WakeMed named Healthy Employer

For the fifth year in a row, WakeMed was recognized as part of the Triangle Business Journal’s annual Healthiest Employers of the Triangle awards. The annual awards recognize companies that commit to enhancing the health and wellness of their employees. WakeMed was one of 25 businesses chosen – and was the only health system in the group.

WakeMed believes that our commitment to our community begins right here – with the WakeMed family. As a result, employees have access to a number of wellness benefits, including WakeWell rewards, our annual employee wellness incentive program, numerous wellness features within our benefits plan, including 3D mammogram coverage, no co-pay for dietitian counseling and step therapy tobacco cessation medications. Employees can also enjoy walking routes at all three hospitals, on-site farmers markets, reduced membership fees at Healthworks, WakeWell meals in the cafeterias and healthy options in vending machines. Have ideas about how we can improve our wellness offerings? Send them to wakewell@wakemed.org.

Pictured above: WakeMed’s annual Well-Being Fair is an opportunity to learn about the many services and resources available to employees to help improve your health, wellness and work-life balance. Mark your calendar! The 2019 Well-Being Fairs will be January 17 (Raleigh Campus), January 29 (North Hospital) and February 13 (Cary Hospital).

Susan James Receives TBJ C-Suite Award

Susan James, JD, vice president & Chief Legal Officer, was recognized by the Triangle Business Journal in their second annual C-Suite Awards. The awards program recognizes outstanding ‘C-level’ executives for their contributions to the Triangle community. James joined WakeMed in 2015 and leads our Legal Affairs team, which is responsible for all legal matters affecting the system, including legal advice to leadership, physicians and staff, retaining and overseeing outside counsel on selected matters, and directing legal compliance activities.

WakeMed Welcomes New Pharmacy Residency Program

As part of our commitment to training the next generation of health care leaders, WakeMed implemented general practice and specialty Pharmacy Residency Programs starting in 2010. This year, we are pleased to welcome a new second year residency program, focusing on Infectious Diseases. The program, whose first year will be funded fully by the WakeMed Foundation, is one of the many ways WakeMed is working to combat hospital-acquired infections – particularly Clostridium difficile (C. diff).

The new pharmacy resident will be an important member of our Antibiotic Stewardship Program, which also includes an infectious diseases physician and infectious diseases pharmacist. The goal of the Antibiotic Stewardship Program is to optimize and reduce the use of antibiotics, which is a risk factor in developing C. diff. The pharmacists on the team are responsible for reviewing the antibiotic regimens for all inpatients and leading interdisciplinary rounding on high-risk patients.

“WakeMed has seen success as a result of our antibiotic stewardship program for several years, but as our system grows, we recognized the need to expand this resource,” commented Abbie Williamson, PharmD, director (Pharmacy Services). “The new pharmacy residency program will expand our infection prevention efforts, while allowing us to help train future leaders in antimicrobial stewardship to create a healthy community in North Carolina and Wake County.”

Above: Shaily Dash is the Infectious Diseases Pharmacy resident for 2018-2019, the inaugural year of the program.

WakeMed Receives ATD BEST Award

WakeMed has been selected as a 2018 ATD BEST Award winner, marking the sixth time we have received this award. Established in 2003, the BEST Awards Winners’ Circle includes private, public, and not-for-profit organizations from around the world. The program is the training industry’s most rigorous and coveted recognition and recognizes organizations that use talent development as a strategic business tool to get results.

WakeMed was recognized for our comprehensive efforts to enhance communication among patients, families, and all health care providers through the Communications in Healthcare initiative. With the support of the Board of Directors and executive and physician leadership, over the past two years, WakeMed has implemented a unique learner-centered program using a peer-to-peer teaching model. “Our employees are our most valuable asset, and we continue to make it a priority to provide new and innovative options for learning and education in meaningful ways,” commented Jeannene Martin, senior vice president, Human Resources. “This award is a tribute to these efforts and I’m proud of everyone who made this recognition possible.”

Hand Hygiene – Did YOU Know?

