



SPECIAL POINTS OF INTEREST:

- **New Website!**
- **New Doctors**
- **Change in Co. Policies.**

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Our New Website — canyonviewmedical.com

There are a changes being made here at Canyon view Medical group.

Our NEW website is up and running. We are excited to have such a functional and pleasing website to direct our patients to. We have worked hard to have a lot of valuable information available for patients. To note a few: child dosage charts, open position listings, insurance links, and more. Please take some time to get comfortable navigating our website. We really are hoping that a lot of frivolous telephone calls may be avoided by information we provide online.

One option we have chosen to remove (temporarily) from our website is the appointment requests. We found that while this

feature was appealing to patients, it's practicality was of little use. We hopefully in the future will find a better medium for patients



to be able to make appointments or requests.

One thing we found lacking while creating our website was a lack of doctor and employee pictures. If you would like to submit some fabulous ones, we would be more than willing to look

through them.

Of interesting note: we are hoping not only to have updated newsletters for employees, but also to provide a blog for the community. This blog will be available for people to submit compliments, complaints, stay updated on CVMG changes or other updates. Feel free to participate on the blog when it is setup, but please remember to remain professional as you do represent CVMG.

For the future of our new website, we will be allowing patients to pay their bills online. This will provide one more way patients can pay, hopefully making our lives a little easier.

New Doctors Are Coming Our Way!

We will to have a new OB/GYN join our group this summer. Dr. Skinner will be working closely with Dr. Ludlow and Dr. Warner in Payson, Spanish Fork, and Provo. We will pass on more information about Dr. Skinner when he arrives at CVMG.

We also anxiously await a new Family Practice doctor, Dr. Matthew Walton. Dr. Walton will be practicing mainly in Spanish Fork, but may also be assigned to our other areas and will be helping to lighten the load of some of our more "overburdened" doctors.



Welcome Dr. McLay

For those of you who don't spend much time in Springville at the Art City Medical Center, you may not know that we have a new family practice doctor.

Dr. Michael McLay grew up in in Springville and is a true Red Devil. He is married to Theresa and they have three children. He currently resides in Spanish Fork and is grateful to be a member of the CVMG family.

Dr. Michael McLay completed his medical degree at Ross University School of Medicine. He then came to Provo to complete his residency at Utah Valley Family Practice. He is American Board Certified and is a member of the AAFP.

We are so lucky to have him with us!



Goodbye Dr. LeSueur

Dr. Bret N. LeSueur, who has spent many wonderful years with us, has decided to leave CVMG. Dr. LeSueur desires to serve his country by pursuing a career in the military and has signed up for the United States Air Force.

He started his practice in December of 1999 and has build up a very successful practice in Springville. His

patients really love him and they will truly miss his bubbly personality. He hates winter and with certain specific family needs he chose to go to the warmer North Carolina climate.

We are grateful for the time he has spent with us, and are proud for the support he will be giving to our troops.

Welcome Dr. Keller

Did you know we have added to our fabulous group of pediatricians?

Dr. Merle Keller joined CVMG last July. He practices in Santaquin, Payson, and Spanish Fork. Dr. Keller really loves the University of Utah. He received his undergraduate degree there and also attended the University of Utah School of Medicine. He then did his residency in SLC at Primary Children's Medical Center. Dr. Keller has worked as a



gardener at Temple Square, a Chemistry Teacher's Assistant and as a student tutor.

As you might guess, Dr. Keller was born and raised in Salt Lake City. He likes to travel, hike, play racquetball and Ultimate Frisbee, play guitar, garden and read. Dr. Keller is married and is also fluent in speaking Spanish.

CVMG Benefit Changes



Have you seen and signed the most recent CVMG Benefit Changes? In a sincere effort to clarify benefits the doctors have approved changes to our employee handbook.

