

## Saying Goodbye but Never Forgotten



When I first started at AOSM we were Cy-Fair Bone and Joint with one office at 11800 FM 1960 and had four doctors--I started working the front desk -hired by Lyn Schaffer (a great teacher) --then went into the verification dept. then became supervisor of the dept. then added credentialing for the doctors-PA's and PT's-a demanding but rewarding position--I watched the practice grow to multiple offices and 11 doctors--I have made some great friends during my time at AOSM--I was blessed not to "have" to work but enjoyed working and chose AOSM to work for until I decided to retire-I will now spend my time riding my bike--playing tennis -painting and reading--I wish the company and everyone there great success--not saying goodbye, but see ya later.

-Sheryl

## INTRODUCING... Willowbrook Front Office

The Willowbrook Front Office staff has changed along with AOSM over the last few years, but has formed a tight knit team in recent months. Our small, but efficient staff works together daily to make sure we are meeting the needs of our patients, doctors and other clinical staff. We try to take on a "make it work-no excuses" attitude daily—striving to make everyday and every situation a positive one. We are committed to making our patients' time at AOSM productive and effective in any way we can contribute. Team members not pictured to the right are Supervisor—Krista Shatto and floater/bilingual assistant—Vanessa Murillo. Pictured are main front office staff—Vanessa Flores and Kim Briones.



## Let's Light Up the Holiday

**Annual AOSM Christmas Party**  
**Friday, December 9th**  
**1 pm-4 pm**  
**Willow brook Office**

**This year we are Lighting up the Sky with peace and good cheer. So come join us for the Celebration.**

## Anniversaries

**NOVEMBER**  
Anna Gonzales  
Krista Shatto  
Julie Killion  
Karen Everingham



## Birthday Corner

**DECEMBER**  
Cynthia Joubert  
Shali Palmer  
Thai Tran  
Lisa Gibson  
Alyssa Nunez  
Sarah Johnson  
Randall Browning  
Gina Berrettoni

**JANUARY**  
Vanessa Flores  
Christy Owen  
Julie Coulter  
Cristina Salinas



# North Cypress Celebrates...



Happy Birthday  
Dr. Elbay!!



# Team Building

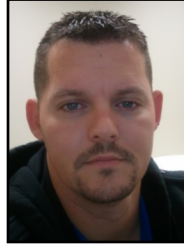
The Best is Yet To Come— Allison J Wells

2011 was a great year for Team building at the Cy-fair Business Office – the employees got together throughout the year to participate in multiple activities for the past months based on themes for the holidays:

- February—“Laboring to Love Luncheon”
- April—Hopping Along Easter Brunch
- May—Honor our Mothers and a Cinco De Mayo Fiesta
- June—“Hello to Summer Days and Cool Drinks “
- October—Black and Orange Ghouls Luncheon
- November—“Gobblefest”

These events have brought the staff closer together and a happy healthy work environment. We are planning bigger and better things for 2012.

# NEW Employees



Randy Browning

Casting/DME Tech

Fleet Marine Force Corpsman for 5 years.  
Orthopedic Technician for 9 years.

Anna Gonzales

NCO Front Desk

I am a very nice, funny person. I enjoy spending time with family and friends. The most important thing in my life is my 2 year old son, Rufino.

OTHER NEW EMPLOYEES: Diana Roberts, Cristina Salinas

# \*\*\*Fun Facts\*\*\*

More people are killed annually by DONKEYS than those that die in air crashes.

Using recent statistics, the most shoplifted food item is cheese.

Mosquitoes are attracted to the color blue twice as much as any other color—also to humans who have just been eating bananas!

The average woman will spend 1 year of her lifetime deciding what to wear.

When you type a “?!”, the official name for this punctuation is “interrobang”.

There is a reference to Superman—verbal or physical—in every episode of Seinfeld.

Every year, more than ten people are killed by vending machines.

Hedgehogs are lactose intolerant and the milk of a hippo is pink.

# ???? Q & A ????

**Q:** Can an employee use FMLA for care of a family member out of the country?

**A:** An employee may use family and medical leave to care for a family member outside of the country, assuming that all FMLA criteria are met.

According to the final regulations, in circumstances in which a family member is visiting or resides in another country and a serious health condition develops, the employer must accept a medical certification as well as second and third opinions from a healthcare provider who practices in that country.

# VERIFICATIONS

Erica Haynes joined the Verifications Dept as of Monday 11/7/11 and is now at ext 2162. Her direct line from outside is 281-664-2115. See below for the verifiers and their doctors:

**ERICA** ext 2162  
Viegas, Mohr, Cabbage, McChesney

**SARAH** ext 2119  
Bacon, Mack, Fehsenfeld, Brooks

**CYNTHIA** ext 2128  
Fogarty, Thai-Elbaz

**DIANA** ext 2102  
Credentialing only as of now

# STAFFING UPDATE

Christy Owen will be moving into the position of Revenue Cycle Supervisor. This position entails helping Appointments, Verification, Pre-cert/Financial Counseling, Front Office (at WBO and NCO) work together to ensure decreased errors, and improved efficiencies with the overall goal of improving the revenues into AOSM.

She is entrusted with the task of being team lead to help in developing manuals and processes for each of these departments along with the supervisors of the respective departments and training of staff for correction of common errors that are seen in the back end. She will also be the go-to person for IT issues, coding and compliance audits and early AR recovery.