

## Nick Dalton joins South Bend Medical Foundation as new Manager of Logistics in Transportation



Nick Dalton

The Foundation is pleased to announce that Nick Dalton has accepted the position of Logistics Manager and joined South Bend Medical Foundation in September. Nick will be responsible for managing the entire courier and logistics functions for SBMF.

Nick brings over 10 years of healthcare experience working as the Director of Materials Management for SJRMC. Most recently Nick has worked in the not-for-profit sector. He has served as the Assistant Director of the Food Bank of Northern Indiana, Executive Director of Feeding Indiana's Hungry and most recently, functioned as the President of Junior Achievement of Michiana.

Nick graduated from Indiana University South Bend with a Bachelor's degree in General Studies and from the University of Notre Dame with a Master's of Science in Administration.

## Discount Payment Option

South Bend Medical Foundation will offer a discount to patients who are self-pay guarantors.

The purpose of the reduced charge is to ease the financial burden for the self-pay patient who may not have insurance or for various reasons do not want their insurance company billed for laboratory services.

The discount percentage offered will be 50% off the standard fee. Patients with Medicaid, Medicare or insurance providers that have discounts with SBMF may not be eligible.

Patients who are eligible and want the discount MUST pay for laboratory testing at the time of service.

Patients who receive the time of service discount may not file a claim for the laboratory services with their insurance company.

SBMF will also offer a 50% discount to patients who were unable to pay at the time of service because their specimens were collected in the doctor's office or where tests were added on after the patient left SBMF.

The patient must pay the account in full within seven days from receipt of SBMF invoice.

Questions can be directed to 574.236.7221.



## SBMF implements new location changes for patient blood draw sites

South Bend Medical Foundation is on the move once again! In early September, the Foundation opened a new location at the University Commons Medical Plaza located near the University Park Mall.

"Allied Physicians of Michiana owns the complex and requested that South Bend Medical Foundation have a presence in the medical plaza as a way to offer convenient laboratory services for their patients. We thought it was a good location for the Foundation and it serves the Allied patients, but is also open to the public," said Gina Arsenault, Director of Client and Patient Services at South Bend Medical Foundation.

Operationally, the new facility serves as a model for improving patient flow by allowing patients to register and be drawn in the same room.

"Not only does the set-up allow for patients to be able to sit in one room while being registered and drawn, which decreases the amount of movement for some of our elderly patients, but it also allows them to work one-on-one with a Foundation employee during the visit," said Arsenault.

With the opening of the University Commons location, South Bend Medical Foundation closed two locations including Foundation Center Laboratory and Skyway Medical Plaza. The new location at 6301 University Commons is open Monday through Friday from 7:30am until 4:00pm and is closed from 1:00-1:30.



A new patient registration and blood draw room at the University Commons Medical Plaza's SBMF location.

In addition to the opening of the University Commons Medical Plaza opening, South Bend Medical Foundation has also moved our Fourth Street location back to a familiar home in the Mishawaka Medical Arts Building located at 303 South Main Street.

Foundation patients who have become accustomed to the Fourth Street location won't have to travel far to the newly remodeled MMA location, it's just across the parking lot and will keep the same hours. If you have any questions regarding the changes in location, please contact Client Services at 574.234.4176.

## South Bend Medical Foundation Outpatient locations and hours

### Central Laboratory

530 N. Lafayette Blvd. • South Bend, IN 46601

7:30 a.m. - 8:00 p.m., Mon. - Fri. ~ 7:30 a.m. - 2:00 p.m., Sat.

### Edison Road

118 W. Edison Rd. Mishawaka, IN 46545

7:30 a.m. - 8:00 p.m., Mon. - Fri. ~ 7:30 a.m. - 2:00 p.m., Sat.

### University Commons Medical Plaza

6301 University Commons Ste 410 • South Bend, IN 46544

7:30 a.m. - 4:00 p.m., Mon. - Fri. Closed 1:00pm - 1:30pm

### Elm Road Medical Campus

60101 Bodnar, Suite 110 • Mishawaka, IN 46544

8:00 a.m. - 5:00 p.m., Mon. - Fri. Closed 1:00 p.m. - 2:00 p.m.

### Mishawaka

303 South Main Street • Mishawaka, IN 46544

7:30 a.m. - 5:00 p.m., Mon. - Fri. Closed 1:00p.m.-1:30p.m.

### Indianapolis

8071 Township Line Road • Indianapolis, IN 46268

7:30 a.m. - 4:30 p.m., Mon. - Fri.

[www.sbmf.org](http://www.sbmf.org)



Leaders in Laboratory Medicine. Guiding Care for 100 years.

## South Bend Medical Foundation sponsors 28th Giordano Lecture



Dr. Alfred Giordano

On September 27th, members of the St. Joseph County Medical Society and the St. Joseph County Bar Association, along with other special guests, approximately 150 people came together at the Windsor Park

Conference Center for the 28th Giordano Lecture.

Sponsored by South Bend Medical Foundation, the lecture pays tribute to the Foundation's first Pathologist, Dr. Alfred S. Giordano.

Sixty years after his retirement and ninety years since he first began his tenure as Director of the South Bend Medical Foundation, Dr. Giordano still inspires the work being done by the hundreds of dedicated pathologists, technicians and staff at the Foundation.

A pioneer in Serological research, Dr. Giordano was considered one of the leading pathologists in medical history. The American Society of Clinical Pathologists described him this way, "Dr. Giordano has done more toward the advancement of Clinical Pathology than any other individual."

The stories of Dr. Giordano's contributions to the community and his profession are legend. In 1927, Dr. Stanley Clark, one of South Bend's most prominent physicians - and a good friend of Dr. Giordano - was stricken with a baffling case of a rare

disease called Undulant Fever.

