Clinical Enterprise Team

The Clinical Enterprise Supervisory and Management Team is comprised of five staff members who support the overall goals of the Department of Pediatrics Ambulatory Services. This team provides the structure necessary to strengthen patient, provider, stakeholder, and staff relations. Clinical Enterprise uses a comprehensive approach to manage clinical operations which entails ongoing evaluation and improvement of productivity and patient access, rigorous revenue and expense management, efficient utilization of clinic space, and judicious deployment of resources.

Bremond White, RN, BSN, Nurse Manager – Triage, Pre-Authorization, RX
Bremond.White@hsc.utah.edu ♦ 801-213-7700

Brem joined the Clinical Enterprise team in August 2014, following two years as an administrative/triage nurse with Pediatric Neurology and five years with Iasis Healthcare in various areas including, Emergency, Medical Surgical, Surgery, Behavioral Health, and Telemetry.

Areas of responsibility:
- Triage Medical Assistants
- Triage Nurses
- Prior Authorizations
- Procedure Scheduling (Gastroenterology & Physical Medicine and Rehabilitation)
- Department of Pediatrics Physician Access Line
- Prescription and Pharmacy Line

Lorie Lepley, Administrative Manager – Health Information Management
Lorie.Lepley@hsc.utah.edu ♦ 801-587-0456
PedsHIM@hsc.utah.edu

Lorie joined the Department of Pediatrics in May of 2007, following 8 years as a medical secretary at a family practice clinic. Lorie previously managed the scheduling, template, and pre-authorization teams as well as several front desk staff while helping to integrate divisions into our centralized teams and develop standardized processes. She also has hands on work experience in areas such as scheduling/coordinating appointments, pre-authorization, reception/check in, third party insurance payers, and massage therapy.

Areas of responsibility:
- Medical record management
- Outpatient clinic note processing
- Scanning/Uploading documents to patient chart
- Referral processing
- Document collection at Eccles
- Incoming fax distribution
- Duplicate reporting

Shannon Nichols, Administrative Manager – Call Center, Scheduling
Shannon.Nichols@hsc.utah.edu ♦ 801-587-0443

Shannon joined the Department of Pediatrics in May 2014 and assumed responsibility for managing the Scheduling and Template teams. Shannon has over 13 years of experience in a call center environment with the last 7 years in the Healthcare setting. She also has experience as a Lean Consultant responsible for process improvement in Revenue Cycle Management, Patient Access and Clinical Call Center Operations.

Areas of responsibility:

<table>
<thead>
<tr>
<th>Scheduling Team</th>
<th>Template Team</th>
</tr>
</thead>
<tbody>
<tr>
<td>Process Summary Reports &amp; eRTC’s (Electronic Return to Clinic)</td>
<td>Build provider templates</td>
</tr>
<tr>
<td>- Recalls, Waitlists, &amp; Reminder Calls</td>
<td>- Track Space and room availability</td>
</tr>
<tr>
<td>Schedule referrals</td>
<td>Create call schedule</td>
</tr>
<tr>
<td>Review provider schedule for errors</td>
<td>Reschedule “bumps”</td>
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<tr>
<td>Monitor and manage message logs</td>
<td>Review provider schedule for errors</td>
</tr>
<tr>
<td>Field all incoming calls and patient requests</td>
<td>Support scheduling Team Leads and ad hoc provider inquiries</td>
</tr>
<tr>
<td>Monitor shared email (Team Leads)</td>
<td>Track leave requests</td>
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<tr>
<td><a href="mailto:peds.scheduling@hsc.utah.edu">peds.scheduling@hsc.utah.edu</a></td>
<td>Monitor shared email</td>
</tr>
<tr>
<td></td>
<td><a href="mailto:peds.template@hsc.utah.edu">peds.template@hsc.utah.edu</a></td>
</tr>
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Heleena O’Shea, Front Desk Supervisor – Outpatient Services  
Heleena.OShea@hsc.utah.edu • 801-662-7291 or 801-662-6677 (Vocera)

Heleena joined the Clinical Enterprise team in July 2015 assuming the responsibility for supervising the Reception team. Heleena has over 7 years of management experience; responsible for customer service satisfaction, scheduling, and work flow in a marketing setting, before moving to a healthcare setting. She has firsthand experience in reception, check in, and scheduling appointments.

