

# T·H·E BRIGHTLOOK

NEWS FOR EMPLOYEES, VOLUNTEERS, PHYSICIANS, CORPORATORS AND BOARD MEMBERS AT NORTHEASTERN VERMONT REGIONAL HOSPITAL

## People



### Dr. Gailyn Thomas, Obstetrician and Gynecologist, Joins NVRH Medical Staff

Gailyn Thomas, MD and Obstetrician and Gynecologist, has joined the Medical Staff at Northeastern Vermont Regional Hospital. Dr. Thomas is joining Dr. Elaine Paul and Dr. Karen Kenny in the Women's Wellness Center.

Thomas received her BA degree from Wesleyan University in 1984. She received her MD from The Medical College of Pennsylvania in 1990, and completed her residency training in Obstetrics and Gynecology at The Reading Hospital and Medical Center in Reading, PA in 1994.

Thomas chose the medical field because she wanted to make a contribution to humanity. Obstetrics and Gynecology combine primary care and surgery, affording a continuity of care and long-standing relationships with patients and their families. She is committed to working in a community hospital, where she enjoys the collaboration with midwives and medical partners. "From my first visit here, I've been impressed with the education and training of the nursing staff at NVRH. That, combined with the fact that it's a fine community hospital with talented colleagues, makes me excited to be here," stated Thomas.

Thomas came to NVRH from Gifford Medical Center in Randolph, VT, where she practiced general obstetrics and gynecology. She has worked as an Assistant Clinical Professor at Hahnemann University in Philadelphia, PA and as a Clinical Instructor at UVM's College of Medicine. She has been the Principal Investigator on numerous research projects regarding women's health, including endometrial cancer and incontinence. Her interests include female incontinence, pelvic prolapse and gynecologic surgery.

Bob Hersey, NVRH CFO, said of Thomas' arrival, "We are delighted to have Dr. Thomas here. Her experience and skills, combined with her love of the profession, make her a great addition to our community, patients and staff."

Thomas has three children Benjamin (15), Isaac (13) and Leah (11). Thomas's hobbies include pottery, and exercising her two Jack Russell terriers, Maizie and Pedro.

To schedule an appointment with Dr. Thomas, call Women's Wellness at 748-7300.



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**The BrightLook** is a monthly publication for NVRH employees, volunteers, physicians, corporators and board members.

Our next deadline is November 30, 2010 for the December issue. Please contact Hilary De Carlo at ext. 7303 if you have an article or picture(s) to submit.



Care Managers Gary Osborn, Julia Roslund and Pam Brink celebrate National Case Management Week, October 10-16, 2010. The week is an opportunity to recognize the dedication, compassion, and patient-care outcomes achieved by hospital care managers. These three individuals certainly play a vital role on behalf of NVRH's patients.

**One Passion ... One Goal ... Many Talents**  
 Case Management Is the Critical Connection to Optimal Health Care  
 Celebrate National Case Management Week, October 10 - 16, 2010

October 10-16, 2010



# All In The Family

In February, when Kim Roy and her partner Daniel Coates Jr., found out they were having twins, they were very excited, but nervous as well. Kim wanted to do everything possible to keep her babies healthy in utero, especially as a diabetic. Her obstetrician, Dr. Karen Kenny laid out an eating plan for her and Kim stuck to it completely; she NEVER cheated. She ate fruits, vegetables and meat, did arm curls with cans of vegetables, and walked almost every day, up to an hour. One of Kim's favorite meals is pizza, so sticking to the eating plan was no small feat.

Kim and Danny sincerely wanted their babies delivered at NVRH, surrounded by family, friends and the providers they knew and respected. Still, Kim was considered high risk, so there was always the possibility that the NVRH delivery wouldn't happen. But, her vigilance was catching; she checked her blood sugar religiously and her family ate the way she ate, never bringing anything tempting into the mix. As Theresa Dingman (Environmental Services), Kim's mother said to me, "we all lost weight"! Kim lost weight in the beginning of her pregnancy, and by the time the boys were born, she weighed less than when she got pregnant. Tina McCue (Women's Wellness), Kim's aunt, has always adored Kim and was/is there for her every step of the way. According to Kim, "I always felt complete support when I went for my check-ups at Women's Wellness; everyone was wonderful".