- 80 percent of all infectious diseases are transmitted by touch.
- The CDC reports that on average, healthcare providers clean their hands less than half of the times they should.
- Wash your hands for at least 15 seconds, not specifically 15 seconds.
- Soap and water remove germs from hands, but they cannot kill germs. Soap and water work by removing microbes from your hands.
- Alcohol-based hand sanitizer kills most, but not all, bacteria and viruses on contact.
- Make sure to use enough alcohol-based hand sanitizer to cover all surfaces of your hands and rub until dry. Hands should stay wet for approximately 20 seconds if you use the correct amount of sanitizer.
- Hand sanitizer is not effective against Clostridium difficile (C. diff.), a common health care-associated infection. Always use gloves when caring for patients with C. diff. and wash your hands with soap and water after touching potentially contaminated surfaces.
- Using alcohol-based hand sanitizer does NOT cause antibiotic resistance.
- Wet hands are more likely to spread germs than dry ones.
LEADER STANDARD WORK

WakeMed’s leadership team will be spending more time out on the genba (patient care areas and other spaces where work is being done) as we expand on our commitment to the Wake Way 2 Excellence key principles with Leader Standard Work that are of our continuing journey being a top 10 hospital, Leader Standard Work builds upon our Behaviors and Tenets by implementing new tools, and reinforcing best-practices already in use, to improve the patient and family’s experience of care, as well as our processes, communications, and our environment.

One of the many elements of Leader Standard Work, which defines expectations for all leaders (manager and above), is to spend time talking, observing and learning from patients, visitors and staff. Leader Standard Work will build on existing evidenced-based practices – including Communication in Healthcare, AIDET, unit-based huddles, physician & nurse manager partnerships and more. “Leader Standard Work brings together the good work being done throughout the system and enhances it with tools that are efficient and effective for all of our leaders to use regularly. The goal is to increase the time leaders spend on units and work spaces interacting with our patients, families and team members to help improve the patient experience and engage and empower our patient care teams,” commented Cindy Bolly, MSN, RN, chief nursing officer. One component of this work is a project that began a several weeks ago where our nurse leaders spend a few minutes with each admitted patient every day – the program is already having a positive impact time leaders spend on units and work spaces interacting with our patients, families and team members to help improve the patient experience and engage and empower our patient care teams,” commented Cindy Bolly, MSN, RN, chief nursing officer. One component of this work is a project that began a several weeks ago where our nurse leaders spend a few minutes with each admitted patient every day – the program is already having a positive impact.

As this work continues, you will notice our leadership team spending more time on the genba. Please take the opportunity to talk with leaders and share your thoughts and feedback. “We appreciate the opportunity to hear from all our staff members who are doing the powerful work of making WakeMed the exceptional health system it is. We want to learn what we are doing well, to their destination.”

Five Key Practices that Make a Difference

As part of Leader Standard Work, WakeMed’s leadership team has incorporated five servant behaviors into their daily work – and we challenge you to do the same! These are easy-to-remember ways to exhibit the Wake Way to all:

- Be Present: Avoid multi-tasking, put away cell phones and computers, be in the moment with those you interact with.
- 10/5 Rule: Give a “Wake Way welcome” – smile and make eye contact within 10 feet; greet people at 5 feet in a manner you are comfortable with.
- Escort Individuals: When helping someone find a location, walk with them to their destination.
- Owner vs. Rentee: Take the extra step to leave things better than you found them (pick up trash, answer a ringing call bell, wipe up a spill, etc.)
- Start with a Win: Start meetings with a chance to share what is going well, something you are proud of, or a positive patient or team member interaction.

Rounding and these five key behaviors are just two elements of the evidenced-based practices that are part of Leader Standard Work, which led system-wide by an Executive Steering Committee that includes representatives from each enterprise and numerous clinical and support departments. The Executive Steering Committee is tasked with setting the course for the next phase of Leader Standard Work impacting the experience and engagement of our patients and families. Stay tuned for more information and updates from this team as work progresses.

The Epic electronic medical record system will be upgraded to the 2018 version on Sunday, December 9. The upgrade brings with it several new features and advanced functionality. Details about the transition timeline will be shared as we get closer to the upgrade date.

