

# HIGHLIGHTS

LCHC's Employee Newsletter

## Ashleigh Carroll Named Employee of the Quarter



For going “above & beyond” in the best interest of Lucas County Health Center, Ashleigh Carroll became the most recent recipient of the Employee of the Quarter Award. Carroll was recognized for willingly sharing her knowledge, holding herself and her co-workers to the highest standards to provide excellent patient care, welcoming patients with a warm smile and making sure they know she is there to help them, being a kind and genuine nurse that puts her patients, co-workers, and the hospital as a top priority during her work day, and for going above and beyond for our facility.

Congratulations for a job well done, Ashleigh!

## Welcome!

**Phillip Masters**  
*Clinical Pharmacist*  
*Medical Clinic*

**Rebecca Tracy**  
*Receptionist*  
*Clinic*

## Sports Physicals

LCHC has partnered with the Chariton School District for a Sports Physical Clinic. This year's event will take place on Wednesday, August 5th from 5 – 8 PM at LCHC's Physical Therapy Department.

Due to COVID-19, LCHC is requiring that students make appointments for their physicals. To make an appointment call (641) 774-8103. Physicals will be completed by LCHC providers. Students will be required to bring \$10 payment and a completed school physical form, which must be signed by a parent/guardian. All students will be required to be screened

upon entrance and need to wear a mask.

Sports physicals are required for students entering grades 7 to 12 who are participating in sports. No college sports physicals will be done at this event. The \$10 fee is only available during this event.

Forms will be available at the high school from 8 AM – 3 PM beginning July 27th, during school registration or can be downloaded from LCHC's website. Physicals will cost \$10 each with 100 percent of the fee being donated back to Chariton's athletic program.

## Jennie Hall Receives IHERF Scholarship



Jennie Hall, an employee at LCHC who is studying Nursing to obtain her Master's degree at Purdue University Global has been awarded a \$3,500 scholarship from the Iowa Hospital Education and Research Foundation (IHERF), which is supported by the Iowa Hospital Association (IHA). She is among 62 outstanding students from all over Iowa who have received assistance this year from the IHERF Health Care Careers Scholarship Program.

IHA established the IHERF Health Care Careers Scholarship Program in 2004 to help address the ongoing shortage of health care professionals and encourage young Iowans to establish or continue their careers with Iowa hospitals. The first scholarships were awarded in 2005 and now over 560 students have benefited from the program.

In exchange for that financial support, scholarship-receiving students agree to work one year in an Iowa hospital for each year they receive an award. In this way, the scholarship program helps stabilize and enhance Iowa's hospital workforce. Today, more than 327 scholarship recipients are working in Iowa hospitals.

Due to these unprecedented times with COVID-19 IHA staff, evaluated scholarship applications from 180 students, who were judged on grade-point average, a written personal statement, letters of reference and extracurricular, community and health care-related activities

"Because of the generosity of Iowa hospital leaders and other supporters of this program, we have presented more than \$1.8 million in scholarships," said IHA President and CEO Kirk Norris. "We are proud to help these high-achieving students fulfill their career goals at Iowa hospitals."

IHERF is a wholly owned subsidiary of the Iowa Hospital Association. IHERF is a charitable nonprofit and exempt from federal income tax under section 501(c)(3) of the IRS code.

## Maintenance On-Call

The on-call process for Maintenance is changing!

Maintenance will no longer have a designated "on-call" cell phone or phone number. Instead, if you need maintenance outside of regular hours, you should call Calvin Dyer at (515) 238-5695. If you cannot get ahold of Calvin, call Steve Adams at (641) 203-8584. They will then handle getting a Maintenance employee who can respond to your issue. This new process will be in effect beginning Wednesday, July 22nd.

If you have any questions, contact Calvin Dyer at x3228 or [cdyer@lchcia.com](mailto:cdyer@lchcia.com).

## HIPAA Reminder:

LCHC employees are reminded to be conscious of HIPAA policies to ensure the safety of our patients' protected health information.

If you have any issues, questions, or concerns regarding HIPAA, contact the following people:

HIPAA Privacy Officer - Terri McCurdy

HIPAA Security Officer - Lori Johnson

You may also call our Anonymous Compliance Hotline at (641) 774-3290.

<div>AUGUST</div>						1
2	3	4	5	6	7	8
			Sports Physicals Physical Therapy 5 - 8 PM			
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
<div>30</div>	<div>31</div>	Board Meeting Board Room 6:30 PM	Managers Meeting Educ. Room, 2 PM			

Anniversaries	
<u>29 Years:</u> Karla Wiederholt - August 25	<u>6 Years:</u> Sarah Newton - August 4 Becky Moore - August 12
<u>27 Years:</u> JoBeth Lawless - August 2	<u>5 Years:</u> Twilla Kruzic - August 31 Tabetha Dollison - August 31
<u>26 Years:</u> Ben Shelton - August 19	<u>4 Years:</u> April Nelson - August 15
<u>22 Years:</u> Tami Adams - August 10	<u>3 Years:</u> Melody Matlock - August 14 Tara Arnold - August 15 Kelli Salsberry - August 17 Diana Donner - August 21
<u>17 Years:</u> Kris Kaska - August 4	<u>2 Years:</u> Emily Kurimski - August 6 Abby Hamilton - August 27
<u>14 Years:</u> April Marth - August 1	
<u>9 Years:</u> Cindy Polo - August 2	
<u>7 Years:</u> Karmel Kemper - August 9 Andrea West - August 12	<u>1 Year:</u> Katelyn Chamberlain - August 5 Nikita Rowell - August 12

Birthdays
August 1 - Samantha Carter August 5 - Tiffany Nickell August 7 - Tate Stansbery August 8 - Bill Baer August 13 - Nicholas Alger August 14 - Jennie Hall August 14 - Barbara Wilson August 16 - Kari Holt August 17 - Gerry Probasco August 18 - Lisa Richmond August 21 - Nora Conner August 22 - Peggy Davison August 25 - Karmel Kemper August 28 - Cody Bell August 29 - Carol Todd August 30 - Chelsea Gray August 31 - Amber Schacherer



## Do you know your exits?

### Did you know the best way in is not always the best way out?

Sometimes safety is about quickly getting away from an unsafe situation. That's why it pays to know your exits.

