

# UHSC Undergoes Organizational Changes



DAN WETTA

Have you been to Pickens recently? If not, you'll find that many changes have taken place at the University Health Services Clinic (UHSC).

Among these changes UHSC has divided its services into three patient clinics — the Student Health Clinic, the Private Patient Clinic and the Employee Clinic. This was done to provide each clinic with an equal distribution of physicians, physician's associates and nurses to handle the patient load.

"The theme of our clinic is a *total* outpatient system," emphasized Dan Wetta, administrative director of UHSC. "We have made these changes in order to make available to members of the Duke and Durham communities the best

possible system for managing an outpatient's care."

Since approximately half of the 1,100 outpatients seen in the clinics a week are students, UHSC has furnished them with their own medical team and reception and waiting room areas. There are also separate medical teams for the Private Patients Clinic and the Employee Clinic, and patients are handled by appointment or at their convenience.

During the first week in March, more students had been seen than in any previous seven-day period. Dan Wetta attributed the ability of the clinic to handle this load to its reorganized system.

Aside from the patient care management changes at UHSC, if you are

a patient planning a future visit to the clinic, you'll discover that its physical make-up has changed too.

At patient contact areas you'll find receptionists and business office and medical records personnel easily identifiable by their new uniforms.

If you are a private patient or an employee looking for information about registration, the Pickens lobby has been remodeled with carpeting and an L-shaped counter staffed by receptionists to help you with your patient care needs.

Once you have registered, your medical record has been obtained from the Medical Records Office, and you are called to come into an examination room you will first be seen by one of the five PAs, each of whom has been assigned to his own examination room and office.

Following the PA examination and his consultation with one of the 11 physicians, should you have need of medication you'll find a retail pharmacy located near your examination room. This private patient pharmacy service is open Monday through Friday, 8 a.m.—5 p.m.

After your examination is finished and your prescription filled, a trip to the business office in the main lobby will complete your visit. Private patients and employees are charged a fee for their visits. Only those employees who have sustained an injury or illness on the job and students who are covered by the Student Health Policy are exempt from charges.

Among the other changes at UHSC are the addition of a library and consultation area for physicians and PAs, and the remodeling and expansion of Dr. Richard Stuelke's Dietary Rehabilitation Clinic which is separately run by his staff.

As in the past, there still exists the Screening Clinic for new employees and those employees needing annual physicals. The clinic also provides pre-employment physicals for individuals connected with industries in the Raleigh-Durham area and for retirees who are being tested for Social Security benefits.

— DALE MOSES

(See page 3 for photos of UHSC)



## Intercom

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## Holiday Schedule Modified To Provide Employee Flexibility, Easier Staffing

The 1974 holiday schedule for the medical center has been modified to provide greater flexibility for employees to take time off and to aid the hospital in staffing for holidays.

For many employees, particularly those not directly involved in patient care, this will not necessarily change their holiday schedule.

The number of holidays—11—will remain the same, but six of those days the employee will take at a time agreeable to him and his supervisor.

Here's the way it will work:

There are five designated holidays for 1974: They are:

- New Year's Day (Jan. 1, 1974)
- Independence Day (Thursday, July 4)
- Labor Day (Monday, Sept. 2)
- Thanksgiving Day (Thursday, Nov. 28)
- Christmas Day (Wednesday, Dec. 25)

Employees who must work on any of those days have a choice of how they will be compensated. They may take payment of double time and a half for that day. Or, they may take payment of time and a half for that day and then take another day off. The day off may be taken within 30 days before the holiday or within 60 days after.

In addition to the five designated holidays, medical center employees will have six additional holidays during the year. These are called "discretionary" holidays because they can be taken at the discretion, or option, of employees and their supervisors.

Employees will earn one discretionary holiday for each of the following six months, provided the employee is on the payroll the first day of that month: March, April, May, June, August and October.

This does not mean that the employee must take the holiday during each of those months; he or she merely earns a holiday for being on the payroll those months and may take the discretionary holiday earlier or later in the year.

This means that employees may even take discretionary holidays in advance of the months in which they earn them.

