

Associate Clinic Has Extended Hours

The Sacred Heart Healthcare Clinic for associates is open Monday through Friday from 7 a.m. to 7 p.m. It is located in Sacred Heart Medical Park on Airport Boulevard and is staffed by nurse practitioners with physician oversight by **Dr. John May**, a family medicine physician with SHMG.

The address is 1549 Airport Boulevard, Suite 200E. Lab services are available, and x-ray services are available until 6 p.m. The clinic provides prompt, convenient access for associates who may need to leave work because of illness, or if they need to seek medical attention outside of their working hours. **The clinic also provides care for eligible dependents of associates, including children ages 2 and above.**

The clinic is an in-network provider for associates. Visits will be treated like a Primary Care office visit under SmartHealth for all plans. If you have any questions, call the clinic at **850-416-4040**.

Notes of Appreciation

• *During a couple of recent Camp Bluebird camps, adult cancer survivors who attend camp and volunteers were invited to donate much-needed items to FavorHouse, a local shelter. The Camp Bluebird Committee received the following note from Sue Hand, Executive Director of FavorHouse:*

"Dear Friends... The Board, staff and I would like to thank you for the donation of food for our shelter. As you can imagine, our shopping list can get to be quite lengthy, but with the kindness and generosity of people such as yourselves, we are able to provide quality services to victims of domestic violence in our community. Again, we thank you on behalf of victims of domestic violence along with their children that seek out our services."

In addition, the Ronald McDonald House sent the Camp Bluebird Committee the following note of appreciation for 9.8 lbs. of pull tabs from soft-drink cans collected during Camp Bluebird camps. This amount equals 11,723 pull tabs!

"Thank you for pulling for the Ronald McDonald House... On behalf of the families, volunteers and staff at the Ronald McDonald House of Northwest Florida, thank you for all of your hard work collecting pop tabs! The proceeds earned by your tab donation will help us serve families like William's." (They included a photo and story of a patient whose family was staying at the house during his care at Sacred Heart.)

• *Dr. Issa E. Ephtimios recently received the following two notes of appreciation from a patient's wife and an Internal Medicine resident, respectively:*

"Dr. Dr. Ephtimios... A heartfelt thank you to you and your team for the care you provided my husband at Sacred Heart. You and he fought the uphill battle for him to stay on this earth. Early on, our eldest daughter had told me this: "Mom, his entire body is shutting down." We said many prayers during his almost two-month hospital stay. He was a realist. We had time to talk, and our daughters, his brother and two dear friends from Maine had time to visit. The day of his service, there was a double rainbow over our house. Keep being the caring, wonderful physician that you are. God bless you."

"Dear Dr. Ephtimios... Thank you so much for taking the time out of your very, very busy schedule to allow me just a tiny glimpse into the world of infectious disease. It is a wonder how you get everything done each day. You are an amazing doctor with an amazing spirit and kindness. Thank you so much again. I had a wonderful learning experience."

A "Thank You" from Susan Davis

Susan Davis, SHHS President/CEO, recently shared the following note of appreciation via e-mail:

"I would like to take this opportunity to thank all of our associates who participated in the Engagement Mapping experience. I hope you enjoyed the experience and found value in the time spent connecting with your fellow associates around some of the issues and opportunities we are facing as a Health Ministry both locally and nationally.

"I've heard great feedback from your leaders and facilitators regarding the rich conversations that were conducted during the mapping sessions. At the highest level, some of the key takeaways from the sessions were:

- The current state of healthcare is unsustainable.
 - We have the opportunity to be part of shaping the future.
 - We are part of a national ministry that has a strategy to help us continue to fulfill our mission, reach our vision, and transform healthcare.
 - Our strategy doesn't provide all the answers, but by asking the right questions and staying connected to the big picture, we can be part of shaping the solutions.
 - We are stronger together – with the other Ascension Health Ministries – than we are apart. We must leverage the strength of the national ministry.
 - What we do is all for the individuals we serve. Person-centered care provides a framework for how we can and should meet individuals' needs.
- "Again, thank you for your engagement in this process. It is my wish that you learned something about our organization, the future of healthcare, and our ability to have an impact on the health and wellness of those we serve in our community and beyond."