

## **Weekly Provider Luncheon Meeting**

**Monday, March 8th, 2021**

*Held Virtually 1:15 PM – 1:45 PM*

Conducting: Theron

Attending 28 providers

Meeting Recording can be found on the Physician's Notes Website:  
<https://tannerclinic.com/provider-updates/> (Password: update)

- 1. Covid-19 Vaccine help from Providers – Dr Marc Anderson**
  - a. Physicians are asked to volunteer to help with COVID vaccination clinics at the Davis Conference Center on Wednesdays for 4-hour shifts (9 AM - 1 PM or 1 PM - 5 PM). Please contact Kathy Bennett, Dr. Anderson, or Ann and Brandi to sign up for any shifts you are willing to help with. EMS will be present for any emergency situations. We are providing MAs to help give vaccinations. The County is requiring physician oversight as MAs work under a physician license.
  
- 2. Customer Service vs Patient Experience – Susan Fowers, Patient Experience Manager**
  - b. Please see the attached slides for reference to Susan's presentation focused on being proactive in your patient experience.
  
- 3. Pt. Outreach/Pop Health - Dr. Jason Hoagland**
  - c. Please see Dr. Hoagland's presentation on how he uses Relevant, an outreach service, to be proactive in his patient engagement. He uses this to send texts to targeted patients based on their medical needs to invite them to set up an appointment for a specific type of visit. He has seen a great ROI with this method. Along with other options, this is a great way to keep patients returning when they might not otherwise do so on their own.
  
- 4. Dragon vs Fluency Dictation – Theron/Dr. Mike Kirkham**
  - d. We are seeing an increase in issues with Dragon so it may be a good time to switch to Fluency or NextGen Mobile as they see less issues with those platforms. Click [here](#) for a short YouTube video for more information. Also, see attached pricing comparison. Contact Mike Millerberg if you would like to explore other options.
  
- 5. Updated Provider Directory – Attached** is the latest provider directory for your information.