

Staff Meeting

Meeting Date: January 21, 2026, 02:29 pm

Overview

- Staff required to cover three locations during absences; no-show and late cancellation fees set at \$50 for medical and behavioral health services.
- Strict adherence to template policies; no urgent care overrides for well visits without double booking for 5-10 year checks.
- Jen Lanigan and Nicole Dion are both expecting, with Julia coordinating additional coverage and extra shift pay to manage staffing.
- Christine Urich resigned from lactation services; Marianne Oulet temporarily covers both Mansfield and Westwood locations.
- No new provider hiring currently planned, with satisfactory capacity during non-winter surge periods.
- RelayMed system to facilitate automatic test result uploads to Epic; manual entry required for certain connectivity issues.
- Vaginal swab orders now need specification of 'vagina' in type and source fields for accurate processing.
- Updated phone system procedures: triage service ends at 6pm, with front desk managing calls until 6:30pm via extension 511.
- Staff meetings to be rotated to Tuesdays; additional downtime planned for late shift workers.
- Feedback requested on holiday party for potential 'Spring Fling' format; Cheryl recognized for her efforts in planning the holiday event.

Notes

Staff Coverage & Policies

- All staff responsible for covering three locations when needed for training, vacation, or illness
- \$50 no-show fee for medical and behavioral health; \$50 late cancellation fee for BH tracked by Joanna Billing
- Strict template adherence required; no overriding urgent care with well visits except double booking 5-10 year well visits

Staffing Updates

- Jen Lanigan and Nicole Dion expecting babies; Julia coordinating coverage with extra shift pay
- Christine Urich resigned from lactation; Marianne Oulet covering both Mansfield and Westwood temporarily
- No new provider hiring planned; adequate capacity outside winter surge periods

System Implementations

- RelayMed automatic test result upload to Epic for Abbott tests and UA; manual entry for Binx connectivity issues
- Vaginal swab orders require 'vagina' specification for type and source fields
- Phone system updated: triage ends 6pm, front desk handles 6pm-6:30pm, extension 511

Meeting & Event Planning

- Staff meetings rotating to Tuesdays; extra downtime planned for late shift workers
- Holiday party feedback requested for potential spring 'Spring Fling' format
- Cheryl recognized for holiday party organization with Rachel and Julia assistance

Action items

Julia

- Send multiple emails requesting maternity leave coverage for Jen Lanigan and Nicole Dion
- Distribute policy links for no-show and cancellation charges post-meeting

Rachel

- Send reminder to front desk staff about 6pm-6:30pm phone routing changes

Providers

- Watch for coverage request emails from Julia and respond to help with maternity leave coverage
- Ensure vaginal swab orders specify 'vagina' for both type and source in RelayMed

Staff (General)

- Provide feedback via email regarding spring event versus winter holiday party preference
- Adhere strictly to appointment templates; seek provider permission before double booking

Nurses

- Monitor and manually enter test results when RelayMed connectivity issues occur
- Send message to providers when overbooking to help manage time appropriately

Decisions

- **Staff Coverage Policy**
- All nurses and front desk staff are responsible for covering all three office locations when necessary for training, vacation, or illness coverage.
- Responsibility is shared across all locations despite having home assignments.
- Coverage requests should be discussed with managers for specific concerns.
- **Template Adherence**
- Strict enforcement of appointment templates going forward, no more overriding urgent care slots with well visits.
- Policy change from previous relaxed template rules implemented last year.
- Exception: Double booking allowed on 5-10 year old well visits due to 30-minute slots without shots.
- **No New Provider Hiring**
- Decision made not to hire additional providers currently.
- Based on analysis showing generally adequate capacity outside winter illness surge.
- Will reassess during Jen Lanigan and Nicole Dion's maternity leave overlap around June.
- **Phone System Update**
- Triage stops taking calls at 6pm, all calls route to front desk from 6pm-6:30pm.
- Clinical calls during this window transmitted to answering service.

- Extension 511 for routing.
- **Meeting Schedule Change**
- Staff meetings now on rotating basis starting with Tuesday meetings.
- Addresses concerns about 10:30 shift creating long workdays.
- Will attempt to provide extra downtime for late shift staff on meeting days.

Key takeaways

- **Patient No-Show Policy**
- \$50 charge for both medical and behavioral health no-shows; behavioral health also charges \$50 for late cancellations.
- Joanna Billing tracks and sends payment requests to families.
- Policies available on shared drive with links to be distributed post-meeting.
- **Pregnancy Announcements**
- Jen Lanigan and Nicole Dion expecting babies with maternity leave coverage needed.
- Julia will send multiple emails requesting coverage help.
- Extra shift pay available for coverage assistance; some overlap expected around June timeframe.
- **Lactation Services Transition**
- Christine Ulrich resigned due to family emergency; Marianne Oulet covering both Mansfield and Westwood locations.
- Days will vary based on Marianne's availability; seeking RN replacement rather than NP for consistent service model.
- **RelayMed Implementation**
- New automatic system uploads point-of-care test results to Epic.
- Connects Abbott tests and UA results automatically; normal/negative results go to pool; abnormal results go to provider.
- Connectivity issues with Binx requiring manual entry when needed; vaginal swab orders must specify 'vagina' for both type and source.
- **Template Issues**
- Winter illness surge combined with urgent care slots being overbooked with well visits created capacity problems.
- Current high flu rates exacerbating scheduling difficulties; Westwood location particularly tight after losing Dr. Scherer and Spencer Bowers.

Questions

- **Spring Event Planning**
- Should annual holiday party move to spring 'Spring Fling' format with indoor/outdoor options?
- Feedback requested via email due to holiday illness conflicts and scheduling challenges; would address issues with winter illness affecting attendance.
- **Patriots Gear Policy**
- Can Patriots gear be worn on Fridays if team advances?
- Approved for this Friday and Super Bowl weekend (February 8th) if team wins in Denver.

Meeting outcome

- **Operational Improvements Implemented**
- Multiple system updates and policy clarifications addressed staff workflow concerns and capacity management.
- RelayMed system reducing manual result entry workload; phone routing optimization during transition hours.
- Clear coverage expectations established across all locations.
- **Staffing Challenges Addressed**
- Pregnancy coverage planning initiated and lactation services continuity maintained through temporary arrangement.
- Proactive approach to maternity leave coverage with extra shift pay incentives; interim solution for lactation services prevents service disruption.
- **Meeting Format Enhanced**
- Rotating schedule addresses staff participation barriers while maintaining communication effectiveness.
- 20-minute time savings returned to staff; accommodation planning for late shift workers on meeting days.