Her due date was October 17, and she delivered two healthy boys vaginally on September 20, at 36 weeks; Noah was born at 8:01 pm (6.7 lbs), and Isaac at 8:12 (5.12 lbs). Isaac is fair haired, and Noah has dark hair. From the minute they were born, they wanted to feel each other's presence – always touching each other by holding hands or with their legs entwined.

The delivery was in the operating room, since the surgical team had to be prepared for a possible c-section. Dr. Kenny raved about the teamwork, between the OR staff, the night supervisors, the birthing center staff and department manager, anesthesia and the pediatrician. As Dr. Kenny said, "it was a fine example of what our hospital offers this community".



## NVRH Corner Medical Hosts Medical Student for Family Medicine Clinical Rotation

**Tony Zitek** is currently completing a Family Medicine clinical rotation at NVRH Corner Medical. He is a third year medical student at Dartmouth Medical school. After two years in the classroom, Zitek is experiencing a variety of 6-week rotations. In Hartford, CT, he did OB/GYN, and Neurology at Dartmouth. This Family Medicine rotation is a different experience: "I'm not in a big hospital, so the one-on-one patient contact feels very personal, which I'm really enjoying. It's impressive how the practitioners know their patients and their extended family well. I'm learning a lot about interacting with patients, which has been great," states Zitek.

Dr. Joyce Dobbertin is Zitek's preceptor. "We enjoy taking medical students and introducing them to Family Medicine. We all love what we do, and enjoy sharing our experiences with medical students. Our goal is to attract new physicians to primary care, so they can carry the torch forward." Providers spend between 35-45 hours per week with medical students on clinical rotation. Office Manager, Paula Gaskin, arranged the schedule so that Zitek could experience the varied approaches of



each provider. "The purpose is for the student to receive a clear understanding of what primary care is. We've been working with medical students, as well as physician assistant and nurse practitioner students for many years. We enjoy it," said Gaskin.

At this point, Zitek is not committed to going into a specialized field, so family medicine appeals to him, since it involves practicing a broad spectrum of medical knowledge. During this rotation, he worked with every provider at Corner Medical; physicians, a physician assistant and nurse practitioners. He also spent time with physical therapy offices, Dan Wyand and Associates and Ben McCormack, with Northern Physical Therapy, as well as Dr. Tom Turek, chiropractor. He spent three days with Dr. Dobbertin as Hospitalist, saw patients at The Pines and accompanied Dobbertin on home visits. "It's a marvelous effort on the part of all practitioners here at Corner Medical. We are proud of what we do, and passing that feeling on to medical students is a wonderful thing to be a part of," said Dobbertin. Zitek is a grateful recipient, "it's been a great experience and I'm deeply grateful of everyone's time and effort on my behalf."

## Emergency Nurses' Day Celebrated on October 13<sup>th</sup>:

Northeastern Vermont Regional Hospital's Emergency Room nurses were honored on Wednesday, October 13<sup>th</sup> for their work. Pictured from front to back: Joanne O'Hare, RN; Margi McGandy, RN; Roger Leroux, RN, and Genevieve Cipolla, RN. "I want to thank and honor all of the nurses who work in the Emergency Department, but these four were here on the official day. The entire group is special, and as Nurse Manager of the department, I'm especially grateful for their diligence and compassion to our patients in their time of need," said Debbie Bach. The nurses received flowers, lunch and special notebooks and pens. Said Veronica Hychalk, Vice President of Professional Services, "we are fortunate to have all of you right here to care for our patients with anything from a sore throat to a major traumatic medical event. Your work and commitment is appreciated."





## NVRH Corner Medical Office Welcomes New Practitioners

Northeastern Vermont Regional Hospital's Corner Medical recently welcomed three new health care providers to the practice.

**Dr. Albert Hebert** had been a *per diem* physician at Corner Medical since 2006; he is now permanently there three days a week. He will continue to spend some of the winter months in Arizona each year. He and his wife, Pamela, moved to the Northeast Kingdom in 2005. Pamela is familiar with the area, having grown up in Barre. Hebert attended UVM Medical School, completed his residency at the United States Air Force Medical Center at Travis Air Force base in California, and served in the Air Force for 4 years. Dr. Hebert had a private family practice in Enfield, CT for 25 years before moving to Vermont. Outside of the office, he enjoys hiking, woodworking and working on his house. He ran the Kingdom Challenge ½ marathon the past two years and enjoys playing in a softball league during the winter months. Dr. Hebert and his wife have two sons, Tim, an engineer and Chris, a physician.

