The Conversation Navigator: VITALMED Nonclinical Training Module

**SECTION 1 – Intro & Dr. Davis**

**Intro:**

**Learning Objective:​**

1. Strengthen and reinforce Novartis’ VitalMed Sales Associates’ application of prior training and associated ‘Collaboration Guide’ through scenarios, providing additional guidance/feedback for best practices and remediation in the field with providers and HCPs​
2. Provide additional guidance/feedback for best practices in relation to Hospital Out-Patient Departments (HOPD)​

**Technical Requirements:**

1. Delivered via LMS with learning analytics provided via Suspend Data and SCORM data tracking and manually integrated with a customized BI dashboard**.​**
2. The module should be designed HTML5, CSS and JavaScript or other suitable technologies. Tools like Captivate, Articulate or other authoring tools should not be used.

**Design Requirements:**

1. The design should be visually appealing and seamless to help the learner understand where they are in the process, and easily find their flow through the experience.
2. The module needs to be interactive and engaging. Think of learner motivation – making it experiential rather than “content overload”.
3. Feel free to try something cool and innovative!

**General**: The images contained in the following draft Storyboard are meant for representation purpose only.

Instruction to Designer: Suggest noise and sound clips to be removed after feedback page (where stars are awarded) all throughout this training module.

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| **Title: The Conversation Navigator: VITALMED NONCLINICAL TRAINING MODULE** |
| **About this Training**  Welcome to “The Conversation Navigator: VITALMED Nonclinical Training Module”.  This simulation has been designed to help you reinforce the nonclinical-based training that you have received previously, and it should allow you to see how some of that training may be applied in practice!    Use this resource as an opportunity to test your nonclinical VITALMED knowledge in COMPLIANTLY and APPROPRIATELY navigating conversations with your customers with CONFIDENCE.  The focus of this simulation is on conversations that you will likely encounter during engagements with Doctors/HCPs, who have confirmed that they have a clinically appropriate patient for VITALMED and would like more information on getting their patient started.  It is critical for you to know your role and your responsibilities relative to your partners, including the Area Reimbursement Manager (ARM) and Access Specialist.  Effective and purposeful collaboration across your team will help strengthen the customer's experience.  ---  **In this training you will revisit topics that are aimed at reinforcing your knowledge in:**   1. Recognizing when nonclinical discussion topics arise, which may include (but are not limited to) the following:    * Acquisition    * Coverage and Access    * Billing and Claims/Reimbursement    * [The] Service Center      1. Handling responses from customers appropriately, compliantly and with approved messaging 2. Triaging inquiries to an ARM 3. Directing the customer to the Service Center   ---  By the end of this training, you should have:   * Strengthened your knowledge and retention of the prerequisite nonclinical training curriculum * Practiced interpreting and responding effectively and compliantly within simulation-based scenarios with customers * Gained confidence to interact with customers in nonclinical conversations   **The Learning Journey:**   * Throughout this training simulation, you will navigate through a variety of customer challenges. This will help reinforce your knowledge in compliantly addressing customer inquiries and recognizing when to triage inquiries to your ARM or refer your customer to the Service Center.   **Your Quest:**   * Progress through each section of the training and collect a **Conversation Navigation Star** for each of the appropriate, confident, and compliant responses you provide. * Once each section is completed, you will reveal a corresponding **Conversation Navigator Tool**!   **Navigating the Way:**   1. Complete each section of the training, answering each question and gathering as many Navigation Stars as you can along the way. 2. As you advance and complete each section, you will reveal a corresponding Navigator Tool. 3. Each Navigator Tool revealed will take you one step closer to greater reinforcement of compliantly navigating nonclinical discussions around Acquisition, Coverage & Access, Billing & Claims/Reimbursement, and the Service Center. 4. Upon successful completion of the training, you will be asked to fill in the attestation form to confirm that you have completed the training successfully, understand the content, and agree to comply with the guidance provided throughout your training.   