

Yale Practice

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EYE DOCS IMPLANT BIONIC CORNEA

Shachar Tauber, MD, Assistant Professor and Section Director Corneal & Refractive Surgery and **Ali Khodadoust, MD**, Clinical Professor from the Yale Eye Center, are two of the first surgeons in the world to implant the AlphaCor artificial cornea to aid vision impaired patients.



Shachar Tauber, MD



Ali Khodadoust, MD

The artificial cornea is designed to replace a diseased or damaged cornea or failed human graft. Its dimensions, flexibility and optics allow it to be implanted, and to perform in a similar manner to a donor corneal graft. "For more than 200 years scientists have attempted to make an artificial cornea out of rigid materials. It is extremely gratifying to be practicing at a time when researchers in Australia explored the use of soft and flexible hydrogel polymer and developed this wonderful new procedure," said Tauber.

The biocompatible polymer negates the need for the immunosuppressant therapies usually required with human donor tissue. The artificial cornea looks like a clear donor corneal graft with a visible spongy rim. The patient's own cells grow into this outer rim and hold it in place, allowing the eye to function normally. The surgery needed to implant it is relatively non-invasive.

Four years of extensive clinical trials in humans and thirteen years of research have shown this artificial cornea has the ability to

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CENTRAL REGISTRATION KEY TO PATIENT SATISFACTION

"You're all set, you will be seen shortly," is music to most patients' ears when they arrive at the front desk for their appointment. Sometimes though, patients have to go through the registration process at the time of the visit because it has not been done in advance. For the anxious patient, registration at the time of the visit creates stress and possible delays. From the business perspective, obtaining accurate billing information through advanced registration is the key to optimal collections. It's win-win for patients, faculty and staff. At YMG, this high level of customer service is initiated by departmental schedulers and completed by the staff of Central Registration, a division of Patient Financial Services.

Central Registration, the cornerstone of the IDX enterprise management implementation, is managed by **Ouida Haynes**, Supervisor of Central Registration, and driven by the ultimate goal of maximizing patient satisfaction. High patient satisfaction translates into improved revenues, enhances patients' relationship with YMG, and fosters patient-driven referrals to the practice.



Mary Sylvestre, Ouida Haynes

Patients are transferred to Central Registration at the time of appointment scheduling or Registrars contact patients one to three weeks ahead of an appointment to pre-register. This includes new and returning patients. If the patient still arrives without completing registration, there are 'hot phones' within patient care areas with direct dial access to Central Registration so that the registration process can be completed.

Haynes explained: "The cornerstone of Registration's effective communication

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TWO GI DOCS ON VERY SHORT LIST OF EXPERTS

Yale Digestive Diseases is pleased to introduce the Yale Interventional Endoscopy Program (YIEP) and to welcome two new faculty: **Priya A. Jamidar**,



Priya A. Jamidar, MD



Harry Aslanian, MD

MD, Assistant Professor and Director, Interventional Endoscopy Program, and **Harry Aslanian, MD**, Assistant Professor and Director, Advanced Endoscopy Training Program. The YIEP brings together endoscopic ultrasound and a minimally invasive approach to diagnosis and therapy for diseases of the pancreas and intra-abdominal organs. This combination positions the program as one of a few in the northeast that has this expertise.

Jamidar received his medical training at Queen's University, Belfast, Ireland,

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YMG ART PLACE OPENING MAY 13th

The ninth in a series of exhibits for the Yale Medical Group Art Place will take place on Thursday, May 13, 2004. Artists from the university, medical center and outside community are invited to submit a portfolio of work for evaluation, between 12–15 prints, slides or the actual works, between the dates of **March 15–19th, 2004**. For application forms and requirements, contact Linda Borer at 785-5144 or linda.borer@yale.edu, or Lorraine Roseman at 785-6763 or lorraine.roseman@yale.edu.



EYE DOCS IMPLANT BIONIC CORNEA (CONTINUED)

improve sight substantially in patients who are unlikely to have success from a traditional human donor transplant, or who do not have access to donor tissue. There are up to ten million people suffering corneal blindness in the world. “Only an estimated 100,000 corneal transplants are performed each year worldwide due to the lack of access to donor tissue, which has been described as an international public health crisis. We anticipate many more individuals will qualify for this innovative procedure. It is very exciting,” commented Khodadoust.

For more information on this new procedure, you may contact Dr. Tauber at shachar.tauber@yale.edu or Dr. Khodadoust at cteyecare@aol.com or (203) 785-2020.

CENTRAL REGISTRATION KEY TO PATIENT SATISFACTION (CONTINUED)

is courtesy and professionalism. These principles are detailed in the step-wise approach to training and demonstrated within every interaction on the phone. Staff are trained to respect the patient’s dignity and address concerns promptly.” As part of Registration’s quality assurance program, Haynes monitors telephone calls and supports each staff member to ensure consistency and accuracy. Feedback and monitoring mechanisms exist for all registration processes with the goal of capturing accurate and complete data.

The multi-tiered processes support the principle that consistent standards throughout the practice ensures data integrity. The end result of this behind-the-scenes function is 80% of patients are pre-registered with complete and accurate billing information. The 20% that are post-registered include inpatient consults, pathology specimen patients and the pediatric emergency room.

For comments or questions you may contact Ouida Haynes at 785-4247 or ouida.haynes@yale.edu.

TWO GI DOCS ON VERY SHORT LIST OF EXPERTS (CONTINUED)

and completed his Internal Medicine residency at the University of Connecticut Medical Center. He completed his fellowship in Gastroenterology at the University of California at Los Angeles Medical School, and completed a fellowship in biliary endoscopy at the Indiana University Medical Center. He is board certified in internal medicine and gastroenterology. He served as the former Director of Pancreaticobiliary Endoscopy at UCLA Medical Center. Jamidar has extensive experience performing endoscopic retrograde cholangiopancreatography (ERCP); sphincter of oddi manometry (SOM); endoscopic sphincterotomy, (including minor papilla, precut and pancreatic duct); biliary and pancreatic stent insertions; stricture dilations, and common bile duct stone extractions.

Aslanian attended the Brown University School of Medicine, followed by a residency in Internal Medicine at The Mayo Clinic. Subsequently he trained in gastroenterology

and completed an advanced endoscopy fellowship at Yale School of Medicine. He is board certified in Internal Medicine. He has particular expertise in endoscopic ultrasound with fine needle aspiration (EUS/FNA), celiac plexus block, esophageal and colonic stents, treatment of GI bleeding disorders with the argon plasma coagulator (APC) and therapeutic endoscopic retrograde cholangiopancreatography (ERCP).

Jamidar and Aslanian plan to further develop the tertiary referral program for diagnostic and therapeutic ERCP. They will work closely with referring physicians for consultation and management options, and welcome direct communication via their beepers. Jamidar can be paged at 203-370-3698 and Aslanian at 860-588-0729.

Please join us in welcoming Dr. Jamidar at priya.jamidar@yale.edu and Dr. Aslanian at harry.aslanian@yale.edu or office 785-6228 for both.

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