

# Cornerstone News

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*Peace of mind for your healthcare needs.*

## Note from the President



### Welcome Aboard...

#### Introducing Patty Hernandez and Myra Sakhi

By David S. Espinosa  
President, NCHS

Over the past two decades, reimbursement has evolved as the capstone of successful medical care. At NCHS we, like any successful pharmaceutical company, have always paid close attention to reimbursement. To that end...meet Myra Sakhi and Patty Hernandez, our reimbursement specialists.

Myra studied medical assisting and phlebotomy before joining NCHS in 2002 and Patty studied bookkeeping, business administration, medical billing and coding before coming on board late the following year.

Previously, Myra worked for another pharmaceutical company, while Patty worked in billing for Loma Linda Medical Center. Before that she worked for Arrowhead Regional Services, a billing company affiliated with Arrowhead Regional Medical Center.

"I always wanted to work in the medical field, but I wasn't sure what specifically I wanted to do," Myra said. "It always interested me. While working at another pharmacy I got to know the people with NCHS who would come by to pick up medicine. At one point, as I was about to leave that position, I was asked to join the company."

Patty's story is similar to Myra's. Interested in health care for the past eight years, she, too, had become acquainted with NCHS personnel before joining the company. Her interest in joining us stems from a desire to work hard for a company with a great future.

Today, the two are prime movers in our highly efficient Reimbursement Department. As such, their responsibilities run the gamut—they verify eligibility, send out authorizations, bill and collect, troubleshoot and generally provide customer service as needed.

When orders are placed, they will pull those files for the patient and clear the order so it can be shipped. If any problems arise, such as lack of coverage or improper insurance, the two are working with the patient's representative, patient, and payor to orchestrate a satisfactory solution.

"We're like family here," Myra said. "Everyone here is really friendly, and we're given the freedom to do our jobs in the best possible way. I think I enjoy the independence most of all."

Patty agreed. "What I really enjoy is the variety and the challenge—every situation is different. We have to do research, and we both enjoy that."

Work aside, Patty enjoys the family-centered atmosphere of NCHS. Staff are close, and everyone takes an interest in everyone else—and in their families.

In that regard, Myra now lives in Moreno Valley, while Patty lives in Redlands. Patty, who is married and has three boys, enjoys watching her children participate in sports. Myra enjoys keeping physically fit by working out in the gym.

"We have many similar goals," Patty said. "We both want to continue our education, and we both want to become

certified in billing. We both plan to grow with the company. "Clearly, Myra and Patty are strong assets to NCHS. Their commitment, dedication and professionalism are the qualities that we need in a reimbursement specialist, and we're pleased to introduce them both.

Sincerely,

David S. Espinosa

## Activity with Kids

### Back-to-School Photo Tips

By Daniel O. Bazan

#### Tip No. 1:



Taking pictures on your child's first day of school is a great tradition, as the day itself is a perfect occasion to begin to photographically chronicle the growth and progress of your son or daughter. Many parents—and you may someday be one of them—take pictures on the first day of high school as well as on the first day of college, comparing them with shots taken on the first day of kindergarten. Don't let the opportunity slip by!

#### Tip No. 2:

In taking these pictures try to plan ahead. There are myriad things to remember on your child's first day of school, including jackets, backpacks and lunch boxes. Not to be overlooked are a camera, film (digital cameras don't require film) and a simple photographic plan, all of which should be integrated into your overall planning. Note that you never want to scramble at the last minute for photographic equipment and film as you hustle your child toward a waiting bus. Hurrying adds an element of stress, and you want to stay relaxed. A relaxed parent enables a child to remain relaxed for that one-in-a-million picture.

#### Tip No. 3:

Choose beforehand when, where and how to take the photo. You may wish to photograph your child in the front yard before heading toward the bus stop. A photo of a child waiting at the bus stop is also a time-honored tradition. If you plan to drive your child home after school, you might consider taking photos with school buildings or the school marquis beckoning in the background. This is often optimal, as the jitters over a child's first day of school are usually gone by day's end.

#### Tip No. 4:

Always try to remain sensitive to your child's changing needs and emotions. Preparing your child for the first day of school and that all-important historical record—

the photos you take on that memorable day—is important. The added pressure of shooting that perfect photo before heading off to a pressure-filled first day of school might be too much. Talk with your child beforehand about the tradition of taking his or her picture on the first day of a school year, stressing that the two of you will have fun making memories together.

**Tip No. 5:**

Aim for "perfection." Your child is special, and you're likely to appreciate pictures that are well posed. Dress your child in colors that will sparkle with beauty. Strive for a relaxed smile, with hands posed comfortably at the side or holding a sack lunch. A perfect smile and pose are likely to produce a cherished photo worthy of hanging on a wall in an otherwise prominent location.