Example of Conversation Navigation Stars and Navigator Tools:   |  |  |  | | --- | --- | --- | | Collect as many Conversation Navigation Stars per section as you can:  Complete each section to collect a corresponding Conversation Navigator Tool: | | | | The Compass  Compass Svg Png Icon Free Download (#475196) - OnlineWebFonts.COM  *Pointing customers in the right direction.* | The Pocket Watch  Accessory, antique, pocket watch, pocketwatch, time, timekeeping ...  *Providing a well timed response to customers.* | The Spyglass / Telescope  Spyglass icon, SVG and PNG | Game-icons.net  *Helping customers find and react to potential obstacles.* | | The Divider  Compass, divider, location, map, navigation, watchkit icon  *Charting your path to an appropriate response.* | The Sextant  Sextant Svg Png Icon Free Download (#534979) - OnlineWebFonts.COM  *Responding accurately and confidently to customers.* | The Map    *Truly appreciating how to guide customers accurately, appropriately, and confidently.* | | **What are you waiting for?**  **Click the first physician to start exploring!** | | |  |  | | --- | | **Reminder!**   * This resource was created to help you effectively and compliantly address challenging questions from HCPs and staff.  These are responses to nonclinical concerns that provide compliant key points and messages, rather than a script to memorize. To effectively handle concerns, use these as the Response step in the **ACRC-BRIDGE Objection Handling Model**. * **A = Acknowledge** - Let the HCP know that you have heard their hesitation or concern and take it seriously. *“Thanks for sharing that with me. I can understand why you might feel that way.”* * **C = Clarify** - Gain a clearer understanding of the objection and how important it is to the HCP. *“Do you mind sharing with me how you came to that conclusion?”* * **R = Respond** - Provide the appropriate answer to the issue or concern. *“I think this information from a clinical trial, which enrolled patients similar to the one you are describing, should help…”* * **C = Confirm** - Make sure the way you have responded is sufficient. *“Does this information answer your question as to whether or not the product is a potential fit for that patient?”* * **BRIDGE -** Transition back to your discussion at the appropriate point in the dialogue | |
| **What are you waiting for?**  ***Select the first physician to start exploring!***    DO  Dr. Myles Abbott  Rheumatologist  Dr. James Andrews  Rheumatologist  Dr. Fred Davis  Immunologist  Dr. Mariana Gayle  PCP  Dr. Mona Singh  **Dr. Mona Abaza**  Physician types likely to be involved with the prescription of VITALMED:   * Immunologist * Rheumatologist * PCP [Primary Care Physician] * DO [Doctor of Osteopathic Medicine] |
| **Objectives**  Learners will need to:   * Navigate the appropriate steps for Dr. Davis to acquire VITALMED by explaining the various options * Explain to Dr. Davis how he can acquire VITALMED and how it is administered * Respond compliantly to Dr. Davis when he states the buy-and-bill process may be too complicated |
| Meet Dr. Fred Davis |
| Happy young doctor in uniform looking at camera while making notes  He is a practicing Rheumatologist for the last 3 years and has his own practice, Schenectady Rheumatology Associates in New York. It’s a small group practice with four locations and an infusion suite embedded within his main location.​ He has been infusing his patients within his five-chair suite for the past 10 years and is comfortable with his current options. |
| And this is Jason, our Novartis Sales Specialist. He has recently met Dr. Davis who has reviewed the approved COSENTYX product detail aid. **Dr. Davis has confirmed that he has identified a clinically appropriate patient for VITALMED**. |
| After reviewing the materials provided to him, Dr. Davis reaches out to Jason and asks him to meet him at his practice. |
| Hi Jason, thanks for taking the time to meet with me today. I appreciate it!    It’s my pleasure, Dr. Davis.  Of course, what can I do for you today?  The materials that you provided to me about VITALMED were very useful. I had a couple of questions that I wanted to follow up with you about. |
| So, I have a clinically appropriate patient for VITALMED, and I would like to know more about getting them started.    If you were Jason, how would you reply to Dr. Fred’s question? |
| Dr. Davis, we want you to have a great experience with VITALMED, and because VITALMED can be either HCP or patient-administered, you should be aware of how you and your patients need to approach getting them started.  There are three options when it comes to acquiring VITALMED for your patient: [What is the correct answer to this?]   |  |  | | --- | --- | | 1. The FIRST is the Buy-and-Bill in-office administration option. This option allows your office to administer the product to any patient for whom it’s prescribed. Under this option, your office purchases VITALMED from an authorized specialty distributor, your office then receives and administers VITALMED, and then submits for reimbursement of both the VITALMED and administration fee. If your patient is covered under Medicare Part B for their VITALMED treatment, it is important that your office acquires VITALMED via the Buy-and-Bill and option on their behalf. | Which of these statements are applicable to what Jason can suggest?  *Select the appropriate option(s) and select SUBMIT.*  *---*  SUBMIT  --- | | 1. The SECOND option is an Alternate Injection Center (AIC). This option is available if your office considers referring a patient to another site of care for VITALMED administration. Through this option, the AIC takes responsibility for the logistics surrounding product acquisition and purchasing, storage, administration, and the reimbursement of all services. While all patients may be eligible for referral to an AIC, it’s important to note that some payers may restrict the site of care where a patient can receive VITALMED, for example, at a Hospital Out-Patient Department. In such instances, the patient may be responsible for all costs associated with the service, including the cost of the product. If your office is affiliated with a health system, it is important that you consult and understand your organization's policies & procedures prior to initiating an AIC referral. | | 1. The THIRD option is the Specialty Pharmacy. This is when your office orders VITALMED from a specialty pharmacy and administers the product, your office then submits a claim for the cost of administration. The specialty pharmacy works with the patient to recover the cost of the product. Products ordered through specialty pharmacy must be given to the specific patient for whom it was ordered. This option is not suitable for patients covered under Medicare Part B. For their VITALMED treatment, you must acquire VITALMED via the Buy-and-Bill option. | | If you need additional information on how to acquire VITALMED, and other helpful resources, you can visit our Service Center website at ServiceCenter.com. If you would like to speak to the Area Reimbursement Manager (ARM) and find out more about these options, I can help make that introduction. | |   **Correct Answer Feedback:**   |  | | --- | | **Well done!**  All 3 are correct options to acquire VITALMED for patients. | | 1. The Buy-and-Bill in-office administration option allows the product to be given to any patient for whom it is prescribed, under this option the office purchases VITALMED from an authorized specialty distributor, the office then receives and administers VITALMED, and then submits for reimbursement of both the VITALMED and administration fee. If the patient is covered under Medicare Part B for their VITALMED treatment, it is important that the office is aware that they need to acquire VITALMED via the Buy-and-Bill and option on their behalf. | | 1. The Alternate Injection Center (AIC) option is available if the office considers referring a patient to another site of care for VITALMED administration. Through this option, the AIC takes responsibility for the logistics surrounding product acquisition and purchasing, storage, administration, and the reimbursement of all services. While all patients may be eligible for referral to an AIC, it’s important to note that some payers may restrict the site of care where a patient can receive VITALMED, for example, at a Hospital Out-Patient Department. In such instances, the patient may be responsible for all costs associated with the service, including the cost of the product. And if the office is affiliated with a health system, it is important that they consult and understand their organization's policies & procedures prior to initiating an AIC referral. | | 1. The Specialty Pharmacy option is when the office orders VITALMED from a specialty pharmacy and administers the product, the office then submits a claim for the cost of administration. The specialty pharmacy then works with the patient to recover the product cost. Products ordered through specialty pharmacy must be given to the specific patient for whom it was ordered. This option is not suitable for patients covered under Medicare Part B. For their VITALMED treatment, you must acquire VITALMED via the Buy-and-Bill option. | | Jason should then go on to explain that if Dr. Davis needs additional information on how to acquire VITALMED and other helpful resources, he should visit our Service Center website at ServiceCenter.com. If Dr. Davis would like to speak to the FRM about these options, Jason can help make that introduction.  Jason may also probe to understand what kind of additional support will help the practice determine the drug acquisition method. |   ---  CONTINUE  ---  **Incorrect Answer Feedback – Attempt 1:**  That wasn’t the answer we are looking for, try again.  ---  TRY AGAIN  ---  **Incorrect Answer Feedback – Attempt 2:**   |  | | --- | | **That’s not quite right.