

# Canticle

News for:  
Colleagues  
Physicians  
Volunteers and  
Friends of Sacred Heart Hospital

## A time for hope & trust

### A Lenten Prayer:

Lord God, by Your word,  
Fill me with a spirit of  
Repentance and forgiveness,  
A spirit of hope and trust,  
A spirit of gratitude and thanksgiving,  
A spirit of love and servanthood,  
A spirit of discipleship and commitment,  
A spirit of obedience and humility.



**Sacred Heart**  
HOSPITAL  
EAU CLAIRE, WISCONSIN

AN AFFILIATE OF HOSPITAL SISTERS HEALTH SYSTEM

## A Lenten Journey

As Christians, we prepare ourselves during the season of Lent, the 40-day-long liturgical season of fasting and praying before Easter. The 40 days of Lent represents the time Jesus spent in the desert, where according to the Bible, he endured temptation by the devil.

## Season of Lent

The Franciscan Sisters at Springfield invite all to journey with them through their weekly Lenten Meditations that will begin on Ash Wednesday, March 9, 2011. To view them, please visit: [www.springfieldfranciscans.org/StFrancisScripts/WhatsNew.asp](http://www.springfieldfranciscans.org/StFrancisScripts/WhatsNew.asp)

## “A jewel in the crown of Catholic healthcare”

### Hospital featured in *The Catholic Times*

Sacred Heart Hospital was recently featured in the February 24 issue of *The Catholic Times*. The article, entitled “*Sacred Heart: ‘a jewel in the crown of Catholic healthcare’*,” was written by Bishop William Callahan (pictured below) reflecting his experiences visiting the hospital in observance of the 19th annual World Day of Prayer for the Sick on February 11, the Feast of Our Lady of Lourdes. He writes, “What a grand event it was, and for so many reasons!” Adding, “First of all, the hospital is itself a jewel in the crown of Catholic healthcare for our diocese. I was introduced to all manner of hospital officials, administrators, doctors, nurses, and many other healthcare professionals. Each was more effusive than the last in explaining to me how proud he or she was of the hospital for so many technological and professional reasons; but, moreover, they were proud and positively energized by their participation in Catholic healthcare and by their faithful adherence to the “Ethical and Religious Directives” prescribed by the Bishops’ Conference for all Catholic healthcare institutions.”



To view this publication in its entirety, please visit:

[www.sacredhearteauclaire.org/content11988](http://www.sacredhearteauclaire.org/content11988)

For more on the Bishop’s visit published in *Catholic Health World*, please visit:

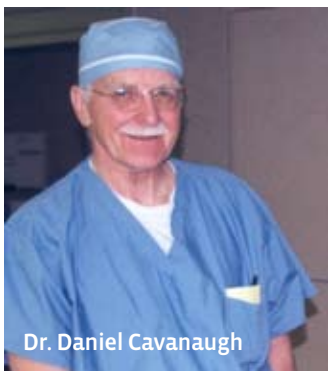
[www.sacredhearteauclaire.org/content11988](http://www.sacredhearteauclaire.org/content11988)

## A Lean Transformation

Sacred Heart Hospital was recently featured in the February issue of Quality Progress magazine in an article entitled “A Lean Transformation: Wisconsin hospital improves processes, changes culture.” The article highlights Six Sigma and lean programs that have helped the hospital decrease waste, reduce costs and improve patient satisfaction. Included in the article: The hospital has been on its Six Sigma and lean journey since 2002, when leadership started looking at ways to reduce waste. Since then, numerous projects and programs have been undertaken. And-maybe most importantly-a culture change has taken place. Steve Ronstrom, President & CEO, HSHS Division (Western Wisconsin), commented that a big part of bringing lean to Sacred Heart was getting people to be conscious of waste and process improvement, and to believe the employees needed to be part of the solution.



To view this article, please visit: [www.sacredhearteau Claire.org/content11978](http://www.sacredhearteau Claire.org/content11978)



Dr. Daniel Cavanaugh

## Red Cross Real Hero Reflecting on a lifetime of care

*During the annual Red Cross Real Heroes Awards Dinner on January 27 in Eau Claire, Dr. Daniel Cavanaugh, a retired member of the Sacred Heart Medical Staff for 19 years, was recognized as a Red Cross “Hero of a Lifetime.” Excerpts from his acceptance speech are included here:*

“I would like to thank the American Red Cross and Sacred Heart Hospital for this wonderful episode in my life. The Red Cross played a pivotal role in the care of, and the administration of, patients during my 25 year U.S. Army career. War is the greatest trainer of surgeons.