**Tip No. 6:**

Use proper equipment. Throw-away cameras are inexpensive, however the quality of photos they produce is often inconsistent. Good film cameras are cheaper than ever, and the cost of digital cameras continues to drop. Digital cameras enable you to photograph your child, examine the image immediately, and take repeat shots if you missed that perfect smile the first time around. And, there's no limit to the number of photos you can take.

**Tip No. 7:**

While photographing your child is very important, remember to photograph your other children who may not be starting school. Film is cheap, digital photography even cheaper, and a photo of siblings taken at the time the new student is photographed can yield some precious memories—while avoiding hard feelings ("Mom liked you best!").

**Tip No. 8:**

While photos of your child at a bus stop or outside the school are important, don't forget to include key non-family members in your pictures. A bus driver, kindly teacher or new chum can all add color to your "first-day" collection. What's more, bus drivers, teachers and new friends will eventually move on, and the pictures you take will bring fond memories in years to come. Who of us can't recall a kindergarten teacher, cafeteria worker or vice principal and wish we had a photographic memory to recall.

**Tip No. 9:**

Don't stop taking pictures with the first day of school. In fact, take pictures of your child and children the whole year long. As they progress, you'll have many chances to get important photos of your child's many school activities. Remember: take pictures up close, use natural light when possible and a flash if you're comfortable doing that, and enjoy chronicling your child's growth from year to year. Before you know it your child will be off to college. But, then—there's another opportunity for photos!

**Tip No. 10:**

Above all else, enjoy the moment—and the day. If you do, years later you'll not only have wonderful pictures, but wonderful memories. Many parents not only retain the

photos they shot for many years, but recall fondly posing the child, waiting for the bus, and anticipating the child's return after that first day of school. Don't let this important opportunity for memory making escape. Photographing your child on the first day of school is fun, easy and the stuff that memories are made of.

## Cornerstone Kids

# Back to School Recipes

## School Bus Mini Cakes

by Tami Velazquez

**Ingredients:**

Cooled cupcakes  
Blue and green frosting  
Sugar wafers  
Chocolate chips  
Black and white decorator's gel  
Red Mini M & M's

To make one, first frost a cooled cupcake (made from your favorite recipe) with Blue and green frosting dividing each color for half a cupcake.

Cut a small square out of the upper left corner of a sugar wafer, and then set the wafer in place just above the green frosting. (You can trim the other end of the wafer if your bus is too long). Add 2 Chocolate chips tips down for wheels, and then use black and white decorators' gel for the wheel and bus detail. Add a red M & M's Mini for a stop sign, and presto you have a masterpiece that kids will enjoy.

## Did you know?

The Olmecs, the oldest known civilization of the Americas, were the first users of cacao. Cacao is, of course, used for making **chocolate**. In the early 19th century, the English developed eating chocolate. The first solid chocolate box was by Richard Cadbury when he decorated a candy of his holding a Cadbury first young daughter kitten in her arms. also introduced the Valentine's Day candy box. In 1875, after experimenting for 8 years, Daniel Peter of Switzerland added milk to chocolate to create today's familiar milk chocolate. He then sold his creation to his neighbor, Henri Nestle.



## Note from the Pharmacist

### Baxject II: A New, Improved Version

By Richard Aguilar, Jr., Pharm.D.  
Director of Pharmacy Operations

This fall, Baxter Healthcare Corp. will introduce a redesigned Baxject II, a needleless transfer device that promises to make reconstitution of factor product easier, faster and safer than the original Baxject and needles. The Baxject II is 1 ½ inches high and packaged individually in its own sterile plastic container. It is designed to be used with all Baxter Factor VIII products (Advate, Recombinate, Hemofil-M, and Monarc-M), but not with Feiba-VH. The new version has no valves to turn or air to inject and utilizes easy, simple processes to connect the water and product vials with the respective clear and white sides of the Baxject II. A built-in filter maintains product purity.

I must emphasize an important point: the Baxject II device is intended for single use only and with a single

vial of product. When reconstituting and withdrawing multiple vials into a syringe to make up a dose, always use another Baxject II device. The ratio of product vials to Baxject II will be 1:1—one device for each vial of factor to be mixed.

As with any innovation or change from the norm, Baxter has anticipated questions and situations that could arise during the reconstitution process. Thus, the company has created a comprehensive troubleshooting guide depicting various scenarios to ensure a favorable and successful reconstitution.

To learn more about the new Baxject II, or to order a free training kit, please call (866) 4BIOSCI or log on to [www.baxject2.com](http://www.baxject2.com).

Your National Cornerstone Healthcare Services pharmacy will provide Baxject II needleless transfer devices when they become available, probably later in 2006. However, school has commenced for many individuals, so it seems fitting to learn about the safe and proper use of Baxter's newest device.