Chances are you're aware of the exits from your home or your workplace. But what about the stores where you shop, the public buildings you enter, the venues you take your family to, or the hotels where you stay?

Get in the habit of always locating emergency exits wherever you are. If you know exactly where to go, you'll get there a lot quicker.



## How To Detect Phishing Scams on Your Mobile Device

As the world moves more and more towards a mobile workforce, it is becoming common for folks to access their email from a mobile device, such as a smart phone or tablet. Truth be told, knowing when an email is a phishing scam can be more challenging on a mobile device because the "hover to discover" on an email link can be a bit tricky. It takes a "long press" or a "press and hold" to hover to discover, but if you don't long press just right, you've clicked on the link. Oops! Our best advice is to go through the other anti-phish tests to help you figure out if the email is a scam or not and use "hover to discover" only if all the other checks indicate it is not a phish/scam.

### For every email you receive, ask yourself "is the email fake?"

- Feeling: Does the message trigger an emotional reaction such as curiosity or fear or does it try to pressure you?
- Action: Does the message ask you to click on a link, open an attachment, or provide personal information?
- Know: Do you know the sender? Hackers sometimes try to make the email appear as if it is coming from someone you know. Does it say it is from someone at LCHC, but has the orange external sender warning? That is a big red flag!
- Expect: Were you expecting the email? Verify suspicious or unexpected emails by calling the sender at a known number to confirm.

It just takes one person clicking on a malicious phishing email to take down an entire network or encrypt all data with ransomware, so we need your help! If any part of the email seems fake, do not click links, open attachments, or respond to the email without first verifying the legitimacy of the email through a phone call or other means that you know are trustworthy.

### Always be on the lookout for other phishing scams that may be coming to your mobile device and ask yourself if these are fake too.

Smishing - Phish scams sent via SMS text message to your mobile device.

Vishing - Phish scams conducted through phone calls.

# WIN IT Messages

Updated July 16, 2020

All WIN ITS ticket messages can receive replies. Keep the subject line intact and your email will update your ticket automatically with additional information.

	Incident ID	Technician Name	Subject	Details	Escalation Team	Incident Priority	Incident Resolution	WIN Contact Info.	Survey Link
<b>New Incident Created:</b> An incident has been created in the system via the support portal, phone, or email.	✓		✓	✓				✓	
<b>Incident Has Been Triageed:</b> Incident has been reviewed by a WIN technician, has been categorized by issue type, and assigned a priority. It is in queue and ready to be worked.	✓		✓	✓		✓		✓	
<b>Incident Has Been Assigned:</b> Incident has been picked up and assigned to a WIN technician. Your incident is being worked on.	✓	✓	✓	✓		✓		✓	
<b>Incident Has Been Paused:</b> Work on your incident has been paused based on priority. You will get an assignment email when it is reassigned and work continues.	✓		✓	✓		✓		✓	
<b>Incident Has Been Escalated:</b> Some incidents require a higher level of expertise. This message indicates your incident has been escalated to a higher support tier in its category.	✓		✓	✓	✓	✓		✓	
<b>Incident Waiting on Client:</b> Work on the incident has stopped and waiting for information from you. These messages will send after 3, 6, 9, and 12 days. After 12 days a tech will attempt one last contact before resolving the incident. If any reply is received your tech is informed and work continues.	✓		✓	✓		✓		✓	
<b>Incident Resolved:</b> Work on your incident has been completed. If your incident needs reopened you may respond and the system will notify your tech.	✓		✓	✓		✓	✓	✓	✓

Incident ID - Identifies your issue in the WIN ticketing system  
 Technician Name - Name of WIN technician that is working on your incident  
 Subject - quick summary of your issue  
 Details - Any details provided while opening the ticket  
 Escalation Team - Team that is handling your escalation

Incident Priority - Priority of the incident (scale of 1-10) based on information provided  
 Incident Resolution - Resolution of your issue  
 WIN Contact Info - How to contact WIN if you have more information  
 Survey Link - Survey to let WIN know how they did





# SPORTS PHYSICALS



LUCAS **LC** COUNTY  
HEALTH **HC** CENTER

An Affiliate of  UnityPoint Health

**WEDNESDAY, AUGUST 5TH  
5 - 8 PM  
LCHC PHYSICAL THERAPY DEPT.**

## **SCHEDULE AN APPT:**

Due to COVID-19, LCHC and CHS have decided to alter the way sports physicals will be completed in 2020.

To schedule an appointment:

1. Call LCHC Medical Clinic at (641) 774-8103 to get scheduled.
2. On August 5th, visit LCHC's Physical Therapy Department for your appointment. (Everyone will be screened upon entrance.)
3. Bring \$10 and a completed form with you.
4. Parents will be asked to wait in the car.
5. Students will be screened and are required to wear masks.

## **OTHER INFORMATION:**

Cost is just \$10. (This cost is for this event only.)

Students grades 7-12 who are participating in sports are required to have a physical. No college sports physicals during this event.

Do not attend if you are sick. If you have a fever of 100.4 or higher, you will be turned away.

Forms must be completed with parent/guardian signature. Get your forms:

- at high school from 8 AM-3 PM starting July 27th
- during school registration
- download from LCHC's website

All funds will be donated to CHS Athletic Program.