Some of the new features and tools available in the 2018 upgrade include:

Sexual Orientation and Gender Identity (SOGI)

- SOGI Data: The SOGI patient information is being integrated into the patient medical record to capture more complete patient information.
- Preferred Name: Preferred name will be easier to enter, find and use for patients in most settings. Please note, the patient’s legal name (not preferred) and date of birth will continue to be patient identifiers per WakeMed policy.
- MyChart: SOGI questions will be integrated into MyChart so patients can complete those questionnaires in advance to get more accurate information.

Emergency Department

- ED Clinical Scoring Tools: Clinicians will have access to 12 standard clinical calculator systems such as NIH, Heart score, CHADS2, LRINEC. This will allow for improved reporting, and the ability to pull scores into a variety of notes.
- Discharge Smart Sets for Providers: The Smart Sets allow physicians to finish disposition documentation with just a few clicks.
- Provider Required Documentation Track Board: ED clinicians can easily complete all their outstanding charting tasks with the new “Finish Up Fast” activity.

Imaging

- Pre-ChARTing for Hospital Outpatient Department (HOD) Visits: Clinicians can document for HOD visits, which is the same feature that allows clinicians to document in an appointment before the patient arrives.
- Enter External Ordering Providers in Transcribing Workflows: Users can select an ordering provider who only has a provider record (and no user record) without having to build and maintain user records for external providers.
- Real-time Schedule Updates Now Appear on Snapboards: Red delay bars now appear in the Snapboard to indicate when appointments haven’t started on time or are taking longer than scheduled. Start times for later appointments are projected and the appointments shift down in the schedule based on the delays.
- External Result Report Makeover: New, more visually pleasing report for external providers.

Clinical Documentation

- Documentation of Lines and Airways: Clinicians can visualize where lines, drains, airways and wounds are on the body using an avatar in patient reports.
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Ambulatory

- Wide Screens: Nurses and medical assistants will have the same widescreen view as physicians.
- Happy Together Labs: Clinicians can view lab results from other organizations under the lab tab in chart review, and the results can be automatically be reconciled and trended with the internal lab results.

Feeling under the weather? We can help!

Access RelyMD for Free in November

WakeMed provides employees on the WakeMed medical plan and their covered dependents with 24/7 access to RelyMD, a telemedicine provider, for just $15 per visit*. As a special feature, during the month of November, all visits for medical plan members are free! Whether you need immediate access to health care from home or on the go, RelyMD providers are ready to help. RelyMD is staffed by Wake Emergency Physicians, PA – the same providers you know and trust within WakeMed emergency departments.

To register, visit relymd.com/wakemed. To receive the special discounted rate, be sure to enter Group ID: WAKEMED when registering. This service is available in addition to existing telemedicine care available at WakeMed Physician Practices – Employee Health & Wellness.

* Available for all others for $50 per visit.
This fall was a busy season for WakeMed. With numerous community events throughout Wake County, we had the opportunity to make an impact on the health and well-being of hundreds of community members. Thanks to all of our staff volunteers who made these outreach efforts so successful!

WakeMed Rehab embraced the opportunity to host two new events at the Raleigh Campus. First, the Rehab Reunion, held in September, gave patients a chance to reconnect with caregivers and learn about opportunities to continue their journey to health. In October, WakeMed Rehab launched Ready, Steady, Go! a community-wide initiative to prevent first and future falls among the elderly. Participants enjoyed assessments by WakeMed therapists, pharmacists, dietitians and neuropsychologists.

North Hospital welcomed hundreds of community members in early October for the annual Ladies Day event and – for the first time at that facility – Men’s Health Night. These events provide an opportunity for the community to hear from our medical experts, participate in health screenings and browse health education tables.

In Cary, WakeMed continued our presence at the annual SAS Championship tournament in October. WakeMed offered first aid support and provided blood pressure checks, flu shots, and games and activities in the Health Zone throughout the tournament. The New Bern Avenue Corridor Alliance held a Clean Sweep and Health event on September 22. Over 50 people participated in the litter pick up and WakeMed provided free health screenings and flu shots on the Health Lives Here vehicle.

