

# Health Matters

Your Health, Your Community, Your Syringa



## Festival of Trees

The Syringa Hospital Foundation is pleased to present the 22nd annual Festival of Trees!

Venue for all events is the **Grangeville Senior Center**  
108 Grangeville Truck Route

**December 3rd**  
**Family Day & Community**  
**Viewing 4:00pm - 7:00pm**

**December 4th**  
**Lunch Among the Trees**  
**12:00pm**  
**Adults of all ages are welcome!**

**December 5th**  
**Gala Auction**  
**Doors open at 5:00 pm**

For more information on the events, visit our website [www.syringahospital.org](http://www.syringahospital.org). Contact JoAnne Smith with questions at [jasmith@syringahospital.org](mailto:jasmith@syringahospital.org).

## What people are saying about SHC?

"I came to the ER Saturday around 8 PM. It was exceptional service. The ER staff (Becky Crawley and Dr. Schmidt) saw me immediately. Most importantly, Leah Roberg came in on extremely short notice (in costume, on the way to a Halloween party with her family) to perform an ultrasound. Without that I would have had to go to Lewiston for a complete diagnosis. To have that level of service at a rural hospital was truly amazing, and has become for me and my family another signature reason why Grangeville is such a special place."

-John Kennedy

"We moved here from Missouri a year ago and were worried about what kind of medical assistance would be close by. We have been very happy with the staff here at Syringa and I feel very much at rest and confident that they would get us what we need. Where we came from I would have had to travel an hour or more so it's nice to not have far to travel after visits. It makes the transition from hospital to home easier. I would definitely recommend the doctors I've had." (Dr. Bigsby & Dr. Jessup)

-Jemima Troyer



with Michelle Schaeffer,  
Director of Clinic Operations

## Accommodating new and existing patients

### What is being done to handle the influx of patients from Dr. Hollopeter?

For the convenience of our patients, we have added an auto attendant to our phone system that provides options to those who do not wish to wait on the line for questions regarding their medications or new patient appointments. Although the auto attendant has added a little less than a minute to the wait time, it has decreased the overall wait time for patients needing assistance from the receptionists. Established patients who have signed up for the patient portal "MySyringaChart" can use this route to send messages directly to their provider or make an appointment. It is a great alternative to calling and we highly encourage those who have not signed up to do so by asking any of the Syringa clinic staff for an invite to MySyringaChart.

Once Dr. Hollopeter's patients are scheduled, their medical information is uploaded into their new Syringa electronic health record. That information can then be viewed not only in the clinic, but in the emergency room and hospital as well.

### Can Syringa handle all of these new patients?

Absolutely! We have an exceptional group of providers to choose from, and we also have a physician joining the practice in June 2016. We understand that choosing a provider is a very personal decision. The benefit of having a group practice in our community is there is a clinic provider available to take care of any

patient, even if the primary provider is not available.

### I am a current Syringa patient. Is this going to make it harder for me to be seen?

In the short term, established patients will find that it is a little more difficult to get in with their primary care provider. We are asking our patients to be understanding as we assist Dr. Hollopeter's patients with their medical care. Many of these new patients are in need of medication, diagnostic testing and referrals. The clinic staff is tasked with identifying the needs of both established and new patients to provide the best care to our community.

### Can I choose a provider and see them for every appointment?

Yes you can choose a primary care provider for your healthcare needs. We make every effort to schedule you with the provider of your choice. Sometimes illness and injury needs to be addressed before your primary care provider is available. In those urgent situations, we accommodate same-day access for those specific needs by a rotating provider schedule. As a group practice, the same electronic record is used so your primary care provider will have access to the details behind your visit.

If you have additional questions, please call the Syringa Primary Care Clinic at 983-8590 and ask for Michelle. You can also submit your question through

## Tree of Lights

The annual Tree of Lights will be held Sunday, December 13, from 2:00-3:00 p.m. at the Soltman Center.

The annual Tree of Lights will be held Sunday, December 13 from 2:00-3:00 PM at the Soltman Center. This event is a memorial service put on by Hospice volunteers to honor and remember loved ones who have died. Everyone is invited to the memorial service which includes beautiful music sung by local musicians, inspirational poems, and the lighting of the Christmas tree.

The hospice volunteers make personalized handmade ornaments, complete with the loved ones name on it. If you would like to recognize and honor your loved one with a

handmade ornament, please call Cindy at 983-8550. To allow the volunteers enough time to prepare the personalized, handmade ornaments, your donation should be received no later than December 4, 2015. Ornaments are made on a donation only basis, with donations going toward hospice patient care. Many have asked that ornaments be made in honor of a loved one and then given as a loving, thoughtful memorial gift to their family members over the Christmas season.

We hope you come join us for this memorial service!