However the real heroes tonight are those men and women who continue to serve in the armed forces of the United States to ensure our freedoms - especially those who are dealing with horrible war wounds and those who have given the supreme sacrifice. May God bless those health care professionals who volunteer their services to care for these great warriors.

Medicine to me is like a priesthood - the patient must always come first. There are no fixed work hours or fixed work days when one is involved in patient care.

If one is in medicine to make money, there will never be enough, but if one is in medicine for the care of the patient there will be more than enough of everything that is important.

Today I’m trying to keep my fingers in medicine by helping out in The Free Clinic downtown. This helps me do what I originally went into medicine for - to be a family general practitioner. I’m also taking courses to keep my Wisconsin license current.

Lastly, I play banjo on a regular basis with a great gospel bluegrass band headed by Lorn Schultz - The King’s Countrymen. They are all here - and would they please stand.

Thank you again for this award and may God continue to bless The Red Cross and Sacred Heart Hospital, and the great medical community in Eau Claire, Wisconsin.”

## Community Gives Back Palliative Care Receives Handmade Blankets

Sacred Heart Hospital’s Palliative Care program offers compassionate end of life care services to hospitalized patients with advanced illness or life-threatening injury. Since the inception of the program roughly three years ago, and through the generosity of the community in donating blankets, Palliative Care has been able to gift approximately 450 blankets to very ill or dying patients, each year. To continue that tradition of giving, on March 2, students from Chippewa Valley Technical College’s Radiography Club, “The Imagers” (pictured below), delivered approximately 50 homemade blankets to Sacred Heart Hospital, the largest single blanket donation to date. The students raised \$500 to purchase the fabrics used to make these blankets. To donate blankets and quilts or to receive more information, please contact Gerry Martinez or Jeanne Weggel in Sacred Heart’s Palliative Care Service at 717-1468.



# NEW Developments

## Colleague designs surgical table for new iCT Smart Operating Suite



Brian Robinson (left)  
and Dr. Kamal Thapar

Upon the opening of Sacred Heart Hospital's iCT Smart Operating Suite for brain, spine, and trauma patients, physicians and staff recognized an opportunity to expand the rooms versatility and case load by incorporating a supplemental surgical table for special procedures. Specifically, the main table doesn't allow patients undergoing posterior spine fusions to be placed in the correct anatomical position of lying on their stomach.

After searching the available market and realizing nothing matched the specific requirements, Brian Robinson, Surgical First Assistant, Sacred Heart Hospital, sought out a manufacturer and described his vision to optimize the room's functionality. Comprised of both carbon fiber and aluminum, the narrow table is rated for patients up to 500 lbs. and spans 16 ft., allowing the CT Scanner to complete its full range of motion as it passes over a patient. So far, the room has seen six procedures and has perfectly fulfilled all expectations.

Brian's recent invention represents the classic bedside-to-bench-to bedside medical innovation. All too often, surgical technologies are created by engineers and scientists that, in concept, are brilliant, but whose practical application in the surgical environment proves impossible. Brian has the skills, knowledge, and ingenuity to first identify a problem, devise a solution, and most importantly, the creativity to determine how to deploy it into the neurosurgical environment. Whereas the Robinson operating table is Brian's latest innovation, he has created numerous neurosurgical instruments and solutions over the past few years that have had immediate and direct impact in the care of the hospital's neurosurgical patients.

"This is his special gift," commented Kamal Thapar, MD, PhD, FRCS(C), Marshfield Clinic, neurosurgeon at Sacred Heart Hospital; Director, Brain & Spine Institute; and Medical

Director, Tertiary Care Services. "Brian is to be congratulated for his creativity in bringing great surgical solutions to life; he brings great credit to himself and Sacred Heart Hospital."

## Investing in cardiovascular surgical technology

Sacred Heart Hospital's laboratory recently made a \$60,000 investment in quality patient care with the acquisition of two TEG 5000 Hemostasis Analyzers in support of the hospital's Heart & Vascular Institute. The objective of this purchase is to provide thromboelastography (TEG) and platelet mapping testing technology to improve quality and safety during cardiovascular, neurological and trauma surgeries at Sacred Heart.

### How is this accomplished?

By displaying test results in real time within the surgical suite, the physician actually sees the clotting mechanism interacting and can immediately administer blood products or pharmaceuticals to manage the patient's hemostasis.

