

*Congratulations*



Primary Health Choice has been issued a 3 year CARF accreditation which will extend through February 28, 2021.

**In God We Trust**



**PRIMARY HEALTH CHOICE, INC  
A PRIMARY CHOICE, INC**

*"Individuals' First Choice"*

**Fourth Quarter 2018**

**Mission Statement**

We are committed to helping and providing all individuals and families with the best of services to enhance, grow, and maintain a high quality of life. The needs of each and every individual we serve are first and foremost. We strive on the belief that all individuals should receive the best services regardless of any factors.



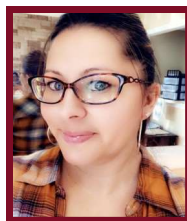
Primary Health Choice, INC is happy to welcome its newest member, **Mrs. Ella Olehonna Lowery Lynch FNP-C, PMHNP-BC**, to our outpatient department as our new medication management provider. Mrs. Ole (as she prefers to be called), is a native of Robeson County as she graduated from Purnell Swett High School and later obtained advanced education at The University of North Carolina at Chapel Hill and Duke University. Mrs. Ole has also furthered her mental health education by obtaining a Post-Master's Certificate as a Psychiatric / Mental Health Nurse Practitioner. Mrs. Ole's experience working in rural clinics and mental health experience will be a great commodity for our organization. We are ecstatic to have Ms. Ole as part of our team and look forward to working with her in the coming months.



## Employee of the Quarter



**Charlene Baxley**



**Lynette Padilla**

**Primary Health Choice Inc.**



**A Primary Choice, Inc.**



**Delores Isom**



**Bessie Blue**



### **QM REMINDERS**

- Employee surveys will be distributed next month. Please ensure that all employees complete a survey.
- There are suggestion boxes at every office. Staff and consumers are encouraged to complete suggestion forms in which you can remain anonymous.
- By using these 2 modes of communication, you can ensure that your suggestions, complaints/grievance, and/or any other pertinent information is being conveyed to designated executive staff members.



Can you use some extra Christmas cash! If you are a current employee with PHC/APC you are eligible for additional bonuses. Please contact Shannon Oxendine at the corporate office and ask about the agency's ERP Program.



### **Electronic Medical Records**

Primary Health Choice, Inc is in the process of implementing electronic medical records to help serve our mental health and IDD consumers. We are partnering with Wellsky to bring you a web-based program that will allow a new innovative way to electronically complete daily documentation which will save our employees time, decrease office visits, promote ongoing communication with supervisors and offer many other great opportunities. Please be on the look out for future trainings beginning Dec. 2018. Please see your assigned supervisor for questions regarding trainings or concerns related to this new program.

Thank you