing your own personal testimonies to demonstrate how your life has been impacted or how your organization has benefited from your membership.

Did you know that April is National Sarcoidosis Awareness Month? The American Lung Association, CHEST Foundation and Foundation for Sarcoidosis Research have joined forces to raise awareness of this disease. Sarcoidosis is a disease of unknown origin that causes the immune system to overreact, which can lead to health issues, including lung damage, skin rashes and eye disease. For more information on sarcoidosis, please visit [www.stopsarcoidosis.org](http://www.stopsarcoidosis.org).

National Donate Life Blue and Green Day is observed on April 16, 2021. People are encouraged to wear blue or green that day to encourage Americans to register as organ, eye and tissue donors and to honor those that have saved lives through the gift of donation. For more information, please visit [www.donatelife.net](http://www.donatelife.net).

Let us all be thankful for all that life has to offer and continue to meet the GMDM mission of being "the premier professional organization for medical and dental practices in Guilford County and surrounding areas, dedicated to providing timely educational programs, strong networking support and personal growth

opportunities." Invite your colleagues to join, connect and grow with GMDM.

GMDM members, thank you for your continued support and commitment. Always remember there is potential for new membership when we network and invite others to monthly GMDM meetings. Therefore, I challenge each member to bring a guest to the April monthly GMDM meeting. The member who brings the most guests will receive a \$50 Visa gift card.

*"If you can't fly, then run. If you can't run, then walk. If you can't walk, then crawl. But whatever you do, you have to keep moving forward."*

- Martin Luther King, Jr.

Many Blessings,  
Chanel

## GETTING TO KNOW YOU - ASSOCIATE MEMBER

NAME AND PRESENT POSITION:

RITA SMITH,  
regional account executive with First Point Collection Resources.



GMDM COMMITTEES: I have served on all committees. I am presently on the Communication Committee, handling advertisement sales.

EDUCATION: BS, Management, UNCG.

HOMETOWN: Greensboro, NC.

HOBBIES: Hiking, traveling, decorating, working in my yard, trying new recipes, porch sitting.

COMFORT FOOD: Homemade pound cake.

COMMENTS ABOUT GMDM:

Wonderful group of people who give back to our community.

SOMETHING YOU MAY NOT KNOW

ABOUT ME: I have a green thumb. I love planting flowers, plants and trees.

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Danny Rudisill, President

**OUR SPOTLIGHT THIS MONTH**  
**IS ON:**

**FIRSTPOINT**

FIRST POINT COLLECTION  
RESOURCES

FirstPoint Collection Resources, Inc., has been an active member of GMDM for 20+ years and has been providing medical-related revenue cycle management for over 70 years. Data integrity, compliance adherence, recovery results and a "Collect with Respect" manner of doing business ensure you have a trusted business partner. FOR INFORMATION, call Rita Smith, 336-988-5699.

**MISSION**  
**STATEMENT**

Guilford Medical and Dental Managers is the premier professional organization for medical and dental practices in Guilford County and surrounding areas, dedicated to providing timely educational programs, strong networking support and personal growth opportunities.



## The Lawyer's Corner

By Karen McKeithen Schaede

KSchaede@Revolution.Law

### Q: What is the Coronavirus Relief Bill?

**A:** Here are a few highlights of the Coronavirus Relief Bill called The American Rescue Plan, which was passed and signed into law on March 11, 2021.

Aid to the unemployed was expanded by the federal government through the extension of \$300-per-week unemployment benefits until September 6, 2021. This is on top of the amount a beneficiary is receiving from state unemployment insurance.

The legislation also provides a direct payment of \$1,400 for a single taxpayer, or \$2,800 for a married couple. An individual who earns up to \$75,000 and married couples earning up to \$150,000 would get the full amount.

Local governments will also benefit by receiving funds for costs incurred until the end of 2024 related to the coronavirus. The amount earmarked for this is \$350 billion.

Schools will also earn additional help for students in kindergarten through 12th grade. This will assist with modifications needed for students related to the virus. The amount here is \$130 billion.

The bill also provides \$46 billion to expand testing, as well as distribution of the vaccine. In health care, the Affordable Care Act premiums would have financial assistance for those who qualify. There is also an incentive for states to expand Medicaid.

Businesses, specifically restaurants and bars that have been hurt by the pandemic, would receive grants and assistance with payroll, rent, utilities and other expenses. This amount is \$25 billion.

This article is for informational purposes only and not for the purpose of providing legal advice. You should contact your attorney to obtain advice with respect to any particular issue or problem. The information contained in this article does not create an attorney-client relationship between Revolution Law Group and the reader.

**APRIL 21 is:**  
**ADMINISTRATIVE PROFESSIONALS DAY**  
Previously known as Secretary's Day.  
Administrative workers on all levels are recognized.