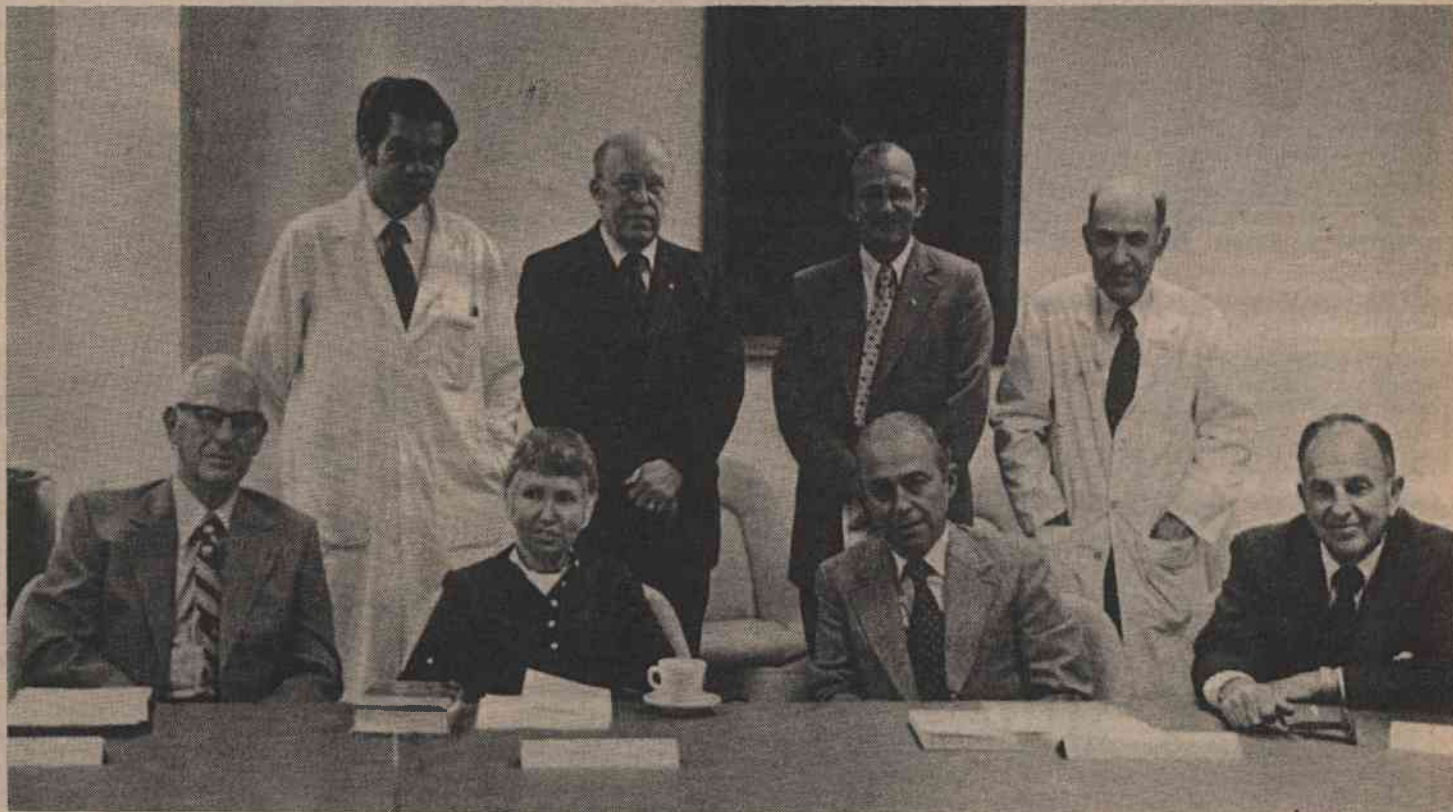
For example: Let's say it's now July and you have worked here since the first of the year. You earned a discretionary holiday in March, April, May and June and took each of them. Now along comes July 4, which is one of the designated holidays you'll have off. July 4 falls on a Thursday, and you would like to have Friday, July 5, off also so you can have a long weekend. With the approval of your supervisor, you could borrow ahead, take the holiday you will earn in August and take it off instead on July 5.

If an employee takes a discretionary

holiday before he has earned it (as in the example above) and quits work before working the month in which he would earn the holiday, the payment for the unearned holiday will simply be deducted from his final paycheck.

Discretionary holidays also may be carried over into the first two months of the next year. Say, for example, it is next January and you have not taken the holidays you earned during August and October. You could take those days anytime during January and February

(Continued on page 2)



**FIRST MEETING FOR NEW GROUP**—The new Duke Hospital Board of Advisors, which was formed to meet periodically and exchange ideas on health care issues facing the hospital and the community, met for the first time Tuesday night in the Medical Center Board Room. Seated left to right are: Dewey Scarboro, chairman of the Durham County Commission; Dr. Anne F. Scott, professor of history at Duke; George R. Herbert, president of Research Triangle Institute; and J. B. Brame, president of Brame Specialty Co. and chairman of the advisory body. Standing left to right: Dr. Stuart Sessoms, director of Duke Hospital; Robert H. Hosea, vice president of Liggett & Myers, Inc.; Durham Mayor James R. Hawkins; and Dr. William G. Anlyan, vice president for health affairs. Board members unable to attend were: William L. Burns Jr., president of Central Carolina Bank & Trust Co.; Mrs. Martie Johnson, WTVD newswoman; State Sen. Kenneth C. Royall Jr.; Mrs. Asa T. Spaulding of Durham; Nello L. Teer Jr., president of Nello Teer Co.; and Durham County Manager E. S. Swindell Jr. Establishment of the advisory group was authorized by the University Board of Trustees. (Photo by David Williamson)