



# INSIDE SRHS

A NEWSLETTER FROM THE CORPORATE HEALTH STAFF  
OF SPARTANBURG REGIONAL HEALTHCARE SYSTEM

## WHAT'S INSIDE

Spring 2021

### New Team Members

### Physical & EFT Slot Reservations

### Occhealth Updates

New IME Provider

Class 1 flight physicals now available

### Onsite Services Updates

Hearing Conservation Program Updates

### Covid-19 Updates

ICCs now performing Covid Testing - How to request Asymptomatic Testing

5 Medical Practices Have Covid-19 Vaccine Appointments Available 5 days a week

Visit and share Spartanburg Regional's **Discover Health** webpage anytime to find health articles and events in the Upstate.

Spartanburg Regional hosts a myriad of events each month throughout the Upstate to support our community. You and your employees are always welcome to attend. Please feel free to promote any and all events that you feel are appropriate for your organization. Some fees may apply to certain events.

<https://discoverhealth.org/>

### Corporate Health Holiday Closings

Monday, July 5<sup>th</sup> –  
Closed in honor of our  
Independence Day

Monday, September 6<sup>th</sup> –  
Closed in honor of Labor Day



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## Join us in welcoming our newest Team Member!

**Kelsey Hallinan, NP joins our onsite clinic service team**

**Brittany Briggs, CMA has joined the ZF Family Medicine team**

**Tchacona Means a patient access representative (PAR) at the Pelham office**

**Lena Rogers as our Senior PAR at the Spartanburg office**



We continue to assess our net promoter scores and overall patient and customer satisfaction on a 5 point scale. Your feedback is valuable and necessary to help us continue to improve and serve you. While visiting our offices please encourage your employees to complete the patient survey made available at checkout.

**2021 Client Surveys Continue** We are always looking for ways to improve our operations and services, and the best way to assess areas for improvement is through our customers. We are conducting customer surveys and greatly appreciate your feedback. Please be on the lookout for a phone call from an associate outside of our department who will ask you to rate your level of satisfaction on a 5 point scale with our team and services through just 6 questions.

### 2021 YTD RESULTS

#### Corporate Health Spartanburg Office

Internal Patient Satisfaction Score 4.5 ★★★★★

Google Reviews 3.6 ★★

#### Corporate Health Pelham Office

Internal Patient Satisfaction Score 4.9 ★★★★★

Google Reviews 4.4 ★★★★★

### 2020-2021 Client Survey Feedback

663 respondents

**Overall Satisfaction**  
4.5

**Net Promoter Score**  
4.5

**Invoicing Satisfaction**  
4.3

**Communication**  
4.5



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## Independent Medical Exams (IMEs)

IMEs are evaluations performed by an examiner not involved in the care of the patient, for clarifying clinical and case issues. IMEs are an important component of workers' compensation systems and are also used to clarify other disability or liability associated cases. Impairment evaluations are often used to provide a more objective understanding of the impact of an injury or illness. The quality of examinations and examiners varies widely, and it has been often difficult to identify skilled, thorough and unbiased examiners, especially before an examination.

We are fortunate to have two Certified Independent Medical Examiners in our office; that have many years of experience providing IMEs ranging from simple to complex cases and are certified by the American Board of Independent Medical Examiners (ABIME). ABIME is recognized by the American College of Occupational & Environmental Medicine, which sponsors state-of-the-art training courses in impairment & disability evaluation. **Our most newly certified IME Examiner is Dr. Scott Cygan, and you will find more information about him and his experience below.**

If you would like more information or to schedule an IME, please call 864-849-1948.

### **Scott Cygan, DO Physician**



Dr. Cygan joined us after a career in the US Army serving as a physician and brigade surgeon. A graduate of Miami University; he also brings a strong interest and background in preventive medicine completing his Master's in Public Health from the University of West Florida. Dr. Cygan attended Midwestern University in Arizona in 2007 where he received his Doctor of Osteopathic Medicine. Completing his aerospace medicine residency at the United States Army School of Aviation Medicine. He is board certified in aerospace medicine and occupational health with experience in functional medicine. He is a FMCSA Certified Medical Examiner with the USDOT and a Certified Medical Review Officer.



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## Mobile Truck - Audiometric Testing (Hearing Conservation Testing) Resumed

Spartanburg Regional's Corporate Health team offers a robust and comprehensive hearing conservation program that has been in place for over 20 years and is under the direction of our board-certified occupational medicine Medical Director, Dr. Sajid Pathan.