In addition, based on blood product usage over the past twelve months of cardiovascular surgery, the financial analysis indicates the implementation of this technology could be a break-even expense. "As the cardiology program grows, the financial impact could prove even more beneficial through reduction of costs for pharmaceuticals and other blood products," commented Andrew Bowman, Clinical Director, Cardiology, Sacred Heart Hospital. "Most importantly, this technology will increase safety and quality, improve clinical outcomes and reduce patient exposure to donor blood products."



Erik Thompson,  
Medical Technologist

## Pain Clinic Joins Sacred Heart Hospital

On January 5, 2011, the Pain Clinic of Northwestern WI began practicing at Sacred Heart Hospital. The Pain Clinic is focused on reducing the pain and suffering of patients and increasing their ability to do activities of daily living with more

Dr. Mark Schlimgen is board certified in both Anesthesiology and Pain Management, Dr. Daniel Sipple is board certified in Pain Management and Physical Medicine & Rehabilitation, and both are currently seeing patients on Wednesdays and Fridays.

ease. It offers diagnostic assessments of pain problems and provides therapeutic modalities such as injections and pain management, as well as referrals to physical therapy and behavioral health counseling. In addition, two Nurse Practitioners are on staff working closely with physicians in management of patients' complex chronic pain problems. The friendly, understanding staff works together with other health care



Dr. Mark Schlimgen



Dr. Daniel Sipple

professionals and services to provide continuity in the management of pain. At every visit there is consideration of the whole person and their family. For more information, please call 715-552-5346.

## Welcome Back!

Chris Longbella, MD, OakLeaf Medical Network, has returned to treating patients at Sacred Heart Hospital. Dr. Longbella is board certified in obstetrics and gynecology, and has been seeing patients in the Eau Claire community since 1994. Over the past 18 months Dr. Longbella continued to serve as Secretary on Sacred Heart's Board of Directors throughout the 2010 term, ending October 31. In addition, he has served a new role of Chairman of Primary Care Development for the HSHS Division (Western Wisconsin), where he focuses on facilitating division growth in the hospitals' primary care practices, women's and children's services, outpatient services and rural networks.

Frank LoRusso, MS, MD, Southside OB-GYN Clinic, has returned to treating patients at Sacred Heart Hospital. Dr. LoRusso is board eligible in obstetrics and gynecology, and has been seeing patients in the Chippewa Valley since 2006. In fact, during an eight and a half hour period on May 19-20, 2009, at Sacred Heart Hospital's Maternity Department, Dr. LoRusso successfully delivered, with assistance, seven healthy babies. Over the past 18 months Dr. LoRusso has worked at Franciscan Skemp in La Crosse, WI.

Hospital administration, physicians, colleagues and volunteers are pleased to welcome Drs. Longbella and LoRusso back to active practice on the Sacred Heart Medical Staff.



Dr. Chris Longbella,  
OakLeaf Medical Network



Dr. Frank LoRusso,  
Southside OB-GYN Clinic

## Hospitals welcome Occupational Medicine physician



Dr. Larry Studt

Sacred Heart and St. Joseph's hospitals are pleased to welcome Larry Studt, MD, to the hospitals' Occupational Health & Medicine program, called "Partners In Health." The program, a joint partnership between St. Joseph's and Sacred Heart hospitals, offers area employers comprehensive and accessible services that include treating and managing injuries that arise in the workplace, as well as return-to-work services, and illness and injury prevention programs.

Dr. Studt earned his medical degree from the University of Iowa and completed his residency in family practice in Janesville, WI. He earned his bachelor's in biology from Luther College in Iowa, and graduated summa cum laude.

Dr. Studt comes to the region from Gundersen Lutheran. Prior to that, he practiced at MAPS Pain Clinic in Edina, MN, which is a multidisciplinary pain clinic. Prior to that, Dr. Studt practiced at Marshfield Clinic in Eau Claire in the areas of occupational medicine, chronic pain management and family practice.



## SKILLS for a New Economy: A Message to All Employees

*Excerpts from an article by Quint Studer:*

(Part One of Two)

We are living and working in tough times. The healthcare industry is changing, budgets are shrinking, and a national emphasis on quality means our outcomes need to keep getting better and better.

Even organizations with a strong culture and talented employees can't afford to relax. There is an unprecedented need for excellence at every level, every time.

What does that mean for individuals? It means every employee needs to consistently show his or her value—to bosses, to coworkers, and to patients.

To gain the sustainable excellence we'll need to meet the challenges that lie ahead, we all need to take ownership of our individual roles and our organization's mission.