Based on his theory that the disease prevalent in cattle, could be transmitted through milk, Dr. Giordano isolated the disease and did research into more effective ways to diagnose it. The case attracted national attention and led to South Bend passing one of the country's first ordinances requiring that all milk be pasteurized.

In 1938, Dr. Giordano discovered a previously unknown substance in the blood of Guinea Pigs which caused an inaccurate positive reaction to the Wasserman Test for Syphilis and he developed a serum to counteract the substance and enhance test reliability.

He was also instrumental in establishing the South Bend Blood Bank early in World War II and a Tumor Registry for further study of cancer through case studies.

South Bend Medical Foundation's first director, Dr. Giordano, served for thirty years. But his legacy lives on many years later. In the halls of the South Bend Medical Foundation- and through the prominent lecture series named appropriately in his honor.

The legacy of Dr. Giordano's lecture lives on at the Foundation as Dr. Robert Tomec, President and Medical Director of the Foundation, introduced Dr. Joseph Prahlow, Forensic Pathologist for the South Bend Medical Foundation.

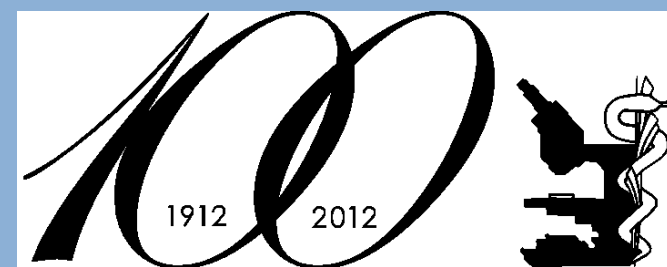
Dr. Prahlow's lecture for the evening was titled, "Death Investigation and Forensic Science: Hollywood versus Reality."

## SBMF is celebrating 100 years of service in the community

The South Bend Medical Foundation welcomes your participation in celebrating our 100th anniversary. In the coming months, we will be sharing information about our history and a year-long schedule of exciting special events and activities. You can learn more at our special website, [www.sbmf100.com](http://www.sbmf100.com).

But even as we commemorate this landmark celebration, we are making plans for the next 100 years. We intend to continue making history. We are leading the way in the use of the latest testing equipment and procedures. We are serving as a model for clinical laboratories around the country, and actively partnering with you and your doctors.

And, all the while, remaining true to the vision and values of our founders. This is just the beginning of our Centennial Celebration. We invite you to share the journey with us.



SOUTH BEND MEDICAL FOUNDATION

## SBMF hosts second Midwest Laboratory User's Group Meeting

South Bend Medical Foundation hosted the second meeting for the Midwest Laboratory User's Group at the beginning of October at Culver Cove in Indiana. The meeting was attended by several hospital laboratory managers and was very client driven with casual exchanges on topics important to the attendees.

"The purpose of the meeting is to bring together various hospital laboratory managers in hopes that we can provide an atmosphere that encourages networking and problem solving. The meeting addresses topics of concern brought forward by the attendees," said South Bend Medical Foundation Senior Vice President, Bob King.

The group discussed topics such as the pros and cons of switching accreditation and proficiency providers and several of the attendees shared their personal experiences about the topic. Some responses included considering the cost of switching as opposed to loyalty and challenges of resources.

Other discussions included Troponin and Cardiac Testing in reference to test recalls and new FDA regulations concerning turn-around-times. Questions about I-STATS and ways for implementing more teamwork between the Emergency Room and Labs were brought up as the group of approximately 30 Lab Managers from Illinois, Indiana and Michigan joined together.

Other topics discussed throughout the day were 5010 and ICD-10, patient portals, meaningful use, direct to consumer advertising



Several seminar attendees get hands-on instruction on how to use the vein viewer.

and interfaces.

Several presentations took place throughout the day including a quick demonstration by Lisa Rains about the Vein Viewer Technology. The technology is a tool used by phlebotomists to increase the accuracy of locating hard to find veins.

In addition, Kay Beam, Director of Information Technology, Database Management and User Support and Kelly Hahaj, Senior Director of Operations for Michiana Health Information Network (MHIN) gave a presentation and provided updates about LOINC. The presentations were then made available in powerpoint form to those who attended the meeting.

If you are interested in attending the next meeting which will be held at Swan Lake Conference Center in Plymouth, Indiana on April 26 and 27, 2012 please contact Heather Pond at [hpond@sbmf.org](mailto:hpond@sbmf.org) with your topic ideas.

## SBMF is first in the area to have Vein Viewer technology

For some a visit to the lab or to donate blood can be stressful, but South Bend Medical Foundation's continued commitment to service strives to make it pleasant and speedy for everyone. Our latest tool in the arsenal to better serve our community is our purchase of the VeinViewer®.

This state-of-the-art technology decreases the time and increases the accuracy of locating patient's subcutaneous blood flow using near-infrared light, a digital video camera and an image processing unit.

The result is a harmless digital image that is projected directly on the patient's skin, mapping with astonishing detail the veins below in real time.

Patients with hard to find veins or limited access points, especially children, will not have to be anxious about mislocating veins when one of our

experienced phlebotomists uses the VeinViewer®.

This device doesn't only find the vein but aides our medical professionals in choosing the safest option for that particular patient. Proudly, SBMF is the area's first establishment to purchase this cutting-edge technology and joins the ranks of other institutions such as Johns Hopkins Hospital and Mayo Clinic as well military medical facilities.

"Staff love how the vein viewer assists them in locating appropriate sites on patients who are difficult to draw," said Gina Arsenault, Director of Client and Patient Services. "One phlebotomist has used the vein viewer to locate additional sites on a patient who has blood drawn frequently from the same site.

Patients with small or deep veins feel more confident when the phlebotomist has an additional tool to use in locating draw sites."