

YALE PHYSICIANS NAMED AMONG THE BEST

Fifty-four Yale physicians were named among the best in the 2000 edition of *How To Find the Best Doctors: New York Metro Area*. The Guide, published by Castle Connolly Medical Ltd., features physicians in communities surrounding New York including New Jersey, Long Island and Westchester and Fairfield counties. Given Yale's role as a major referral center for the region, Yale physicians were recognized in 32 specialties. The list is drawn from nominations from 20,000 physicians, nurses and healthcare providers who were asked: "To whom would you send a family member?" Yale physicians recognized in the 2000 edition are listed here:



Allergy & Immunology
Philip Askenase, M.D.

Anesthesiology
Roberta Hines, M.D.

Cardiovascular Medicine
Michael Cleman, M.D.
Lawrence Cohen, M.D.
Barry Zaret, M.D.

Child & Adolescent Psychiatry
Donald Cohen, M.D.
John Schowalter, M.D.

Dermatology
Jean Bologna, M.D.
Irwin Braverman, M.D.
Richard Edelson, M.D.
Peter Heald, M.D.
David Leffell, M.D.

Diagnostic Radiology
Shirley McCarthy, M.D.

Endocrinology & Metabolism
Gerard Burrow, M.D.

Digestive Diseases
Morris Traube, M.D.

Geriatric Medicine
Mary Tinetti, M.D.

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ART EXHIBIT OPENS SEPTEMBER 22

The opening of the second art exhibit in the Yale Physicians Building Art Place is scheduled for Friday, September 22 from 5:00 p.m. to 7:00 p.m. The exhibit will feature the works of artists from the University and medical center communities including:

Faculty and Staff

James Abrahams, M.D., *Diagnostic Radiology*
Katie Henderson, *Pathology*
Sung Kim, M.D., *Vascular Surgery*
Eleanor Miller, *YSM Administration*
Karen Schnitzer, *Nephrology*
Laura Smith, *Patient Financial Services*
Wayne Southwick, M.D., *Orthopaedics & Rehabilitation*
Barbara Tracy, *School of Law*
Richard White, *Human Resources*
Linda Zucker, *Yale Art Gallery*

Staff Family Members

Maria Bluege
Lucienne Coifman

All faculty and staff are invited to attend the opening. For more information, contact Linda Borer at 785-5144 or linda.borer@yale.edu.

OPHTHALMOLOGY PHONE MAKEOVER IN PROGRESS

Telephones are often the "front door" to Yale's physician practices. This summer, the Department of Ophthalmology and Visual Sciences designed a new telephone system to improve service for patients and referring providers. "We knew that we had to make big improvements to provide the level of access and service expected today," explained Ray Gariano, M.D., Yale ophthalmologist and member of the project team.

At the center of the improvement plan is the installation of a computerized phone system called an automatic call distributor or ACD. According to Marianne Dess-Santoro, Executive Director of PFS, almost all service businesses with large call volume use this technology.

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Laser Vision Correction Approved for Astigmatism and Farsightedness

The capabilities of the Yale Laser Vision Correction Service have been expanded recently to offer laser vision correction for individuals with astigmatism and farsightedness. According to Shachar Tauber, M.D., director of the Corneal and Refractive Surgery Service, the precision of the technology has accelerated in the last two years. "Until recently the technology was limited to treating mild to moderate myopia," Dr. Tauber said. He uses a state-of-the-art excimer laser that produces a cool beam of ultraviolet light to precisely sculpt the cornea.



Shachar Tauber, M.D.

LASIK (laser in situ keratomileusis) or PRK (hyperopic photorefractive keratectomy) can be performed to correct vision for astigmatism and farsightedness. To learn more, contact Dr. Shachar Tauber at 764-6796 or shachar.tauber@yale.edu or visit the Service's web site at <http://info.med.yale.edu/yfp/eyes>.

Gregory Plautz, M.D. joined the Yale Section of Pediatric Hematology and Oncology in July as chief of the section.

He graduated from the Indiana University School of Medicine. He completed his residency in pediatrics at Johns Hopkins Hospital and his fellowship in pediatric hematology and oncology at the University of Michigan. Before joining Yale, he practiced at the University of Michigan and Cleveland Clinic. To contact Dr. Plautz, call 785-4640 or gregory.plautz@yale.edu.



Gregory Plautz, M.D.