- All staff performing our hearing conservation testing are CAOHC certified in the mobile unit and in our offices for re-testing.
- Our program offers two board certified occupational medicine physicians for re-testing STS and work-relatedness determinations with no outside referral needed.

For questions or to schedule testing, please contact our Audio Specialist, Casey Ruppe, CAOHC at 864-560-9665 or email is [cruppe@srhs.com](mailto:cruppe@srhs.com)

*Casey Ruppe joined the team in January and has completed her CAOHC training and certification. We are excited to have her join the external services team, as she previously worked as a patient access representative within Corporate Health, and after extensive training and observation with providers and leadership Casey is ready to hit the ground running this summer to support our client's hearing conservation needs!*

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## Federal Aviation Flight Physicals – Class 1, 2, and 3!

Our Medical Director, Dr. Sajid Pathan is now a certified Aviation Medical Examiner for Class I in addition to Class II & III Flight Physicals.

First Class medical certificates generally includes airline transport pilots and military pilots. We are excited to expand our service offering to Class 1.

Thank you Dr. Pathan!



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## Physical & EFT Slot Reservations

Corporate Health is pleased to offer slot reservations for your recruiting/hiring convenience. These reservations apply to both Physicals and EFT slots. Reserving these slots in advance of your job fair or hiring situation can simplify the post-offer process - thus reducing lost candidates in the recruitment process.

- 1 - Interview
- 2 - Make an Offer
- 3 - Offer candidate appointment immediately from the blocked schedule

- Slots are reserved on a first come/ first serve basis and therefore subject to availability
- A **6-slot minimum per week** is required for reservations

### Appointment Types:

#### Physical & Essential Function Test

- Please contact Michelle Neepier, our Senior Practice Manager at 864-560-9672 for any Physical appointments, or Physical Appointments with EFT

#### Essential Function Test

- Please contact Nathan Elder, our Industrial Rehab Team Lead at 864-560-2125 for any EFT only appointments

### Please note scheduling requirements:

- Scheduling lead times
  - 5 business days' notice required for 6-10 slots
  - 7 business days' notice required for 11-19 slots
  - 14 business days' notice required for 20+ slots
- Fee Structure
  - All slots will be billed at the current rate schedule for these services
  - Reserved slots will be billed for 75% of the total weekly reservation regardless of utilization unless the below parameters are met
    - Reservations of 5 or less must be cancelled with 3 business days
    - Reservations of 6-10 must be cancelled with 5 business days
    - Reservations of 10+ must be cancelled with 7 business days
    - Reservations of 20+ must be cancelled with 10 business days





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## Covid-19 and Corporate Health Updates



Corporate Health

### ASYMPTOMATIC COVID-19 TEST

Thank you for choosing Spartanburg Regional Healthcare System for your organization's healthcare needs.

#### AUTHORIZATION FORM

Today's Date: \_\_\_\_\_  
 Patient Name: \_\_\_\_\_ Company Name: \_\_\_\_\_  
 Sex: \_\_\_\_\_ DOB: \_\_\_\_/\_\_\_\_/\_\_\_\_ Job/Position: \_\_\_\_\_ Authorizing Rep: \_\_\_\_\_  
 SSN: \_\_\_\_\_ Auth. Rep. Phone: (\_\_\_\_)\_\_\_\_-\_\_\_\_ Fax: (\_\_\_\_)\_\_\_\_-\_\_\_\_

Children are not allowed in clinical areas of our offices, and cannot be left in the lobby unsupervised.

For work-related injuries after hours, please call 864-577-4059 or visit one of our Immediate Care Centers or emergency centers as appropriate for severity of injury with this form in hand.

Completion of this form authorizes Spartanburg Regional Corporate Health to provide the following services:

