COVID-19 vaccinations delivered to MercyOne

On Tuesday, December 15, the first delivery of the COVID-19 vaccine arrived at MercyOne Des Moines Medical Center. Health care personnel (clinical and non-clinical) who provide direct services to a patient will be the first at MercyOne to receive the vaccine. For more information, read the COVID-19 Vaccine FAQ.

Dr. Ravi Vemuri, medical director of Infection Prevention at MercyOne Central Iowa, was the first to receive the COVID-19 vaccine.

Online scheduling available at MercyOne Central Iowa urgent care locations

MercyOne urgent care locations throughout the greater Des Moines area now offer online scheduling for in-person and telehealth visits. New and existing patients can make an appointment 24 hours a day, 7 days a week through the MercyOne website using a mobile phone, tablet or computer.

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Appointments are available Monday through Friday, 7 a.m.–7 p.m., and on Saturday and Sunday, 9 a.m.–4 p.m. at the following MercyOne Central Iowa urgent care locations:

- Ankeny Urgent Care Clinic
- Clive Urgent Care Clinic
- East Village Urgent Care Clinic
- South Des Moines Urgent Care Clinic
- Indianola Urgent Care Clinic
- Pleasant Hill Urgent Care Clinic

In addition to online scheduling, patients are able to check in before arriving at their appointment with MercyOne’s mobile check-in service. In advance of the appointment, patients will receive a text message and/or email with a link to check in. If needed, patients can also sign office consents and make a payment from the convenience of their device.

On Dec. 21, the first phase of primary care clinics will offer

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Shaffer honored with The DAISY Award®

Ben Shaffer, RN, is MercyOne’s latest recipient of The DAISY Award®, and was recently presented the award during a special ceremony with colleagues and nursing leadership in attendance. Ben, who works in the Telemetry Unit on 7 South, was nominated by a patient’s family member in recognition of the wonderfully compassionate care provided.

“Ben Shaffer is a model for all nurses, not because he did one thing that stuck out to us as a family, but because everything he did was impactful, reliable and meaningful,” the patient wrote in the nomination. “Ben entered and exited the room every time with a smile on his face. He took the time to listen, visit with my father and appear to have all the time in the world to care for him, even though I know he had many other patients waiting. He made sure to clean his hands in front of us, commenting the reason why to protect us all from the COVID-19 virus that had recently come to Iowa.

“Ben communicated accurately to the next shift what my father needed, what was important to him, and things he needed to work on to get discharged. It is because of nurses like Ben, my father was discharged and able to continue his healing at home.”

The DAISY (Diseases Attacking the Immune System) Award® is an international recognition program that honors and celebrates the skillful, compassionate care nurses provide every day. MercyOne Central Iowa implemented The DAISY Award® program in April 2017 to honor our nurses, who consistently provide compassionate and remarkable care while demonstrating clinical excellence. Winners are presented with a certificate, pin and a hand-carved stone sculpture entitled, “A Healer’s Touch.” Everyone in the honoree’s unit is also treated to cinnamon rolls.

“Find out more or submit a nomination at MercyOne.org/daisy.”

Team Engagement

Online Scheduling Continued from first page

Online scheduling to patients. The second phase will take place in January. The first phase will include the following locations:

- Clive Family Medicine Clinic
- Pleasant Hill Family Medicine Clinic
- East Village Family Medicine Clinic
- South Des Moines Family Medicine Clinic
- Ankeny Family Medicine Clinic
- Adel Family Medicine Clinic
- Grand Avenue Family Medicine Clinic
- Ankeny Briarwood Family Medicine Clinic
- Johnson Family Medicine Clinic
- Johnson Pediatrics Care Clinic
- Urbandale Internal Medicine Clinic

Welcome new providers

- Blair Runde, PA (Clive Physical Medicine & Rehabilitation)
- Michael Ignasiak, PA (Des Moines Neurosurgery)
- Salman Khan, MD (Des Moines Gastroenterology)
- Lawrence Sann, MD (Des Moines Trauma Center)
- Sara Reichart, ARNP (Des Moines Pediatrics Urgent Care Clinic)

Consumer Experience

Announcements

Due to the Christmas holiday, “The Bulletin” will not be published next week, and will return on Jan. 1.