** | | 1. The Buy-and-Bill in-office administration option allows the product to be given to any patient for whom it is prescribed, under this option the office purchases VITALMED from an authorized specialty distributor, the office then receives and administers VITALMED, and then submits for reimbursement of both the VITALMED and administration fee. If the patient is covered under Medicare Part B for their VITALMED treatment, it is important that the office is aware that they need to acquire VITALMED via the Buy-and-Bill and option on their behalf. | | 1. The Alternate Injection Center (AIC) option is available if the office considers referring a patient to another site of care for VITALMED administration. Through this option, the AIC takes responsibility for the logistics surrounding product acquisition and purchasing, storage, administration, and the reimbursement of all services. While all patients may be eligible for referral to an AIC, it’s important to note that some payers may restrict the site of care where a patient can receive VITALMED, for example, at a Hospital Out-Patient Department. In such instances, the patient may be responsible for all costs associated with the service, including the cost of the product. And if the office is affiliated with a health system, it is important that they consult and understand their organization's policies & procedures prior to initiating an AIC referral. | | 1. The Specialty Pharmacy option is when the office orders VITALMED from a specialty pharmacy and administers the product, the office then submits a claim for the cost of administration. The specialty pharmacy then works with the patient to recover the product cost. Products ordered through specialty pharmacy must be given to the specific patient for whom it was ordered. This option is not suitable for patients covered under Medicare Part B. For their VITALMED treatment, you must acquire VITALMED via the Buy-and-Bill option. | | Jason should then go on to explain that if Dr. Davis needs additional information on how to acquire VITALMED and other helpful resources, he should visit our Service Center website at ServiceCenter.com. If Dr. Davis would like to speak to the FRM about these options, Jason can help make that introduction.  Jason may also probe to understand what kind of additional support will help the practice determine the drug acquisition method. |   ---  CONTINUE  ---  UPON SUCCESSFUL ATTEMPT  **BRILLIANT!**  That was fantastic!  You just revealed your first Conversation Navigation Star!   |  | | --- | | #1/5 |   It is now a few days after their meeting, and Dr. Davis has again asked Jason to come to his office for a meeting. There are more Navigation Stars up for grabs as you move forward!  Select CONTINUE to see how the conversation progresses.  ---    ---  UPON UNSUCCESSFUL ATTEMPT  It looks like you didn’t collect the Conversation Navigation Star on this occasion.  Don’t worry, you still have a shot at capturing a few more in this section.  It is now a few days after their meeting, and Dr. Davis has again asked Jason to come to his office for a meeting. There are more Navigation Stars up for grabs as you move forward!  Select CONTINUE to see how the conversation progresses.  ---    --- |
| Hello again, Dr. Davis!  Hi Jason, I’m glad you were able to come in again so soon. I’ve been thinking again about our last meeting and have been exploring some options and I have a follow-up question for you.    Of course. Ask away, Dr. Davis!  So, after reviewing the Buy-and-Bill process a bit more, I think it’s a bit too complex to try and implement the process at my offices. Can you remind me about the other options for my patient?    If you were Jason, how would you reply to Dr Davis’s question?  ---    --- |
| **Choose your answers accordingly and select SUBMIT.**   |  |  | | --- | --- | | *Dr. Davis, if you are not comfortable with the Buy-and-Bill process, there are two other options to get VITALMED for your patients and I would be happy to go over them with you.* | | | **CORRECT** | INCORRECT |  |  |  | | --- | --- | | *Dr. Davis, I understand you may need additional support. There are other options I would be happy to go over with you. However, the financial benefits of setting up a Buy-and Bill process in your offices for VITALMED can help your practice.* | | | CORRECT | **INCORRECT** |   ---  SUBMIT  ---  **Correct Answer Feedback:**  **Well done! This was the correct choice.**  Jason acknowledged that the Buy-and-Bill process might not be the right choice and offered to share alternatives with Dr. Rendell.  A Sales Associate can never try and talk a customer into setting up a Buy-and-Bill process in their office. Under no circumstances can a Novartis Sales Associate engage in any discussions with providers or offices related to the profitability of prescribing Novartis products, including the net cost recovery, or spread/margin.  ---    ---  **Incorrect Answer Feedback – Attempt 1**  That’s not quite right. Try again!  ---  TRY AGAIN  ---  **Incorrect Answer Feedback – Attempt 2**  That’s not quite right.  The Sales Specialist, Jason, appropriately acknowledged that other options are available.  