Physicals	Lab Services	Drug Screen/Breath Alcohol Reason
<input type="checkbox"/> DOT Recertification	<input type="checkbox"/> BBP Exposure: Specify _____	<input type="checkbox"/> For Cause
<input type="checkbox"/> Firefighter physical	<input type="checkbox"/> Hepatitis Titer	<input type="checkbox"/> Post Accident
<input type="checkbox"/> Federal Aviation Exam	<input type="checkbox"/> MMR Titer	<input type="checkbox"/> Pre-employment
<input type="checkbox"/> HAZ MAT	<input type="checkbox"/> Varicella Titer	<input type="checkbox"/> Random
<input type="checkbox"/> Mobile Equipment	<input type="checkbox"/> Other Exposure: Specify _____	<input type="checkbox"/> Return to Work
<input type="checkbox"/> Police physical	<input type="checkbox"/> Follow up	<input type="checkbox"/> Other: _____
<input type="checkbox"/> Pre-employment	<input type="checkbox"/> No Drug Screen	<b>Drug Screen Type</b>
<input type="checkbox"/> Pre-employment DOT	<b>Other Services</b>	<input type="checkbox"/> Per Agreement
<input type="checkbox"/> Return To Work Exam	<input type="checkbox"/> Audiometry (Hearing Test)	<b>Breath Alcohol Test</b>
<input type="checkbox"/> Other Physicals: _____	<input type="checkbox"/> Titmus Vision Test	<input type="checkbox"/> DOT <input type="checkbox"/> Non-DOT
<input type="checkbox"/> Yes this service needs to be completed on your company's forms.	<input type="checkbox"/> EKG	<b>Hair Analysis</b>
<b>Vaccine/Injection Services</b>	<input type="checkbox"/> Essential Function Test (EFT)	<input type="checkbox"/> Hair Analysis <input type="checkbox"/> w/ expanded opiates
<input type="checkbox"/> Influenza Vaccine	<input type="checkbox"/> Fit for Duty Exam	<b>Urine Observed? Yes / No</b>
<input type="checkbox"/> HepB vaccine (Hep B)	<input type="checkbox"/> Functional Capacity Eval (FCE)	<input type="checkbox"/> DOT
___1st ___2nd	<input type="checkbox"/> Pulmonary Function Test (PFT)	<input type="checkbox"/> Non-DOT 10 Panel (Instant)
<input type="checkbox"/> PPD/TB Skin Test	<input type="checkbox"/> Respiratory Clearance*	<input type="checkbox"/> Non-DOT 10 Panel (Send out)
___1st Step ___2nd Step	<b>Respirator Fit Test</b>	<input type="checkbox"/> w/ expanded opiates (Send out)
<input type="checkbox"/> Quantiferon TB-Gold	<input type="checkbox"/> Quantitative (unavailable at Greer office)	<input type="checkbox"/> Non-DOT 5 Panel (Instant)
<input type="checkbox"/> Tetanus	<input type="checkbox"/> Qualitative	<input type="checkbox"/> Non-DOT 5 Panel (Send out)
<input type="checkbox"/> T-dap	<input type="checkbox"/> Wellness: Specify _____	<input type="checkbox"/> Other: _____
<input type="checkbox"/> Other Vaccine: Specify _____	<input type="checkbox"/> X-Ray _____	<b>**AFTER HOURS DRUG SCREENS</b>
	<input type="checkbox"/> Work Comp. Injury	<input type="checkbox"/> Non-DOT 10 Panel (Send out)
		<input type="checkbox"/> DOT Urine Drug Screen
		<input type="checkbox"/> Breath Alcohol
		<input type="checkbox"/> DOT Breath Alcohol

\* Employer is responsible for administering the respiratory protection program based on OSHA accepted protocols found in 1910.134.

\*\*Our Emergency Centers and Immediate Care Centers only perform DOT & 10 panel urine drug screens on SRHS chain of custody forms as well as

### Covid Testing is available in our ICCs

Corporate Health issued a memo in May on how to request asymptomatic testing for your team members at no cost to you or the employee.

You may use our authorization forms, and make the below notations when sending your associate to one of our Immediate Care Centers.

For questions or a digital copy of the authorization form please reach out to our Corporate Relations Director [arussell@srhs.com](mailto:arussell@srhs.com) or Senior Practice Manager: [mneeper@srhs.com](mailto:mneeper@srhs.com)

### Covid Vaccines

Currently available at five medical practices across the Upstate to best serve our patients. Most locations are offering Pfizer. Please continue to check our website for the most up to date information including expansion of offerings for vaccinations.

[www.spartanburgregional.com/vaccine](http://www.spartanburgregional.com/vaccine)

Start search on  Day / Time  Location

**Monday June 21, 2021**

**UMC Center for Family Medicine**  
322 W South St Union SC 29379-2717

9:00 AM more... 10:30 AM more... 11:45 AM 12:00 PM 1:30 PM more...

2:30 PM more... 3:30 PM more...

**MGC Family Medicine Converse Heights**  
120 Heywood Ave, Suite 200 Spartanburg SC 29302-1210

9:45 AM more... 10:00 AM more... 1:00 PM more... 2:00 PM more... 3:00 PM

**MGC Internal Medicine Spartanburg**  
100 E Wood St, Suite 401 Spartanburg SC 29303-3040

9-15 AM 10-45 AM 11-00 AM 1-15 PM 3-00 PM