



**Appointment Request Form**

**Locations/Websites:**



**Kettering office:** 3533 Southern Blvd, Suite 5650 • Main Phone (937) 294-3611, Referral line: (937) 294-3679, Fax (937) 294-9010

**Lebanon office:** 1470 N. Broadway, Suite 120 • Main Phone (937) 294-3611, Referral line: (937) 294-3679, Fax (937) 294-9010

**re•ju•ve•nate:** 3533 Southern Blvd, Suite 5650 • Phone (937) 424-0990, Fax (937) 424-0991

**www.KetteringCardio.com** (Cardiac, Thoracic, Vascular and surgical care)

**www.RejuvenateMeNow.com** (Cosmetic and Medical Vein care, Medical Spa and **Éminence** organic Skin care products)

***Please make sure to include all non-EPIC office notes, imaging reports and labs with referral form to allow for quicker processing, thank you.***

Patient Name: \_\_\_\_\_ Date of Birth: \_\_\_\_\_

SS # \_\_\_\_\_ Primary Insurance: \_\_\_\_\_

Home Phone: \_\_\_\_\_ Cell Phone: \_\_\_\_\_

Please tell us the reason for this referral: (Dr. Rank only for in-office varicose vein care)

Diagnosis (ICD-9) code (s): \_\_\_\_\_

***Please choose which physician you are referring to:***

Peter Pavlina M.D. (Kettering office only) \_\_\_\_\_ Thomas Merle M.D. (Kettering office only) \_\_\_\_\_

Karl Borsody M.D. *KPN Partner* (Kettering office only) \_\_\_\_\_

Bruce Rank D.O. (Lebanon office, Kettering office, or re•ju•ve•nate clinic only) \_\_\_\_\_ First Available: \_\_\_\_\_

**Referring Physician information:**

Name: \_\_\_\_\_ Fax Number: \_\_\_\_\_

**Patient confirmation:**

Appointment Date: \_\_\_\_\_ with Dr. \_\_\_\_\_

***Thank you for your referral. Your trust in us for the care of your patient is very much appreciated.***

## Customer Service

### Commandment # 9

Get regular feedback. Encourage and welcome suggestions about how you could improve. There are several ways in which you can find out what customers think and feel about your services.

Listen carefully to what they say.

Check back regularly to see how things are going.

*Welcome to our newest CAC staffing employee, Courtney Wical. She comes to us with experience as a medical receptionist at a prior optometry office. She will be working under Gina's direction.*

## ***KETTERING HOSPITAL and AMERICAN HEART ASSOCIATION CELEBRATES NATIONAL WALKING DAY, APRIL 3, 2013***

Walking is so easy. Just put one foot in front of the other. Step by step, day after day, you walk to make progress. Every day we take thousands of steps to get where we need to go.

Now we can take steps toward a healthy workplace and support the American Heart Association.

On **Wednesday, April 3**, Kettering Medical Center's Cardiac Service line will join the American Heart Association in celebrating **National Walking Day!** It is a day to challenge ourselves and our nation to get heart healthy and fit.

- Wear your walking shoes to work on April 3<sup>rd</sup>! (or bring them to work)
- Meet us in front of the Schuster Heart Hospital on Southern Blvd. at **NOON!**
- We will walk from the hospital toward West Dorothy Lane and back.

**Let's get a group together and join in-see Kris if you want or are able to participate!**

**Dr. Rank's word of the month:**

***Temerity:***

The quality of state of being recklessly or foolishly bold

## Inside Story Headline

This story can fit 150-200 words.

One benefit of using your newsletter as a promotional tool is that you can reuse content from other marketing materials, such as press releases, market studies, and reports.

While your main goal of distributing a newsletter might be to sell your product or service, the key to a successful newsletter is making it useful to your readers.

A great way to add useful content to your newsletter is to develop and write your own articles, or include a calendar of upcoming events or a special offer that promotes a new product.

You can also research articles or find "filler" articles by accessing the World Wide Web. You can write about a variety of topics but try to keep your articles short.

Much of the content you put in your newsletter can also be used for your Web site. Microsoft Publisher offers a simple way to convert your newsletter to a Web publication. So, when you're finished writing your newsletter, convert it to a Web site and post

**Caption describing picture or graphic.**

## Inside Story Headline

This story can fit 100-150 words.

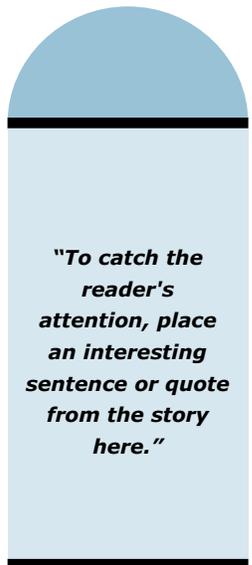
The subject matter that appears in newsletters is virtually endless. You can include stories that focus on current technologies or innovations in your field.

You may also want to note business or economic trends, or make predictions for your customers or clients.

If the newsletter is distributed internally, you might comment upon new procedures or improvements to the busi-

ness. Sales figures or earnings will show how your business is growing.

Some newsletters include a column that is updated every issue, for instance, an advice column, a book review, a letter from the president, or



***"To catch the reader's attention, place an interesting sentence or quote from the story here."***

## Inside Story Headline

This story can fit 75-125 words.

Selecting pictures or graphics is an important part of adding content to your newsletter.

Think about your article and ask yourself if the picture supports or enhances the

message you're trying to convey. Avoid selecting images that appear to be out of context.

Microsoft Publisher includes thousands of clip art images from which you can choose and import into your

**Caption describing picture or graphic.**

newsletter. There are also several tools you can use to draw shapes and symbols.

Once you have chosen an image, place it close to the article. Be sure to place the caption of the image near the image.

Lettering  
Cardiothoracic and

Primary Business Address  
Your Address Line 2  
Your Address Line 3  
Your Address Line 4

Phone: 555-555-5555  
Fax: 555-555-5555  
E-mail: someone@example.com



# Organization

*Your business  
tag line here.*

We're on the Web!

example.microsoft.com

This would be a good place to insert a short paragraph about your organization. It might include the purpose of the organization, its mission, founding date, and a brief history. You could also include a brief list of the types of products, services, or programs your organization offers, the geographic area covered (for example, western U.S. or European markets), and a profile of the types of customers or members served.

It would also be useful to include a contact name for readers who want more information about the organization.

## Back Page Story Headline

This story can fit 175-225 words.

If your newsletter is folded and mailed, this story will appear on the back. So, it's a good idea to make it easy to read at a glance.

A question and answer session is a good way to quickly capture the attention of readers. You can either compile questions that you've received since the

last edition or you can summarize some generic questions that are frequently asked about your organization.

A listing of names and titles of managers in your organization is a good way to give your newsletter a personal touch. If your organization is small, you may want to list the names of all employees.

If you have any prices of standard products or services, you can include a

listing of those here. You may want to refer your readers to any other forms of communication that you've created for your organization.

You can also use this space to remind readers to mark their calendars for a regular event, such as a breakfast meeting for vendors every third Tuesday of the month, or a biannual charity auction.

If space is available, this is a good place to insert a clip

**Caption describing picture or graphic.**