However, under no circumstances can Novartis Sales Specialists engage in any discussions with providers or offices related to profitability or prescribing Novartis products, including "net cost recovery" also referred to as the "spread/margin". If HCPs (or others) ask questions related to the reimbursement-amount they will receive, you must respond that you cannot discuss office or practice finances and then transition back to approved messaging.  ---    ---  UPON SUCCESSFUL ATTEMPT    That was a fantastic attempt!  You just revealed another Conversation Navigation Star!   |  | | --- | | #2/5 |   Let’s return to Jason and Dr. Davis and see how their conversation is progressing.  Select CONTINUE to proceed.  ---    ---  UPON UNSUCCESSFUL ATTEMPT  It looks like you didn’t collect the Conversation Navigation Star on this occasion.  Don’t worry, you still have a shot at capturing a few more in this section.  Let’s return to Jason and Dr. Davis and see how their conversation is progressing.  Select CONTINUE to proceed.  ---    --- |
| **Is this response True or False? Select SUBMIT.**   |  |  | | --- | --- | | Another option is acquiring VITALMED via a Specialty Pharmacy. This option is determined by your patient’s health plan. Your office first submits a prescription to the Specialty Pharmacy and your office submits a claim for the cost of administration.  It will be important for your office to conduct a benefits verification to understand the different acquisition options – based on the patient's insurance coverage, and I can connect you with the local ARM, to discuss these options in more detail so you can determine the best approach for you and your patient. Also, for additional information on how to acquire VITALMED and other helpful resources, you can visit the VITALMED Service Center website at ServiceCenter.com. | | | **TRUE** | FALSE |   ---  SUBMIT  ---  **Correct Answer Feedback**  **Well done! The statement is in fact correct.**  In this case, Dr. Davis asked Jason about Specialty Pharmacy as an option and Jason appropriately provided a correct response.  As a reminder, there are 3 acquisition options:   * Buy-and-Bill in office * AIC * Specialty Pharmacy   If Dr. Davis decides Specialty Pharmacy is not a viable option either, Jason should offer the AIC route of acquisition. Additionally, Jason may refer Dr. Davis to the ARM.  **Incorrect Answer Feedback**  **That is not quite right.**  You cannot direct anyone in Dr. Davis’s office to guide a patient to a specific AIC. You can share the approved AIC resources such as the “AIC locator tool”.  The Alternate Injection Center may be a good option for Dr. Davis. He can refer the patient to an AIC who handles the acquisition, administration, and reimbursement for all services.  Jason can also probe to determine if Dr. Davis's practice has experience coordinating care with AICs that are stand alone or part of their healthcare system.  ---  UPON SUCCESSFUL ATTEMPT    That was a fantastic attempt!  You just revealed another Conversation Navigation Star!   |  | | --- | | #3/5 |   Now that Jason has clarified to Dr. Davis on how his office may acquire VITALMED through a Specialty Pharmacy option, let’s see how the conversation progresses.  Select CONTINUE to proceed.  ---    ---  UPON UNSUCCESSFUL ATTEMPT  It looks like you didn’t collect the Conversation Navigation Star on this occasion.  Don’t worry, you still have a shot at capturing a few more in this section.  Now that Jason has clarified to Dr. Davis on how his office may acquire VITALMED through a Specialty Pharmacy option, let’s see how the conversation progresses.  Select CONTINUE to proceed.  ---    --- |
| Okay, thank you for taking me through the Specialty Pharmacy option again.  Can you please remind me about the AIC option?      If you were Jason, how would you reply to Dr Davis’s question?  ---    --- |
| **Select the best response that Jason can offer in this situation and select SUBMIT.**  AIC might also be a good option for you.  This option is available if your office considers referring a patient to another site of care for COSENTYX administration. Through this option, the AIC takes responsibility for the logistics surrounding product acquisition and purchasing, storage, administration, and the reimbursement of all services.  While all patients may be eligible for referral to an AIC, it’s important to note that some payers may restrict the site of care where a patient can receive VITALMED, for example, at a Hospital Out-Patient Department. In such instances, the patient may be responsible for all costs associated with the service, including the cost of the product.  If your office is affiliated with a health system, it is important that you consult and understand your organization's policies & procedures prior to initiating an AIC referral.  One alternative is to refer your patients to us, and we can redirect them to an Alternate Injection Center or AIC. This will ease several burdens on you, including the product acquisition, storage, and administering while allowing you to focus on managing the patients’ rheumatological issues. It is a more patient-centric approach. It is important that you remember to consult and understand your practice’s policies and procedures before initiating this referral process.  ---  SUBMIT  ---  **Correct Answer Feedback**  **Well done! This was the correct choice.**  Jason explained to Dr. Davis that an AIC may be a viable option for his patient but reminded him that some payers may restrict the sites where a patient can receive VITALMED, and if his office is affiliated with a health system, that he should consult his office’s policies & procedures prior to initiating an AIC referral.  Jason can also probe to determine if Dr. Davis’s practice has experience coordinating care with AICs that are stand alone or part of their healthcare system.  **Incorrect Answer Feedback**  **That is not quite right.**  You cannot direct anyone in Dr. Davis’s office to guide a patient to a specific AIC. You can share the approved AIC resources such as the “AIC locator tool”.  While the AIC may be a viable option for his patient, Dr. Davis should be reminded that some payers may restrict the sites where a patient can receive VITALMED and if his office is affiliated with a health system, that he should consult his office’s policies & procedures prior to initiating an AIC referral.  Jason can also probe to determine if Dr. Davis’s practice has experience coordinating care with AICs that are stand alone or part of their healthcare system.  ---  UPON SUCCESSFUL ATTEMPT  **AWESOME!**  You just revealed another Conversation Navigation Star!   |  | | --- | | #4/5 |   Is Dr. Davis happy with the solution that Jason offered him? Let’s continue to follow the conversation. Select CONTINUE to proceed.  Select CONTINUE to proceed.  ---    ---  UPON UNSUCCESSFUL ATTEMPT  It looks like you didn’t collect the Conversation Navigation Star on this occasion.  Don’t worry, you still have a shot at capturing a few more in this section.  ---  Is Dr. Davis happy with the solution that Jason offered him? Let’s continue to follow the conversation. Select CONTINUE to proceed.  Select CONTINUE to proceed.  ---    ---   |  |  | | --- | --- | |  | We have used AICs in the past, so I’m familiar with them. Can you tell me where some of the closest AICs are located that administer VITALMED? It’ll be easier to refer them if I can point out specific ones. | | If you were Jason, how would you reply to Dr Davis’s question? | | | ---    --- | |   What is the best response that Jason can offer in this situation? Select the one that is TRUE.   |  |  | | --- | --- | | *Of course, Dr. Davis! I’d be happy to show you closest and most convenient AICs for your patients.* | *I can appreciate your desire for your patient to receive VITALMED at the most convenient AIC. If you would like to learn about referring your patients to an AIC, please go to the AIC locator tool at “VITALMED Locator Website/Tool.com” which can help you locate an AIC that is most convenient for your patients.* |   ---  SUBMIT  ---  **Correct Answer Feedback**  **Well done!**  You directed Dr. Davis to *VITALMED-Locator-Tool.com*, which has the relevant information about the product and the AIC Locator tool.  If you, as a Sales Associate, direct a patient(s) to a specific AIC location, it can be interpreted as an attempt to help that AIC build their business. This is certainly a noncompliant activity.  ---  **Incorrect Answer Feedback**  That is not quite right. You cannot direct Dr. Rendell or his office staff to the nearest AIC.  If you, as a Sales Associate, direct a patient(s) to a specific AIC location, it can be interpreted as an attempt to help that AIC build their business. This is certainly a noncompliant activity.  Jason should encourage them to access VITALMED-Access.com, which has the relevant information about the product and the AIC Locator tool.  ---    ---  UPON SUCCESSFUL ATTEMPT  **MARVELOUS!**  You just collected the last Navigation Star for this section!   |  | | --- | | #5/5 |   Is Dr. Davis satisfied with how the conversation went?  Select CONTINUE to find out.  ---    ---  UPON UNSUCCESSFUL ATTEMPT  It looks like you didn’t collect the Conversation Navigation Star on this occasion.  Don’t worry, you still have a shot at capturing a few more in this section.  Is Dr. Davis satisfied with how the conversation went?  Select CONTINUE to find out.  ---    --- |
| Oh, that sounds useful. Thanks, Jason. I am looking forward to starting my patient on VITALMED.  Great! Please let me know if you have any other questions going forward. I’ll be happy to help, Dr. Davis.  If you would like to speak to your Area Reimbursement Manager (Name), about these options, I can help make that introduction.    ---    --- |
| CONGRATULATIONS for successfully completing this section and earning your corresponding Conversation Navigator Tool:   |  | | --- | | The Compass!  Compass Svg Png Icon Free Download (#475196) - OnlineWebFonts.COM  *Pointing customers in the right direction.* |   Select CONTINUE to return to the main page and meet the next physician.  ---    --- |