NEW SERVICE WILL IMPROVE PATIENT ACCESS TO CARE

Mercy Clinics recently unveiled Access 2 Health, a new service that will make it easier for current and prospective patients to find a primary care provider and schedule appointments. With Access 2 Health, patients can call one number to schedule an appointment at any primary care clinic, find a primary care provider close to them or receive professional advice from a registered nurse.

When callers dial the Access 2 Health phone number – (515) 2HEALTH (243-2584) – the phone is answered by a scheduler who helps the person locate a primary care provider close to their home, work or school. The scheduler can check providers’ appointment availability and schedule the appointments during the call, saving patients both time and effort. In addition, current patients can utilize the service to schedule appointments with their preferred providers outside of regular office hours.

The former “Mercy Nurse” phone service has transitioned into Access 2 Health, and will continue to evolve so current or new patients can utilize the service to obtain free, expert health information from a Mercy registered nurse. They will support the scheduling staff to identify the best access point for patients needing medical services.

Access 2 Health is staffed by a multi-disciplinary team. Currently phone lines are answered Monday through Friday from 8 a.m. to 8 p.m. Soon patients will also be able to access appointments Saturday and Sunday from 8 a.m. to 4 p.m.

MISSION ON THE MOVE PARTNERS WITH THE FOOD BANK OF IOWA TO COMBAT HUNGER

For more than 10 years, Mercy colleagues have generously donated to the Combat Hunger event to help stock the shelves at the Food Bank of Iowa. This year, Mercy launched this initiative earlier than usual to help fill the shelves and ensure an adequate supply of food now, in advance of the busy holiday season.

Non-perishable food items will be collected for Combat Hunger through Thursday, Nov. 2. Items such as canned soup, peanut butter and dry pasta are especially needed. Donations can be dropped off in the marked bins located at the receiving docks at both central campus and West Lakes. Departments in need of assistance with getting items to the bins, including Mercy Clinics locations, can call 643-8269 to arrange pick-up. Cash and check donations may be dropped off at the Mercy PR & Marketing office, located on Level A, across from McDonalds, or at Mercy West Lakes Administration on Level 2. Checks should be made out to the Food Bank of Iowa.
AMERICAN COLLEGE OF PHYSICIANS/SOCIETY OF HOSPITAL MEDICINE CONFERENCE HIGHLIGHTS

The Mercy Internal Medicine (IM) Residency was well represented at the American College of Physicians (ACP)/Society of Hospital Medicine (SHM) conference held Oct. 5-6, in Iowa City. A few highlights include:

- Kristin Olson, D.O., won the SHM poster competition, with Barry Cooper, D.O., receiving runner up.
- Lindsey Rearigh, D.O., was the first Mercy resident to present an ACP Clinical Vignette.
- Leatrice Olson, D.O., IM Residency Program Director, and Daniela Frankova, M.D., Ph.D., IM Faculty, served as judges for the ACP Clinical Vignette and SHM Poster competitions, respectively.
- Anessa Afroze, M.D., IM Department Chair and Residency Faculty, was a speaker at the Break Out Session on the topic of “Antimicrobial Stewardship.”

WELCOME NEW PROVIDERS

Baylee Davidson, ARNP  
Quick Care

Annie Lewis, ARNP  
Ruan Neurology

Briana Ducey, PA-C  
Family Medicine and Urgent Care South

Jennifer Messersmith, PA-C  
Family Medicine and Urgent Care South

Cassie Gehling, PA-C  
Physical Medicine & Rehabilitation

Jordan Shipley, PA-C  
Family Medicine and Urgent Care Indianola

Emily Goldsberry, ARNP  
Hospitalist

Kateyln Stein, PA-C  
Trauma Services

WHAT’S UP?

CONGRATULATIONS TO...

Erica Ries, NICU, and Vince, on the birth of their son, Keegan. Keegan was born on Oct. 2 and was welcomed home by Kalina, 2.

Nicola Preston, Emergency Department, and Shawn, on the birth of their daughter, Zoe Marie. Zoe was born on Oct. 4 and was welcomed home by Ian, 3.

Sarah Haluska, Health Promotion, Centerville, and Michael, on the birth of their son, Cameron. Cameron was born on Oct. 5.

Andrea Karns, 8 south, and James, on the birth of their daughter Natalie Rae. Natalie was born on Oct. 16.

Codi Hendrick, 7 south, and Cyle, on the birth of their son, Justin. Justin was born on Oct. 17 and was welcomed home by Taylor, 18 months.

Haleigh Olsen, Peds ED, and Mustapha Ward, on the birth of their son, Ezekiel Ward. Ezekiel was born on Oct. 23.

Danielle Deitrick, NTICU, and Ryan Steinkuehler, on the birth of their daughter, Kailey. Kailey was born on Oct. 24 and was welcomed home by Kaden, 8, and Kenslee, 6.

CONTACT US

The Bulletin is published weekly for staff and friends of Mercy Medical Center, 1111 6th Ave., Des Moines, Iowa 50314-2611

If you are interested in submitting information to be printed in the Bulletin, send it to PR and Marketing or call 515-247-3050.