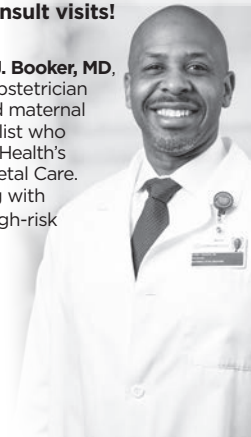
## Exceptional Care for High-Risk Pregnancies

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**Ravi Shankar, MD**, is board certified in maternal fetal medicine, obstetrics and gynecology. Dr. Ravi Shankar specializes in providing high-risk pregnancy care. He is Medical Director for Cone Health Center for Maternal Fetal Care.

**Corenthian "Corey" J. Booker, MD**, is a board-certified obstetrician and gynecologist and maternal fetal medicine specialist who recently joined Cone Health's Center for Maternal Fetal Care. He enjoys connecting with families to address high-risk pregnancy needs.



**CONE HEALTH.**  
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For scheduling, call **(336) 832-6986**.  
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520 N. Elam Avenue, Second Floor, Suite B, Greensboro, NC | Hours: **Monday - Friday, 8 a.m. - 5 p.m.**

## The care between safety



Taking extra health and safety measures now during the COVID-19 pandemic is our way of helping patients stay in control of their long-term health.

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[greensboroimaging.com](http://greensboroimaging.com)

and wellness.

## THOSE ELIGIBLE SHOULD SCHEDULE COVID-19 VACCINATIONS NOW

As more people are becoming eligible under state guidelines, Cone Health urges residents to schedule their COVID-19 vaccinations. Appointments are available in Burlington, Greensboro and Reidsville.

Appointments are available through Cone Health in Burlington, Greensboro and Reidsville via [www.conehealth.com/vaccine](http://www.conehealth.com/vaccine). Or you can call 336-890-1188 Monday through Friday, between 7 a.m. and 7 p.m., for personal assistance.

You also can find information at [www.conehealth.com/covid-19-information/covid-19-vaccine-information](http://www.conehealth.com/covid-19-information/covid-19-vaccine-information) on how to schedule appointments at the FEMA Mass Vaccination Site at Four Seasons Town Centre, at the Guilford County Health Department, and at Walgreens and CVS stores.





## MONTHLY E-COURAGEMENT

PROVIDED BY RICH SCHLENTZ, FOUNDER OF EXTRAORDINARY! INC.  
VISIT RICH AT [WWW.EXTRAORDINARYINC.COM](http://WWW.EXTRAORDINARYINC.COM)  
CONTACT HIM AT [RICH@EXTRAORDINARYINC.COM](mailto:RICH@EXTRAORDINARYINC.COM)  
336-317-4603



### THE DANGER OF YOUR SAFETY NET

**A**t a fundamental level, we're designed for survival.

Here's the challenge: The self-preservation instinct of our minds can't differentiate between life-threatening and life-giving risks.

Here's the opportunity: The soul-expansion instinct of the heart can.

Taking a leap of faith toward your dream is scary.

Your mind looks at the risk and says, "I'll take the leap once I've got a safety net in place."

Your heart looks at the reward and says, "Jump!"

So, you're paralyzed.

The safety net your mind is demanding becomes the noose that strangles your life-giving dream.

Requiring it prevents action and acquiring it reduces the intensity of the action you take.

Either way, the net result is that you never reach the dream that beckons.

Where is your heart hoping you'll find the courage to jump?



### NEW POSITION FOCUSES ON HEALTH DATA SECURITY

*Cone Health names its first chief information security officer.*

**DOUG MCMILLIAN** has been selected as vice president, chief information security officer (CISO) for Cone Health.

According to a recent report from cloud security company Bitglass, health care data security breaches were up 55.1% last year over 2019 levels.

"Health systems must safeguard information systems to protect patients' data while complying with government data privacy regulations," says Cone Health Executive Vice President and Chief Information Officer Ben Patel. "A dedicated CISO is needed to stay abreast of the changing technology landscape, develop an information security program and to ensure data is secured."

In his role with CISO, McMillian will oversee the information security program, establish cybersecurity and governance practices, work to minimize risks and keep up with the rapidly changing field of cybersecurity.



Doug McMillian

## THANKS TO OUR ADVERTISER



**P**ACE of the Triad is a nonprofit health and human services agency committed to the wellness of seniors and to improving the autonomy and quality of their lives. PACE is a Program of All-inclusive Care for the Elderly that provides community-based care and services to individuals who need nursing home-level care, but want to remain at home. Available services include, but are not limited to, an adult day health program, medical care, rehab therapies, transportation, home health, medications and supplies.

