Dear Community,

The week of May 6 - 12 is National Nursing week. In honor of recognizing our patients and our team at St. Vincent Hospital, I would like to share recent wins and little-known facts concerning St. Vincent Hospital and St. Vincent Medical Clinic.

In the present:
The mission of St. Vincent Hospital is to deliver excellent healthcare to our community with dedication, honesty and compassion. St. Vincent Hospital administration has focused on service excellence for our community and patients by increasing providers and ambulance staff; reopening eight in-patient beds; and bringing the billing office and patient financial services in house. Both our medical clinic and physical therapy department have added expanded hours to better serve residents who work out of town.

Dr. Lisa Zwerdlinger is serving as a hospitalist for the inpatients and around-the-clock care is given by our dedicated team of providers, nurses, paramedics and certified nursing assistants. Recent patient-satisfaction surveys show that we consistently reach scores of 90% and above in our emergency room, inpatient unit and clinic. The emergency room continues to beat statistical norms with an average door-to-provider time of 5 minutes.

Additionally, recent year-to-date patient visits have increased in nearly every department topping with highlights of 17% increased visits to St. Vincent Medical Clinic and 124% increased visits to Physical Therapy.

The hospital has reopened an in-house business and billing office and switched to state-of-the-art electronic medical record technology provided by Athena Health. Couple this with our new revenue cycle director at the helm of patient-financial services, and we think you will see a vast and lasting improvement in your billing experience in 2018.

During this transition there may be a period of time where you are receiving a new bill from St. Vincent and a previous bill from the hospital’s former off-site billing company, AR Services. Once your account with AR Services is satisfied you will only receive billing from St. Vincent Hospital’s business office – unless your account goes into collection status with A1 Collections, as they will continue to be the collections company for St. Vincent Hospital.

Looking forward:
A new hospital facility continues to be in discussion and a goal for the near future. The U.S.D.A. loan for the construction of a new hospital is committed until 2021 which enables the hospital administration and board of directors time to strengthen the hospital’s financial position and continue planning for the future. We are reevaluating the plans that were designed in 2016 in efforts to design the best facility for Lake County.

Two new board members, Mike Donnelly and Francine Webber, will be sworn in at the regular board meeting on May 24. Board chair, Ramey Hinton, resigned in April. This opening leaves one vacant seat on the hospital board. We thank Ramey and all past board members for their service. I particularly want to mention our current board vice-chair, Nancy Boeve, who will be ending 12 years of service to the board this month. Her dedication has had a positive and memorable influence on our organization.

I close this letter with gratitude. It is our mission and calling to care. I am so thankful to carry out that mission for our Lake County friends and neighbors and work side by side with our dedicated team.

Gary Campbell
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We listened to you!
In-house business office returns to St. Vincent Hospital.

• Welcome, Janet Petty, Director of Revenue Cycle at St. Vincent Hospital. 719-486-7183 or jpetty@svghd.org.

• New state-of-the-art billing and medical record software from Athena Health, a health information innovator.

• Patient statements are more understandable.

• Your billing questions are answered here in Leadville (in person or at 719-486-7172 or billinginquiry@svghd.org)

• Improved access to the patient portal and health information.

• Easy online bill-pay capability

St. Vincent Hospital
Here for you, your family, our community.

825 W. 6th St. Leadville
(719) 486-1264 • leadvillehospital.org
The right care, right around the corner.