**Lori Koshowski, Advanced Nurse Practitioner**, moved to the area last fall after completing her degree at New York University, The College of Nursing and Dentistry. As a practicing nurse for 18 years prior to her return to school, she was a travel nurse practicing in intensive care, dialysis cardiac, and neuroscience units, as well as coordinator of a renal transplant donor unit. Lori's health care interests are many and varied, but she has a particular fondness for integrated medicine and women's health. She and her husband, Chris Bailey, a sound engineer and tour manager, have owned a camp in Glover for the past 6 years, so they are familiar with the area. Lori and Chris love the area, so much so, that they've also opened the Runaway Cafe in Glover, which serves breakfast and lunch, with plans to open for dinner soon. The cafe is committed to using organic and local produce.



**Dr. John Scott** is the most recent addition to Corner Medical. He and his wife, Vicki, have been traveling to the area for the last five years. They discovered and fell in love with the Northeast Kingdom serendipitously during a side trip from an educational conference in Stowe. Dr. Scott earned his MD at Duke University School of Medicine in 1976, and completed his Family Medicine Residency rotation at the Medical University of South Carolina. He provides adult and adolescent primary care, with a

special interest in how healing relationships develop between patients and clinicians. He most recently moved from New Brunswick, NJ where he was Assistant Professor of Family Medicine at the Robert Wood Johnson University Hospital as well as practicing in a family medicine practice. Besides his teaching responsibilities, he has published numerous papers in medical journals, and has been a peer reviewer of colleagues' work. Outside the office, Dr. Scott enjoys mountain biking, kayaking, hiking, and hunting for wild mushrooms. He and his wife have five children between them, two boys and three girls, who are now scattered across the county from Texas to North Carolina.

"The addition of these three wonderful providers helps to round out an already exemplary provider team at Corner Medical. We welcome Drs. Hebert and Scott and family nurse practitioner Koshowski; they bring their many and varied years of practice and knowledge to our patients in Northeast Kingdom," said Dr. Tom Broderick, NVRH Corner Medical. "The addition of Koshowski and Drs. Hebert and Scott allows us to provide excellent coverage to our patients, but at this time, we are not accepting new patients. We do, however, plan on taking on new patients once we hire one more full-time provider," stated Paula Gaskin, Corner Medical's Office Manager. To inquire about seeing Koshowski or Drs. Hebert and Scott, please call 748-9501.



**NVRH Day At The Kingdom Trails:** *NVRH employee, Laura Flaherty and her son Eamon, enjoy the Kingdom Trails on Saturday, October 2. Made possible by the NVRH Wellness Committee, employees had the opportunity to get outdoors and walk or bike the trails. "The Kingdom Trails are a tremendous resource in our own back yard. As part of the hospital's wellness opportunities, we are encouraging employees to take advantage of all that the area offers, and have fun at the same time," said Betty Ann Gwatkin, Vice President of Human Resources at NVRH.*





# NVRH Celebrates Respiratory Care Week

The Respiratory Care Department at Northeastern Vermont Regional Hospital celebrated National Respiratory Care Week from October 24-30. Respiratory Care Week became an official national event in 1982. The goal of the week is to honor and thank respiratory care professionals for their contributions to health care, to promote respiratory health in the workplace and the community, increase awareness of lung health issues, and educate and encourage prospective students about career opportunities and growth in the profession.

The Respiratory Care Department at NVRH performs pulmonary function tests that evaluate lung function and capacity and help pinpoint lung disease, EKG's (electrocardiograms), EEG's (electroencephalograms), cardiac stress tests, and holter monitors. They assist patients in managing COPD (chronic obstructive pulmonary disease) and other breathing challenges like asthma. They set up updraft nebulizers and ventilators and work closely with cardiac and pulmonary rehabilitation to help patients lead optimal lives. Respiratory therapists work collaboratively with various medical staff on behalf of the patients. Kyle Proctor, director of Respiratory Care at NVRH recently stated that "diagnostics and therapeutics are a natural part of respiratory care; on-going education and support for our patients is a crucial component as well – it's all about patients and what we can do for them, and ultimately how they can help themselves."