PACE of the Triad accepts Medicare, Medicaid and private payment. With the exception of emergency care, all services must be approved in advance by PACE of the Triad. Participants may be fully and personally liable for the costs of unauthorized or out-of-PACE program agreement services.

To enroll in the PACE program, participants must be 55 or older, residents of Guilford or Rockingham counties, able to live safely in the community and determined by the N.C. Division of Medical Assistance to be eligible for a nursing home level of care.

For more information, call 336-550-4040 or visit [www.pacetriad.org](http://www.pacetriad.org).

PACE of the Triad is represented in GMDM by Nedra Baldwin.



### THE PUZZLER???

**W**here is a place for loafers?

1. Look for the answer in one of the ads.
2. Identify the answer and the ad in which the answer appears.
3. Email the answer and the name of the ad in which the answer appears to

Shay Rumsey at  
[shayrumsey@northstate.net](mailto:shayrumsey@northstate.net)

## INTERESTING FACTS

1. "Stewardesses" is the longest word typed with the left hand and "lollipop" is the longest word typed with only your right.
2. Maine is the only state whose name is just one syllable.
3. No word in the English language rhymes with "month", "orange", "silver" or "purple".
4. "Dreamt" is the only English word that ends in the letters "mt".
5. Our eyes are always the same size from birth, but our nose and ears never stop growing.
6. The sentence, "The quick brown fox jumps over the lazy dog" uses every letter of the alphabet.
7. The words "racecar", "kayak" and "level" are the same whether they are read left to right or right to left (palindromes).
8. There are only four words in the English language which end in "dous": "tremendous", "horrendous", "stupendous" and "hazardous".
9. There are two words in the English language that have all five vowels in order: "abstemious" and "facetious".
10. "Typewriter" is the longest word that can be made using the letters on only one row of the keyboard.



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A Program of All-Inclusive Care for the Elderly



PACE of the Triad is a non-profit, community-based health and human services agency committed to the wellness of seniors and to improving the autonomy and quality of their lives.

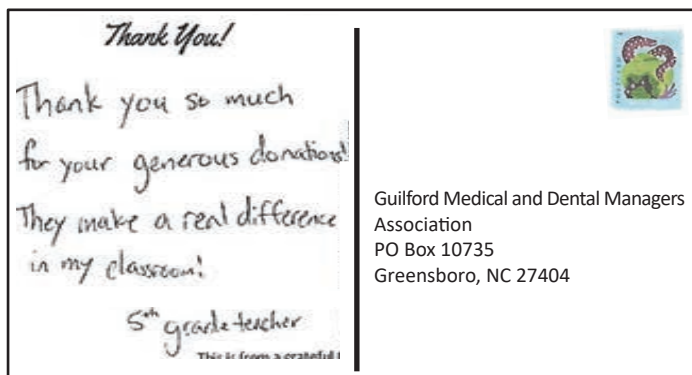
For a tour or in-service for your staff, contact  
GMDM Member, Nedra Baldwin:

1471 E. Cone Blvd.  
Greensboro, NC 27405

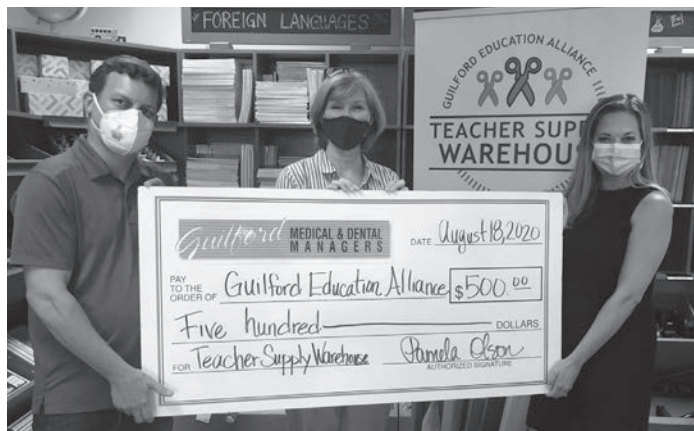
336-550-4040

www.pacetriad.org  
info@pacetriad.org

## A SPECIAL THANK YOU NOTE



The thank you note above is from a grateful Guilford County Schools teacher who shopped for her classroom at the Guilford Education Alliance's Teacher Supply Warehouse and benefited from GMDM's donation to the organization. Each year, GMDM asks members to donate supplies for the warehouse. In August 2020, the pandemic prevented us from holding our normal drive, but GMDM still stepped in to help, contributing \$500 to the alliance to assist teachers with school supplies. Below, Louise Pinckney Courts (center), director of development for the Guilford Education Alliance, accepts GMDM's August 2020 donation from Tyler Hmiel (left), chair of the GMDM Community Service Committee, and Pamela Olson, 2020 GMDM president.



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