So how can an employee show value and do his or her best possible work every time? Here are a few insights and suggestions to share with staff:

### Hone Your Ability to Transfer Your Value across the Organization.

*As the external environment gets more complex, an individual's ability to survive and succeed is directly related to the ability to connect the dots, show insight, and communicate well with others. It's important to show value to peers and leaders, inside and outside of your department.*

#### 1 Here's how:

**1 Understand the group you support.** Know your audience. It's important that we all learn to manage our time with consideration to the time of those we work with.

**2 Have a nose for money and opportunity.** Be efficient. Look for opportunities and be known as a problem solver inside the company.

**3 Understand the external environment and the need for a culture of *always*.** Knowing the state of our industry, it's important to create a culture of *always* that constantly implements best practices—every time, on every occasion, without exception.

**4 Step outside your comfort zone.** Sometimes people are too close to a challenge to see a solution. A fresh perspective—yours—can help others in the organization “connect the dots” in a new way. Being willing to boldly offer insights from an “outsider” point of view is a great way to show individual value.

### Own Your Professional Development.

*When we make a conscious effort to learn new things, professional development happens organically. Seek out structured professional development and training while keeping in mind that some of the most effective growth happens in day-to-day interactions.*

#### Here's how to make it happen:

**1 Evaluate your personal brand.** Do you like what you see? If not, it's time to make adjustments. If you do, it's time to take your personal brand to the next level. It's important for employees to be self-aware and to get their unique talents out there.

**2 Take constructive criticism well.** Honest feedback is a critical part of professional development. Think carefully about how to respond when feedback that is less than positive comes in.

**3 Duplicate yourself.** Mentor and teach whenever possible. Not only is it good for the organization (it frees you up for other things), it is incredibly rewarding.

The tips noted here focus on an individual's personal value, brand, and development. In Skills for a New Economy, Part Two, we will focus on how each employee can take these skills to the whole company through maximizing profitability and communication.

Sincerely,

Quint Studer, CEO  
Studer Group

<http://www.studergroup.com/>

# Past **SUCCESSFUL** EVENTS



## A Day of Dance = A Day of FUN!

On February 27, Sacred Heart and St. Joseph's hospitals' first Spirit of Women Day of Dance was a huge success. Held at the Heyde Center for the Arts, nearly 200 women and a handful of men were in attendance throughout the day. The event welcomed the entire community to dance, celebrate health and learn about cardiovascular disease. BMI testing, as well as blood pressure and sleep apnea screenings were offered, among other health screenings and fun activities throughout the afternoon.



## 2011 Eau Claire Farm Expo

Sacred Heart and St. Joseph's hospitals reached more than 500 people at the Eau Claire Farm Expo on March 1 and 2 at the Eau Claire Indoor Sports Center. From people standing in line to have their blood pressure taken, and Rick Beckler's stellar grilling of local bratwurst, to Greg Koehler's masterful hearing test work in the Partners in Health mobile unit – show goers were impressed. Any time we can help the community and show them we care is time well spent.

## Freezin' For A Reason at the 2011 Polar Plunge

On Sunday, February 27, the 'Critical Care Crew' of Sacred Heart Hospital, consisting of physicians, nurses, medical staff and family members, braved the elements to participate in Eau Claire's 12th annual Polar Plunge to benefit Special Olympics Wisconsin. As the Eau Claire Polar Plunge's number one fundraising group for the past six years, Sacred Heart's 24 participants once again kicked off this year's event as the first team to plunge into the icy waters of Half Moon Lake.

In fact, not only was Sacred Heart's 'Critical Care Crew' again the number one fundraising group, but Anton Kidess, MD, Eau Claire Medical Clinic, and Critical Care physician at Sacred Heart Hospital, was again named the top on-line fundraiser for the fifth year in a row. The team raised nearly \$10,000, which goes toward providing the needed funding for nearly 10,000 athletes with cognitive disabilities to reach for gold during Special Olympics.

According to Polar Plunge Director, Andrea Sullivan, a record 1,018 participants raised more than \$135,000, also a record, during this year's event. She commented, "I'm so proud of Sacred Heart Hospital and what a wonderful job they do each year in supporting Special Olympics." As a devoted member of the community, Sacred Heart is proud of our compassionate staff and supporters for the example they have set. Next year, all are encouraged to join the team and support this wonderful cause.



2011 'Critical Care Crew'



# What's AHEAD

## Course Offers Mindfulness Based Stress Reduction

In small doses, stress can motivate you to do your best. But when you are under constant stress—whether it be from everyday hassles and deadlines, or from constant pain or illness—your mind and body can pay the price. Sacred Heart Hospital's Center for Healthy Living offers an eight-week course called Mindfulness-Based Stress Reduction (MBSR). The course teaches you techniques you can use to reduce your stress, decrease your pain, increase your ability to relax and enjoy greater energy.