The Respiratory Care Department at NVRH consists of Kyle Proctor, Eric Meyer, Bob Herreid, Lucie Pristow, Lizzy Berube, and Melissa Findlay. For further information or questions about respiratory care, call 748-7511.



## Auxiliary/Volunteer NEWS

by Pat Forest, Volunteer Coordinator

The Cherry Wheel Gift Shop is taking on a new challenge in December of this year. Currently, employees and retirees can purchase a good selection of over the counter drugs (OTC) from the pharmacy after 2pm daily. Cherry Wheel Gift Shop will begin carrying those over the counter products, taking over for the pharmacy.

After talking with Mike Auger, the Pharmacy Manager, we agreed that it would be beneficial to the pharmacy not to have the constant interruption of OTC sales throughout the day. This partnership seemed to be a great opportunity for the two departments to come together to make a positive change. Pat Forest will keep us posted on the date that these OTC's become available in the Gift Shop, we hope for a December 1 date. We will also make these available to the public, as we have had many requests for OTC's from patient families.

NVRH Auxiliary Annual Meeting will be held on Friday, November 19 at noon. This year the meeting will be held at the Elk's lodge on Western Avenue in St. Johnsbury.



**MJ Hayes recently was awarded a Certificate of Appreciation from the New Hampshire Association of Hospital Auxiliaries.**



# Many Thanks to all who helped with the Second Annual NVRH Radiothon



**Jennifer McGarvin, Eric Berry and Steve Nichols during the 2nd annual NVRH radiothon.**

NVRH staff were a huge help to the success of our recent Radiothon, from their generous gifts to answering phones to running computer lines to moving tables and chairs. The event raised nearly \$15,000 and helped to spread the word throughout our community about the quality and breadth of our services.

We are also grateful to Bruce James and Steve Nichols of Vermont Broadcast Associates and Eric Berry of Northeast Sports Net. Their expertise and technology allowed us to broadcast on both the radio and the internet with great sound and picture quality.

We had some winners also! The Patient Accounts and Finance groups had 100% participation and enjoyed a Thai food luncheon. The weekend in Montreal was won by one of our newest volunteers, Merlyn Courser. We are always looking for ways to improve the program. If you have any ideas, please forward them to Jim Flynn or Martha Hill. Thanks again!



**Cindy Williamson and Mindy Vigeant in Patient Accounts, enjoying the Thai luncheon won for 100% participation by the fabulous women on the second floor of the Business Center.**

A wonderful, complimentary Harvest Supper was served to the community by the hospital's Courtyard Cafe, and tours were given of the new operating room. It was a fine, fun day and evening!



**Shauna Barrett and her family at the Harvest Supper.**



**The O'Farrell family at the Harvest Supper.**



**Mark Regis joined NVRH as a Physician Assistant-Certified** at the end of the summer. He grew up in Monroe, NH, the second child of seven. As a physical therapy major at the University of New England, he once received stitches from a Physician Assistant in the Emergency Room. Intrigued by

the whole experience, he changed his major to become a PA. After graduating from the University of New England in 2006 with a BS in Medical Biology, he attended Seton Hall University, School of Health and Medical Sciences in South Orange, NJ, graduating in May, 2010 with an MS in Physician Assistant Studies. His clinical experience as a PA student included internal medicine, general surgery, pediatrics, obstetrics/gynecology, orthopedic surgery, radiology, emergency medicine, cardiac care, outpatient medicine, psychiatry, long term care and neurology. He is currently working with physician assistants Keith Ruede and Joe Prescott in the operating room and working per diem in the Emergency Room. He loves sports, basketball being his favorite, although snowboarding and anything “fast-paced” is right up his alley!



**Jaimi Perreault interned in Community Connections this fall.**

Jaimi attends Lyndon State College as a Human Services and Nursing major. She was the poster designer for this year’s successful Healthy Food Drive. The Food Drive gleaned a total of 7 full baskets of food, as well as some cash donations. As a result, both the St. Johnsbury and Lyndon

food shelves received some healthier food options.

**Congratulations to Judy Spencer, RN,** for correctly guessing the number of almonds in the jar - 225! Congratulations, Judy!



