

Staff Connections

Bulletin

April 8, 2016



"The Caring Place"

Where the patient is at the center
of Everything we do

Morris Heights Health Center - DEPARTMENTS ON THE MOVE



Relocation

Call Center

The MHHC Call Center has been temporarily relocated to the 2nd Floor at MHHC @ 233rd Street (Vanguard) - 825 East 233rd St. Bronx, NY 10466. The Call Center is fully operational and our Staff is doing well.

Also relocating to the same address are the following departments:

- **Referrals Department** - as of April 18th
- **Medical Records Department** - as of May 1st

Triage Nurses

Telephone triage nurses have joined our ranks. They work within the Call Center triaging patients' calls for same-day access (appointments) - Mondays to Fridays from 8:00am to 3:30pm; and on Saturdays from 8:30am to 2:30pm. To access the triage nurse for same day appointments, dial 718-716-4400; you will be prompted to press 7 for the triage nurse.

Human Resources Department

Relocated from B1 Harrison Circle and is now located on the 1st and 3rd Floors of 85 W. Burnside.

New Business

340B Drug Discount Program

On Friday April 1st, MHHC rolled out the 340B Drug Discount Program that allows Federally Qualified Health Centers (FQHCs) like Morris Heights Health Center and other safety net providers, to obtain covered outpatient drugs at a lower price. The 340B program enables patients who receive care at any of our MHHC locations to access eligible prescription medication at a discount. MHHC 340B Program is operated by Lindenwood Rx Group and will be located on the B1 level of Harrison Circle.

Bronx Medical & Wellness Center

MHHC's New Access Point is on track to open at 1227 Edward Grant Highway in October 2016.

Mid-Bronx Endoscopy Center

This is a Partnership between Harrison Circle Development Corp and a Physician Group that will provide endoscopy services in the B1 Harrison Circle retail space. Construction recently began with a target operation date of Fall 2016.

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New Additions to the MHHC Family

MHHC Compliance Office - located 3rd Floor Harrison Circle



Lizanne Fontaine

Counsel and Compliance Officer

Ms. Fontaine joined MHHC as Counsel and Compliance Officer. Ms. Fontaine has extensive experience as a lawyer, nurse and health care administrator. She holds a Bachelor of Arts degree from Dartmouth College; a Juris Doctor degree from NYU School of Law; and a BSN from NYU College of Nursing. Most recently, Ms. Fontaine worked at Care for the Homeless where she created and implemented the agency's compliance program, and conducted all trainings of new employees, staff and board members. She performed purchase audits, oversaw audits of the billing operations and investigated whistleblower complaints. Ms. Fontaine also oversaw the Health Education Team and worked with Operations to ensure that their medical clinics adhered to quality measures for patient care that was complete, compassionate and efficient. Ms. Fontaine also serves as a Vice-Chair of The Brooklyn Hospital Center, and chairs the board's Outpatient Services Quality Committee.



Kristina Jean-Conte

Privacy Officer and Compliance

Ms. Jean-Conte will work with Ms. Fontaine as Privacy Officer and Compliance. Ms. Jean-Conte has been a Project Coordinator at MHHC since November 2015. Ms. Jean-Conte has a Bachelor of Arts from Boston College; Juris Doctor from Suffolk University Law School; and a Masters of Law from Benjamin M. Cardozo School of Law – Yeshiva University. Ms. Jean-Conte has been providing support on contractual and on-going litigation matters, and will continue to do so in her new position.

Ms. Fontaine and Ms. Jean-Conte are licensed to practice law in New York State.

MHHC Compliance Office

Having a compliance program and a Compliance Officer at Morris Heights Health Center does not simply satisfy a legal requirement but also presents a resource available to everyone who works for or provides services here. In short, compliance programs identify risk and help an organization avoid liability. They ensure that an organization is meeting its internal standards and requirements and that all of its practices – such as purchasing, operations, hiring, and patient interactions, to name but a few – comply with MHHC policies and the law. If you have concerns that a practice may violate the law, may not meet the health center's standards, or just plain feels wrong, please make an inquiry. If you raise a compliance matter that you sincerely believe to be true, you will be protected against any kind of retaliation or intimidation. If we determine that the matter doesn't fall within compliance, you will be guided on where and to whom to turn. Compliance programs present opportunities for improvement and we welcome your help.

You may contact the Compliance Office as follows: Lizanne Fontaine at Ext. 2662; lfontaine@mhhc.org. Kristina Jean-Conte at Ext. 2315; kconte@mhhc.org. The Compliance Office may be contacted anonymously at 718-299-2971 or by sending a letter to: Compliance Officer/Morris Heights Health Center/85 West Burnside Avenue/Bronx, NY 10453.