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Food For Thought



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Just 7 more Medicare customers can deliver over \$1 million to your top line.

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Clint Maun and Maun-Lemke have over 25 years of expertise in "changing the results of healthcare". We have learned through that to assure their sustainability, LTC organizations **must not be** revenue dependent upon Medicaid.

Maun-Lemke's proven A.R.M.S. Length Revenue Enhancement System can be implemented cost-effectively through our step-by-step process and web-based computer consulting support. For information on the A.R.M.S. Length System and how your organization can achieve their full Revenue potential, call Kathy Cain or Chad Maun at (800) 356-2233.

[Simple Tips to Improve the Nurse/Physician Relationship](#)

For nurses and healthcare professionals, contacting the on-duty physician can be a little intimidating. Of course, this doesn't mean nurses should avoid unnecessary contacts, as this can ultimately compromise a patient's health.

Here are some communication tips nurses can keep in mind:

- **Design a communication protocol.** Make sure nurses know the specific situations in which they should and should not contact a physician. For example, non-urgent lab results or medication refills could be called in to a messaging system rather than paging the physician.
- **Rehearse.** Use critical thinking skills and have an idea of what you think you need before you call—always have the chart and labs in hand. Don't beat around the bush; quickly say what needs to be said.
- **Summarize before closing.** You definitely don't want to have to call the physician back because you're not sure about a course of action or forgot what exactly was said. Repeat the main points of the conversation and the specific actions items back to the physician before ending the conversation.
- **Establish a zero-tolerance policy for rude or abusive behavior.** Verbal abuse is not acceptable—ever. Have action steps in place so the entire healthcare team knows how to react to and report abusive behavior.

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