Yale Clinical Services Named Best in U.S.

Yale-New Haven Hospital received high rankings in the U.S. News and World Report Annual Guide to America's Best Hospitals in the July 16, 2000 issue. Yale ranked among the top nationwide in 12 of the 17 specialty categories. Congratulations to Yale Faculty Practice physicians in these specialties whose reputation and expertise play a critical part in obtaining this recognition. For a copy of the report, contact Lisa Galella at 785-2140 or lisa.galella@yale.edu.

Category	Northeast* Rank	U.S. Rank
Geriatrics	3	11
Psychiatry	4	7
Respiratory Diseases	4	20
Digestive Diseases	6	16
Gynecology	6	17
Endocrinology	6	26
Nephrology	6	28
Urology	7	34
ENT	8	42
Cancer	9	29
Heart	9	36
Neurology/Neurosurgery	10	44

*Northeast region includes all New England states, NY, NJ and PA.

Ophthalmology Phone Access

(continued)

The Ophthalmology practice will be one of the first in the YFP to transform their phone system with ACDs and group phone coverage.

A multidisciplinary team of ophthalmologists, receptionists, schedulers and representatives from PFS, YFP and Yale Telecommunications met for three months to redesign workflow and telephone processes. The team used the Yale Practice Standards as their guide on service goals. They created scripts and protocols for staff to follow for handling message taking, prescription refill requests, emergencies and appointment scheduling.

When completed, the system will provide functions not available through the traditional phone system. A queue system will handle calls during peak volume periods and reports will identify patterns in call volume by time of day and day of week to guide staffing needs and schedules. For more information contact Sally Thibodeau at 737-1876 or sally.thibodeau@yale.edu or Marianne Dess-Santoro at 785-2140 or marianne.dess-santoro@yale.edu.

YALE PHYSICIANS NAMED AMONG THE BEST (continued)

Gynecologic Oncology

Joseph Chambers, M.D.
Ernest Kohorn, M.D.
Peter Schwartz, M.D.

Hand Surgery

J. Grant Thomson, M.D.

Hematology

Diana Beardsley, M.D.
Thomas Duffy, M.D.
Bernard Forget, M.D.

Infectious Diseases

Vincent Andriole, M.D.
Vincent Quagliarello, M.D.

Internal Medicine

Michelle Barry, M.D.
Ralph Horwitz, M.D.

Maternal and Fetal Medicine

Joshua Copel, M.D.

Medical Genetics

Barbara Pober, M.D.
Margretta Seashore, M.D.

Neurology

Lawrence Brass, M.D.
Jonathan Goldstein, M.D.
Stephen Waxman, M.D.

Occupational Medicine

Mark Cullen, M.D.

Orthopaedic Surgery

Peter Jokl, M.D.

Otolaryngology

John Kveton, M.D.
Clarence Sasaki, M.D.

Pediatric Hematology-Oncology

Diana Beardsley, M.D.
G. Peter Beardsley, M.D.

Pediatric Infectious Diseases

Robert Baltimore, M.D.

Pediatric Surgery

Robert Touloukian, M.D.

Psychiatry - Adult

J. Craig Nelson, M.D.
Albert Solnit, M.D.
Christopher van Dyck, M.D.

Pulmonary Medicine

Jack Elias, M.D.
Lynn Tanoue, M.D.

Rheumatology

Leo Cooney, M.D.
Joseph Craft, M.D.

Sports Medicine

Peter Jokl, M.D.

Surgery (General Surgery)

Dana Andersen, M.D.
Barbara Ward, M.D.

Therapeutic Radiology

Bruce Haffty, M.D.

Thoracic Surgery

John Elefteriades, M.D.

Urology

Kevin Anderson, M.D.
Robert Weiss, M.D. (Pediatric Urology)

Vascular Surgery

Bauer Sumpio, M.D.

YALE FACULTY PRACTICE

300 George Street ▲ Sixth Floor
New Haven, CT 06511
203-785-2140

Editor: DIANA ROGERS

Assistant Editor: LISA GALELLA



Associate Dean for Clinical Affairs:
DAVID J. LEFFELL, M.D.

Medical Director:
STEPHEN RIMAR, M.D.

Executive Director, Patient Financial Services:
MARIANNE DESS-SANTORO

Contributor:
MARIANNE DESS-SANTORO

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