The Executive Committee made some changes to the CVMG benefits package. These changes didn't affect many employees, however some were affected. The major change was that 3 categories were created which help to better define what benefits each group receives. Category 1 is for employees who work over 32 hours per week. Category 2 is for those working between 21-31 hours and category 3 is for those working 20 hours or less. An explanation paper was given out to all employees and each

signed saying they received and understood the benefits within their category of work. If you did not receive an explanation, please see either Marie or Mark.

IF YOU WOULD LIKE TO CHANGE YOUR 401(k) PERCENTAGES, YOU MAY DO SO BY APRIL 1ST! Contact Tressie.

Do you know who is on our executive committee? Or how many doctors represent each site? Learn more in our "Get to know your Executive Committee" section.

Employee Spotlight

Lori Sands has worked for CVMG for 11 years at the Spanish Fork Clinic. Many of you have seen Lori running around delivering faxes, charts, messages, and a myriad of other communications. Lori's favorite part of the job is aging charts. One of her challenges on the job is trying to figure out who faxed something and to whom it is supposed to go when there are no

names on the fax including a doctor's name.

As with most of us, Lori's family is the most important thing in her life. Lori is divorced and has three children that she adores. She likes to read and really likes working with the people of Spanish Fork Clinic. Other jobs Lori has done in her

lifetime are janitorial work in a high school and sorting cherries on a fruit farm. Healthcare is where she really wants to be. If she had no barriers she would really like to be a pharmacy tech.

CVMG is lucky to have Lori!

Customer Service — what patients want.

When people are angry, they are usually looking for two things: one, they **want to be right**, two, they **want to be helped**.

Want To Be Right:

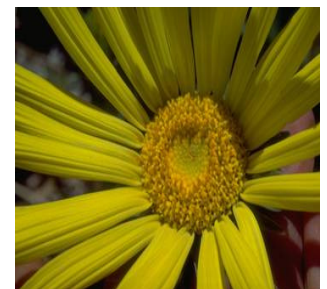
An angry person is usually not going to accept logic and reason. Most of the time what they are saying is incorrect, and that is why they are mad. But even angry people have at

least 2% of truth to any thing they say. If you can find the 2% of truth, and agree with it, you can fulfill the patients needs. Yes, maybe the nurse really did call their house, but if the nurse did not talk to that patient, then yes, they are right, the nurse did not talk to them.

Want To Be Helped:

There are numerous ways you can

help patients, from checking with the doctor to simply giving the patient options. Please think of what you can do to help patients in any minute way. Even offering the patient a soda could really change the way the patient reacts. Just try, and you will make a difference.



Smiling is contagious.



Canyon View Medical Group

325 W. Center St.
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**Caring physicians for all your family
medical needs.**

Each month we will add social event requests from our employees to the newsletter to advertise upcoming events they may want to invite others to. Please e-mail anything you would like advertised to Mark at mkoyle@canyonviewmed.com. He will try do one of these newsletters every month.

One of the purposes for the newsletters is to coordinate information from site to site. Please, Please—when you have news you want to disperse, e-mail that info to Mark so we can let everyone know via the monthly newsletter.

Get to know your Executive Committee Member

**Dr. Juchau
practices
mainly in
Spanish
Fork**

“Dr. J” is a dynamic character whom we love having around. What you may not know is that Dr. Juchau has been with CanyonView Medical Group since its inception in 1997. He loves this area and loves his neighborhood. Dr. Juchau has a great financial mind and helps to make a lot of the financial decisions that make CVMG great. While you may not always know what is going on behind the scenes, Dr. J is always there making sure you get paid.



ONE LAST IMPORTANT THING...

One of the exciting things occurring in CVMG is the construction of a new Spanish Fork Clinic office. The new building will be just south of the existing building and will house the FP doctors. We are currently in the bidding stage and by next month we should know who the contractor will be. The current building will house the pediatricians and OB/GYN doctors and will be remodeled. Most of the administration, billing, IT and other departments will still be housed in the current building.

Mark wishes to give a GREAT BIG “Thank you” to Rachel Ludlow for showing him how to put this newsletter together and for many of the articles in this issue.