**NVRH Corner Medical tied for first place in the Ghoulish Award Contest, appropriately named “Scaring up Business in Lyndon”!**

Services & Programs



On Wednesday, November 10th, Deb Morse, LPN and NVRH mastectomy fitter, hosted a **Fall Fit Event** for female breast cancer survivors. Alice Kaiser, Certified Fitter with The Anita Company, and volunteer Joan Wollrath, assisted seventeen women during the day, each for a private fitting. Breast prosthesis, camisoles, post mastectomy bras, swim suits and many more items were on hand. “To me, it’s all about helping women feel good about themselves during a difficult time in their lives. I truly love what I do,” stated Deb Morse, NVRH mastectomy fitter. Special thanks to Don and Carroll Ruhlman for providing a video (and fly fishing equipment) about the program “Casting for Recovery”, a Vermont-based group founded in 1996 by a woman surgeon who was looking for a physical activity for her breast cancer patients.





*Joni Charron is a new contributor to BrightLook! Joni has worked in laundry for 14 months. She has been attending evening classes at the Community College of Vermont (St. Johnsbury campus) for the past 4 years, and is a graphic design major; she has 34 credits remaining until graduation. Joni and her son, Jeremy, live in St. Johnsbury. This article on the housekeeping department is Joni's first article for BrightLook – thanks, Joni.*

## Housekeeping

-by Joni Charron

The Housekeeping department isn't a large department but with its staff covering three shifts, the hospital's 148,000 (and counting) sq. ft. gets a good once-over in a 24-hour time period. They are also responsible for cleaning the entire Bloch building, where the Norris Cotton Cancer Center and the dialysis center are located.

The Housekeeping staff is committed to keeping high standards and environmentally safe cleaning products along with following protocols for disease control prevention. The Protocols for disease control prevention and procedures for MSDS usage are part of their hire-on-training, as well as training techniques needed for their everyday routine. Pam Applebee, 9-year supervisor of Housekeeping, told me that basic housekeeping training is usually completed in a month's time, but individual techniques and coordination with other team members and other departments is a dance learned in day to day experience. Pam mentioned in our recent interview, that when hiring, she prefers past housekeeping or some healthcare knowledge but does not require it. She says that with years of hiring, she knows what kinds of people to look for to join her staff, "it's mostly in their presence and personality" she states.

Protocols and procedures are important to keep up on, especially in the always-changing community that lies inside the walls of NVRH. And with that in mind, time management is another big factor. Housekeeping's goal, like many other departments, is to prevent the spread of disease,

and to keep any possible illnesses contained. Changing over discharged rooms, and disposal of all contaminated materials, has to be done in a timely manner in order to keep up with patients and department demands. Unit Housekeeper, Donna Taylor, knows this juggling act well. She is one of three housekeepers who cover NVRH's busy operating rooms. She mentions that even after four years in the dual position, that "it may seem chaotic sometimes but it's all about being ahead of the ball, being prepared, organized and knowing how to handle the fast-pace". Donna fascinated me with her knowledge of the OR and all that is entailed with such a responsibility.

Responsibility doesn't just sit in the hands of the OR's housekeepers. Unit Housekeepers have a great deal going on as well. They have to juggle, work together and be constantly on their toes. Lana Mitchell, a unit housekeeper recently celebrating her ninth year, was delighted to reveal to me the pleasures of being an employee in her department. She shared some of her personal responsibilities, -- training -- being one. But what interested me was her perspective that there was more to housekeeping than just cleaning, and restocking. She mentioned that while tidying up a patient's suite, sometimes that little interaction or conversation could brighten their day. Lana says she enjoys her job and is proud to be a member of the NVRH family.

As an employee myself of NVRH, I have found myself working in harmony with housekeeping from time to time. I have always noticed their hard work. But with my new knowledge that they've been so gracious to enlighten me with, I have a whole new appreciation for their hard work and dedication. I would personally like to say "Thank you".

