



The Canyon View

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Yea for



CVMG Red Flag Policy

It is the policy of Canyon View Medical Group to follow all federal and state laws and reporting requirements regarding identity theft. Specifically, this policy outlines how CVMG will (1) identify, (2) detect and (3) respond to “red flags.” A “red flag” as defined by this policy includes a pattern, practice, or specific account or record activity that indicates possible identity theft.

The following will be considered red flags:

1. Alerts, notification and warnings received from consumer reporting agencies
2. Suspicious documents
3. Suspicious personal identifying information
4. Suspicious account or medical record activity
5. Alerts from others

Detection of red flags is vital. CVMG practice staff will be alert for discrepancies in documents and patient information that suggest risk of identity theft or fraud. **CVMG will verify patient identity, address and insurance coverage at the time of patient registration/check-in.**

When a new patient or a patient who has not been seen in the last 6 months calls to request an appointment, the patient will be asked to bring the following at the time of the appointment:

- Driver’s license or other photo ID
- Current health insurance card, and
- Utility bills or other correspondence showing current residence if the photo ID does not show the patient’s current address.

If the patient is a minor, the patient’s parent or guardian should bring the information listed above. When the patient arrives for the appointment, the patient will be asked to produce the information listed above. **This requirement may be waived for patients who have visited the practice within the last six months.** If the patient has not completed the registration form, within the last six months, registration staff will verify current information on file and, if appropriate, update the information.

Staff should be alert for the possibility of identity theft in the following situations:

- The photograph on a driver’s license or other photo ID submitted by the patient does not resemble the patient
- The patient submits a driver’s license, insurance card, or other identifying information that appears to be altered or forged
- Information on one form of identification the patient submitted is inconsistent with information on another form of identification or with information already in the practice’s records
- An address or telephone number is discovered to be incorrect, non-existent or fictitious
- The patient fails to provide identifying information or documents
- The patient’s signature does not match a signature in the practice’s records.
- The Social Security number or other identifying information the patient provided is the same as identifying information in CVMG’s records provided by another individual, or the Social Security number is invalid.

If an employee of CVMG detects fraudulent activity or if a patient claims to be a victim of identity theft, CVMG will respond to and investigate the situation. If the fraudulent activity involves protected health information (PHI) covered under the HIPAA security standards, CVMG will also apply its existing HIPAA security policies and procedures to the response. Employees should seek the help of their administrator when problems arise.

Our Dear Dr. Rose

Dr. Rose is a great clinician. He has practiced medicine since he graduated medical school in 1974. He went to the University of California at Irvine. Dr. Rose did his residency at the U. of U. Holy Cross Hospital in SLC. Afterward, he came to Spanish Fork Clinic and has been here ever since. Dr. Rose is married to Nancy and they have 6 kids, three of each flavor. They celebrated their 40 wedding anniversary last week. The Roses' live in Woodland Hills and have been in the same home for 34 years. His inter-

ests are traveling, astronomy, photography, his children and I'm told he loves

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and his favorite candy is the Cherry Cordials you can only get at Christmastime. The most exotic place he has been is Libya.

He has hopes of going on an LDS mission and then returning to practice medicine part-time.

Dr. Rose is loved by all the staff and he has a great respect for those who help with his business of medicine.



Did you know that many of Dr. Roses' pictures have hung on the walls of Spanish Fork Clinic?

John Rider



We are excited to announce John Rider as the newest member of the Administration Team. Although he originates from North Carolina, he is no stranger to Utah County. John received his first bachelor's from BYU in Human

Resources, where he also met his wife. Next he attended Duke University to obtain his Masters in Health Administration. John has an intense interest in the medical field and spent 6 years working at a small hospital in North Carolina after graduating.

His wife soon felt the need to come back to Utah, and with the small hospital being bought by a larger group, John acquiesced. John has since worked at selling and marketing medical products, managing operations for IHC, and even spent time working for Lab-Corp. In his spare time, he received his second bachelor's, in Accounting, from Westminster College. He maintains a strong

desire to learn and has a great interest in practice management.

While the medical field has been a major part of his life, John also found time to develop many skills. He loves to play basketball, go hiking, and read. He knows how to play the trumpet as well as the bass guitar. He learned French while serving an LDS mission in Paris, France and still enjoys reading the language, though not speaking it well.

He currently enjoys living in Utah County, spending time with his 5 children, and being a part of CVMG. We are excited to have such an experienced administrator join our group!

AC Summer Party Fun!

On June 1st the Art City Medical Center closed at 5:00 p.m. for our annual summer party. We decided to have it a little earlier than usual since Dr. LeSueur is leaving and we wanted to use his backyard and pool. Many of us brought our kids

and grandkids for a wonderful time. We had carnival type games set up and there was even a dunk tank to get even with our doctors.

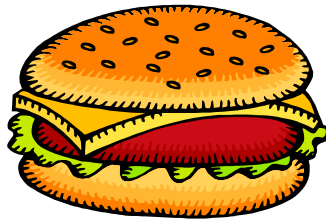
Dr. LeSueur barbequed **hamburgers and hot dogs**. Many staff members brought condiments, salads, chips, root beer

and other goodies.

Prizes were awarded to everyone in one way or another.

We had great **fun!**

We wish to thank Dr. LeSueur, his good wife, and those who planned and prepared for our party. They included: Lisa Nielsen, Kristi Cloward, Amanda Peterson and Tracey Clement.



Enjoy the little things, for one day you may look back and realize they were the big things.

Robert Brault

Did you know the Internet is 40 years old?

Also, SPAM (junk e-mail) actually means "Self Promotional Advertising Message"

Memorize this as it will be on the test!



Never, Never, Never, Ever, Ever store critical information on a laptop (either business info or clinical ePHI). Store only on a secure server!

REMEMBER:

PC means "Practice Computer", not "Personal Computer".

Don't download anything on the company computers from outside sources!

As employees of Canyon View Medical Group did you realize we have 6 locations in the company?

They are:

1. Spanish Fork Clinic
325 West Center
Spanish Fork, UT 84660
2. Santaquin Medical Clinic
94 West Main
Santaquin, UT 84655
3. Canyon View Women's Care
1120 E. 100 N, Ste. 3
Payson, UT 84651
4. Canyon View Women's Care
777 N 500 W, Ste 203
Provo, UT 84601
5. Payson Pediatrics
15 S 1000 E, Ste 100
Payson, UT 84651
6. Art City Medical Center
5 E 400 N
Springville, UT 84663

Remember: If you have anything to put in the Newsletter, e-mail it to Mark at mkoyle@canyonviewmed.com



Remember, if you think you can or think you can't, you are right!

You Can NEVER Get Ahead of a Lawyer



A doctor and a lawyer met at a party. Their conversation was interrupted repeatedly by guests asking the doctor for medical advice. Finally, the exasperated doctor turned to the lawyer and said, "Tell me, what do you do to stop people from asking you for legal advice when you're out of the office?"

"When they ask, I give them advice", replied the lawyer, "and then I send them a bill in the morning."

The doctor decided to take the lawyer's advice and for the rest of the evening wrote down the names and addresses of everyone who approached him for advice. The next morning he took out the list, just as his secretary walked into his office and handed him a bill from the lawyer.