Catch a Falling Star Award

Six WakeMed departments went the entire fiscal year 18 without a fall! Congratulations to these teams and thank you for all you do to promote patient safety. You are truly Chasing Zero and we are proud of your accomplishments:

- Mother-Baby – Raleigh Campus
- CICU
- NICU
- PICU
- Children’s Emergency Department
- STICU
- Post-Procedure Care
- Neuro Critical Care Unit
- Emergency Department – Brier Creek
- Brier Creek
- Chest Pain Unit – Cary Hospital
- ICU – Cary Hospital
- 2West CVC – Cary Hospital
- Imaging – Cary Hospital
- Women’s Pavilion & Birthplace – Cary Hospital
- Mother-Baby – North Hospital
- Special Care Nursery – North Carolina Hospital
- Imaging – North Hospital

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New Services at Cary & North Hospitals

Cary Hospital Now Receiving Trauma Patients

Cary Hospital recently began receiving patients meeting trauma criteria from EMS agencies as their next step in achieving designation as a Level III Trauma Center. With these patients now coming to Cary Hospital, there is a trauma surgeon on call and an advanced practice provider in the hospital 24/7. Staff, patients and visitors will hear overhead announcements when a trauma patient is due to arrive in the ED. This designation will allow WakeMed to better serve the emergency/trauma care needs of our community.

OB Emergency Departments Open at Cary & North

This October, the Women’s Pavilion & Birthplace at both Cary Hospital and North Hospital proudly opened new OB Emergency Departments (OB-ED), which are dedicated areas within the emergency department designed exclusively for treating pregnant women. This new service helps ensure expectant mothers with a gestational age of 20 weeks or more receive timely, specialized care in a dedicated OB environment. Both feature dedicated staff and physicians contracted to provide coverage 24 hours a day, seven days a week. The Raleigh Campus OB-ED opened earlier this spring, so we are pleased to now offer this service at all three birthing hospitals!

WHAT’S HAPPENING AT WAKEMED

Jeremy Winingter, NP, (Pulmonary & Critical Care Medicine) was the recipient of Transitions LifeCare’s first inpatient “Champion of Palliative Care” award. He was recognized in September by the palliative care team at WakeMed for his proactive, collaborative and compassionate relationship with the inpatient palliative care team. “Jeremy always consults palliative care early on in admission when he sees the need and this results in better outcomes for patients and families,” commented Leah Rosen, LCSW, (Case Management), palliative care social work manager. Thank you, Jeremy, for being a champion in our community for palliative medicine!

Vikas Pathak, MD, (Pulmonary & Critical Care Medicine) and Campbell University School of Osteopathic Medicine students Andrew Austin and Christine Zhou presented research at the annual CHEST (American College of Chest Physicians) meeting in San Antonio, Texas and won the outstanding poster award. CHEST is the annual meeting of all the pulmonary/critical care and sleep medicine physician from North America.

Veta Hamm, PT, and Susan Gates, PT, were the winners for the Physical Therapy pumpkin decorating contest as part of the team’s Physical Therapy Month Celebrations!

In September, WakeMed welcomed back retired physician Frederick Burroughs, MD, FCP, who signed copies of his book, Sharing My Journey to a Career in Medicine in a Transitioning South. Burroughs was Wake County’s first board-eligible African-American pediatrician who served many patients with distinction at WakeMed throughout his career.

Welcome New Physicians

Pooja Apte, MD, General Surgery
Ann Chung, MD, Hospitalists
Paul Enochs, MD, WakeMed Barunara Specialists of NC
Sheree Givere, MD, WakeMed Urgent Care
Tyler Gonzalez, MD, Wake Orthopaedics
Jason Ho, MD, Pediatric Cardiology

Owais Jeelani, MD, Hospitalists
Jeff Kantor, MD, Pediatric Gastroenterology
Kevin Kinlaw, MD, Hospitalists
G. Aman Luther, MD, Wake Orthopaedics
Jace Paszkoziak, MD, Vascular Surgery
Lynn Rebello, MD, Pediatrics

Welcome New Advanced Practice Providers

Patrick Finn, NP, Wake Orthopaedics
Sarah Mastronardi, PA, Surgery/Trauma
Stacey Allred, NP, Surgery/Trauma
Erin Mulder, NP, Neonatology
Melissa Oliver, PA, Heart & Vascular Services
Ronald Romaneli, PA, Wake Orthopaedics
Dorothy Swanson, PA, Surgery

New Practices Now Open!