**Areas of responsibility:**
- Supervise daily activities of Primary Children’s Outpatient Services reception desks
- Coordinate the availability of translation services for patients
- Monitor patient volumes and clinic throughput
- Patient satisfaction- analyze complaints and concerns
- Participate in the development of operational standards

David Meyers, RN, Clinical Services Manager  
David.Meyers@hsc.utah.edu • 801-587-0416

Dave joined the Clinical Enterprise team in May 2015 and assumed responsibility for managing the clinic Medical Assistants. Prior to joining the Clinical Enterprise team Dave worked in the Department of Pediatrics for just over 2 years as an RN and RN clinic coordinator with Pediatric Pulmonary and Sleep Medicine. Prior to joining the Department of Pediatrics Dave worked as an RN case manager in home health care, where he managed a team of RNs and LPNs in addition to direct patient care. Prior to case management he worked as an RN OR circulator in an ophthalmology and facial plastics surgical center.

**Areas of responsibility:**
- Manage Clinical Medical Assistants
- Respond to emergency situations
- Review clinic schedules and appropriate staff
- Expansion of clinic customer service improvement through training and education
- Manage clinic flow and clinic quality improvement

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**Additional Contacts**

**Pre-Authorization**  
Christie Davis • 801-213-7715

**Triage Quality Assurance**  
Tiffany Passow • 801-213-7716

**Medical Assistant Team**

<table>
<thead>
<tr>
<th>TEAM A</th>
<th>TEAM B</th>
<th>TEAM C</th>
<th>TEAM D</th>
</tr>
</thead>
<tbody>
<tr>
<td>Physical Med &amp; Rehab</td>
<td>Infectious Disease</td>
<td>Cardiology</td>
<td>Nephrology</td>
</tr>
<tr>
<td>Gastroenterology</td>
<td>Pulmonary &amp; Sleep Med</td>
<td>Immunology/Rheumatology</td>
<td>Endocrinology</td>
</tr>
<tr>
<td>Comprehensive Care</td>
<td>Aerodigestive</td>
<td>Allergy</td>
<td>Medicine</td>
</tr>
</tbody>
</table>

Annelisa DeJong  
Misti Moore  
Kellie Colunga  
Edley Mendez

**Vocera 801-662-6677** Call and say the name of the MA Team Lead you wish to speak to

**Scheduling Team**

<table>
<thead>
<tr>
<th>RED TEAM</th>
<th>BLUE TEAM</th>
<th>GREEN TEAM</th>
<th>YELLOW TEAM</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cardiology</td>
<td>PULM/CF</td>
<td>Neurology</td>
<td>Endocrinology</td>
</tr>
<tr>
<td>Genetics/Metabolics</td>
<td>GI/Nutrition Clinic</td>
<td>Comp Care</td>
<td>Diabetes</td>
</tr>
<tr>
<td>Infectious Disease</td>
<td>Immunology/Rheumatology</td>
<td>Physical Med &amp; Rehab</td>
<td>Adolescent Medicine</td>
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</tbody>
</table>

Vanessa Hillboe  
Alysia Foote  
Aroha Dobson  
Brandon Wayman

801-587-0331  
801-587-0432  
801-587-0454  
801-587-0435

**Template Team**

<table>
<thead>
<tr>
<th>Caryn Newbold</th>
<th>Pamela Banks</th>
<th>Ashley Boyington</th>
<th>Lindsey Carcamo</th>
</tr>
</thead>
<tbody>
<tr>
<td>801-587-0424</td>
<td>801-587-0431</td>
<td>801-587-0418</td>
<td>801-587-0559</td>
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