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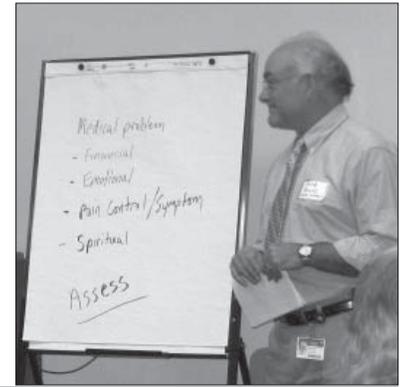
## The \$pare Change program

came to an end on September 30th, the last day of the fiscal year. Many thanks to all of you who participated. Fifty-eight ideas were submitted; many suggestions were acted upon, and others will be used in the near future. Additionally, some will not be instituted in the foreseeable future. There was a 3-way tie for the idea randomly picked for the grand prize. The 3 names were put in a hat and the winner was Vicki Jenkins! Vicki received a \$50 gas card. Vicki's idea was to reduce electricity costs by having lights shut off automatically when areas are not in use, which has been done in some parts of the hospital already. The same idea was submitted by Ginny Hudson and Kathy Cloutier.

Again, thanks to all who participated. The program will be formally rolled out again in the future. In the meantime, I always welcome your suggestions for reducing expenses at NVRH! Bob Hersey, CFO



**Palliative Care Information Meeting** - the Community Palliative Care Team at Northeastern VT Regional Hospital sponsored an information meeting with area stakeholders to discuss how to provide community-based palliative care services. Dr. Mike Rousse (pictured) explained the medical component of palliative care services, and how care is improved if patients and families are supported early. Palliative care combines medical, social, spiritual, and emotional support to provide a holistic approach of care for patients with an illness or chronic condition.



*NVRH Receives Building Grant: Northeastern Vermont Regional Hospital was awarded \$10,000 towards the cost of a new community health services building from the Vermont Department of Buildings and General Services. Pam Smart, Connie Canario, and Abby Pollender from NVRH Community Connections were on hand to accept the award from Governor Jim Douglas. The Community Connections program, NVRH Occupational Medicine Services, and a community health education classroom will be housed in the new building located on the hospital campus on Sherman Drive.*



## Be thankful for a safe Thanksgiving!

Thanksgiving is a time to give thanks and celebrate. Friends and families come together and enjoy a wonderful turkey dinner. Gayle Finkelstein, the Northern New England Poison Center Vermont Educator reminds readers that by following simple storage, handling and cooking suggestions, your family can stay healthy and enjoy Thanksgiving dinner.

### Follow these tips to keep away an unwanted Thanksgiving guest – food poisoning.

- Handle food carefully. Wash hands, dishes, kitchen equipment and work surfaces before and after handling raw food. Don't forget to clean knives after each use. Even frozen food can contain bacteria.
- Cook food thoroughly. Salmonella is a common food poisoning typically found in raw meats, poultry, milk and fish. You can't tell if the turkey is done just by looking at it. Salmonella can only be destroyed by cooking foods thoroughly. Use a food thermometer to be sure (temperatures above 140 degrees). To learn more about how to use a food thermometer check out this United States Department of Agriculture website - [www.fsis.usda.gov/Is\\_It\\_Done\\_Yet/index.asp](http://www.fsis.usda.gov/Is_It_Done_Yet/index.asp)
- It is okay to thaw a turkey in its original plastic for up to two days. After that, move the turkey to another container such as plastic wrap or foil. Store the thawing turkey in the fridge, rather than on the kitchen counter.
- Remove all stuffing from the turkey before refrigerating leftover meat. Keep the stuffing, gravy or broth in a separate container.

**Symptoms of food poisoning include:** nausea, vomiting, diarrhea, cramps and sometimes fever. Some symptoms may happen soon after eating and some make take hours to days to develop. To report possible food poisoning illness, contact the Vermont Department of Health at 1-800-439-8550.

**For questions about poisons** on Thanksgiving and any other day of the year, call the Northern New England Poison Center (NNEPC) at 1-800-222-1222. The NNEPC provides immediate treatment advice for poisonings, as well as information about poisons and poison prevention, 24 hours a day, seven days a week.

Try your hand at this medication safety word search. For all the answers, contact Hilary De Carlo at [h.decarlo@nvrh.org](mailto:h.decarlo@nvrh.org) or 748-7303. The first two winners receive a prize.

Word Search  
Medication Safety

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Search Words

Medication

Dosage

Pills

Patients

Milligrams

Providers

Routine Review

Physicians

Weight

Do Not Mix

Side Effects

Warnings