ENT – Head & Neck Surgery – Apex
120 Healthplex Way, Suite 302
Apex, NC 27502
919-350-7856

Providers:
• Nathan Colloway, MD
• Gita Fleischman, MD
• Stuart Ginn, MD

Pediatric Cardiology
North Hospital – Physicians Office
Pavilion
10010 Falls of Neuse Road, Suite 204
919-235-6422

Providers:
• Jason Ho, MD
• Blair Robinson, MD
• Jennifer Whitham, MD

NEWS FROM WAKEMED PHYSICIAN PRACTICES
Katie Demner, RN, (Emergency Department – Raleigh Campus) was concerned about discharging a patient who did not seem ready to go home alone. She expressed her concerns and Case Management was engaged. After calling the patient’s emergency contact, it was discovered the patient was a Silver Alert – the patient’s sister was so happy to hear the patient was okay and the Silver Alert was cancelled.

Sarah Billings (Physical Therapy) was asked to evaluate patient for discharge who was admitted with AAMS, diaphoresis and pain two weeks after back surgery. Upon evaluation, the patient demonstrated significant weakness, impaired sensation and consistent dizziness – none of which had been present previously. The physical therapist conducted additional testing and consulted Jennifer Deane (Physical Therapy) to conduct vestibular testing and get a second opinion regarding mobility presentation. Jennifer evaluated and did not see any central or peripheral vestibular findings and agreed with Sarah that the patient’s deficits were cause for concern. They then shared their concerns with the hospitalist, who consulted neurology and performed an MRI and microembolic testing as well as a CT. The patient was found to have retroperitoneal hematoma with evidence of active bleeding and was transferred to ICU.

Christa Willerson (Imaging – Raleigh Campus) was working with a patient who had come through the Emergency Department when she made her good catch. The patient had a history of abdominal pain and a gallbladder ultrasound was ordered. The patient had told the physician that she had never had surgery, but Willerson noticed four scars on her abdomen. The patient then explained that she had had a gallbladder “procedure” previously, and Willerson discovered that the patient had already had the gallbladder removed, sparing her an unnecessary test.

Please forgive us! Last month, we published a Good Catch that listed the recipient as Michelle White (2 East Medicine – Cary Hospital) when Michele White (Emergency Department – North Hospital), pictured left, should have been recognized. Michele and Michelle, please accept our apologies for the error and any confusion it may have caused.

Laura Goedeker Joins WakeMed as Director of Managed Care

In August, WakeMed welcomed Laura Goedeker as director of managed care. She brings with her nearly 20 years of experience optimizing relationships between health insurance companies and medical providers. She has worked in both the payer and provider environments, most recently as a Corporate Director of Managed Care Contracting at Allegheny Health Network in Pennsylvania. She holds a degree in health administration.

Amanda Thompson Named Director, Heart & Vascular Services

Heart & Vascular Services recently welcomed new director Amanda Thompson, MHA, BSN, RN. Thompson joined WakeMed from Atrium Health (formerly Carolinas Healthcare System), where she worked for over 30 years. Her experience has been in nursing leadership, adult critical care cardiac services, invasive and non-invasive services, quality programs and project planning/management. In her new role, she will have operational oversight for CTICU, CICU, 2B, CV Testing, EP and Cath Lab, as well as the Heart Failure, AMI/Chest Pain and Stroke programs. Thompson holds a bachelor’s in nursing from UNC – Charlotte and a master’s in health administration from Pfeiffer University.

Crystal O’Neal Promoted to Director, Respiratory Care Services – Raleigh Campus

After serving as the interim director for several months, Crystal O’Neal MHA, has been named director of Respiratory Care Services for Raleigh Campus. O’Neal has 17 years of experience as a respiratory therapist and has held several positions within the department since joining WakeMed in 2004. Her extensive background in neonate, adult critical care, pediatric care and neonate cardiopulmonary diseases has prepared her to lead as well as bring innovations to our service here at WakeMed.

A WakeMed Response to Hurricane Conditions

When Hurricane Florence swept through North Carolina, the WakeMed family stepped up to respond – in service, donations and time. Many employees worked through the storm, spending additional hours and several days at our facilities to ensure that patient care was uninterrupted. In advance of the storm, The Blood Connection hosted an emergency blood drive in the Raleigh Campus Courtyard. With just a few hours of notice, the WakeMed family stepped up to meet this need. Nearly 100 people registered, and 82 pints of blood were collected.

As the storm moved through, CapKAC teams were activated by North Carolina Office of Emergency Medical Services and were responsible for the logistics and onsite management of a state medical support shelter in Goldsboro. Teams of SMAT-800 and Capital MRC volunteers worked in the CapKAC warehouse to prepare the various response trailers for deployment and Capital MRC members traveled to Goldsboro where they spent several days caring for patients and community members.

Following the storm, WakeMed hosted a food and supplies drive to benefit the Food Bank of Central & Eastern North Carolina. Thanks to your generous donations, over 60 boxes of food were delivered to the food bank in early October. Thanks also to All American Relocation & Storage for partnering with us in this effort!

Dialing in an Upgrade

Upgrades Continue Throughout the System

Information Services is in the process of replacing the existing phone system with an enterprise Unified Communications system. The new phone system offers enhanced voice services and provides backup in the event of a primary outage or disaster. In addition to improvements this upgrade makes to the hardware and software in our communications system, the phones have a few new features that have gotten rave reviews:

• The ability to receive voicemails by email, delivered as a sound file.
• The new voicemail extension is 05000.
• The replacement may take approximately 15 minutes per phone.

Wake Heart and Vascular Practices – Will be upgraded together later in the schedule to maintain the

Upgrade Schedule

Many locations throughout the system were upgraded in the spring and summer. The following locations are scheduled to be upgraded in the coming months:

• Andrews Center physician practices: October through November
• North Hospital: November
• Cary Hospital: November through December
• Raleigh Campus: Beginning in January
• Wake Heart and Vascular Practices: Will be upgraded together later in the schedule to maintain the

Quick Tips: Prepare for Upgrade

• Leave your office door unlocked so your phone can be accessed quickly.
• Information Services recommends that you clean out your voicemail box prior to the upgrade.
• The replacement may take approximately 15 minutes per phone.
• Allow time to setup your voicemail on the new phone.
• The new voicemail extension is 05000.
• Previously received voicemails are still available via voicemail at 03000
• If upgrade takes place after hours, a staff member will be on hand the following day for assistance.
• If you currently use a headset, instructions will be provided for reconnecting to the new phone.
GET YOUR FLU VACCINE!

Flu vaccines are still available free of charge to all WakeMed employees, medical staff members and volunteers. This year, we are offering vaccines that are egg-free and preservative free. We are not offering flu-mist.

Any employee who fails to receive a flu vaccine, renew a previously approved exemption, or obtain a new exemption from Occupational Health by 4 pm on November 9 will be ineligible to work at any WakeMed facility and employment will be terminated. Medical Staff members who do not comply will have privileges suspended.

Remember, to qualify for any potential WakeShare Payout next year, you must meet all Occupational Health requirements by their original due date. For more information, contact Occupational Health at ext. 07370 (Raleigh Campus), ext. 01685 (North Hospital), or ext. 02631 (Cary Hospital) by 4 pm on November 9 will be ineligible to work at any WakeMed facility and employment will be terminated. Medical Staff members who do not comply will have privileges suspended.

To help you plan ahead, this calendar lists upcoming system-wide events, training classes and community events. For details and fee information, visit the WakeMedWeb. Send calendar submissions to Public Relations or email microscope@wakemed.org.