The course takes place on Thursdays, April 7 – May 26, 5 – 7:30 p.m. at St. Bede Retreat & Conference Center, 1190 Priory Road, Eau Claire. Required orientation will take place March 16 at Noon – 1:30 p.m. or 5:30 – 7 pm (participants can choose one). There is also an all-day retreat on May 14. The course fee is \$350 for community members and \$150 for colleagues of Sacred Heart and St. Joseph's hospitals.

MBSR can help you discover new ways to deal with stress, find better balance and begin living a more deeply satisfying life.

**For more information about MBSR and what it can do for you, please call Sacred Heart Hospital's Center for Healthy Living at 715-717-1600.**

## Bridging the communication gap between parents & adolescents



Sacred Heart Hospital's Center for Healthy Living is pleased to host two special presentations catered to parents and their adolescent children, "Growing in Love" and "Bodies & Boundaries":

"Growing in Love" is a presentation geared for parents and their children (grades 4 through 7), and will teach ways to help parents and children learn to respect the role of parents as primary educators in matters of human sexuality; address changes that occur during puberty; and will provide materials to help parents discuss puberty and sexuality at home. This presentation, presented by Alice & Jeff Heinzen from the Diocese of La Crosse, Office of Family Life, will take place March 14, 6:30 – 8:30 pm in the hospital's Community Auditorium.

"Bodies & Boundaries," a presentation geared for parents and teenagers (grades 8 through high school), will help parents and teenagers discuss the topics of relationship before romance; self worth vs. self esteem; theology of the body; and vital discussions for the young adult years. This presentation, presented by Alice Heinzen, will take place March 28, 6:30 – 8:30 pm in the hospital's Community Auditorium.

Both events are free and are catered to parents and their children, but registration is requested. To register, please call Sacred Heart Hospital's Center for Healthy Living at 715-717-1600.



## National Patient Safety Awareness Week

At Sacred Heart Hospital, every week and every day is dedicated toward continually enhancing patient safety efforts and preventing harm from occurring to our patients. After everything that has been done, errors can still occur; reminding us all that improving the safety of health care is a never-ending task. For that reason, and in observance of National Patient Safety Awareness Week from March 6-12, 2011, we are proud to share some of the many patient safety initiatives that have been implemented at the HSHS Division (WW)

- **Medication safety –**
  - Implemented smart IV pumps which have dose/rate limits matched to treatment orders
  - Bar code scanning of medications (recognized by Leapfrog as a priority safety intervention)
  - Pharmacy order entry and verification
- **Fall Prevention –**
  - Fall assessment for each patient, and interventions for those at risk
  - Hourly rounding to ensure needs are met
  - Visual communication to health care team and visitors to support fall risk precautions
- **Infection prevention –**
  - Hand hygiene practices standardized; achieved high rate of compliance
  - Use of nationally recognized prevention bundles for patients at risk for central line, urinary catheter, and ventilator-associated infections
  - Use of a molecular analyzer in the lab to identify serious contagious organisms, to expedite isolation and prevent transmission to others
- **Use of Safety Checklists –**
  - World Health Organization's Surgical Checklist
  - Central Line Insertion Checklist
- **Team Communication –**
  - Two-person identifiers used for correct patient identification
  - Use of 'hand-off' communication tools for patients transitioning between care areas, and team members
  - Rapid Response Team, accessible to patients, families and health care team as needed
- **Environmental Safety –**
  - Secured patient care in the Emergency Department and Behavioral Health Departments (SHEC)
  - Secured building access and camera surveillance (SHEC)

## ON-DEMAND ACCESS



The HSHS Division (Western Wisconsin) is proud to announce that as of March 14, both Sacred Heart and St. Joseph's hospitals' pharmacy departments will have enhanced ability to monitor medication therapy with a new tool: Sentri7. This clinical decision support software allows pharmacists and clinical care givers on-demand access to clinically relevant medication issues.

With a few keystrokes, potential medication issues are identified, resulting in less time spent discovering medication issues and more time afforded to resolve them. With Sentri7, clinical staff have a single point of access to lab results, medication records and patient demographics, data that previously resided in different systems. Pharmacists can write rules against the data to identify opportunities for intervention and optimize medication use.

"We're very excited to be able to initiate this new software at both of our facilities," commented John VanDeVoort, Pharm.D., Regional Director of Pharmacy, HSHS Division (Western Wisconsin). "Sentri7 will not only improve quality care, but also reduce costs by guiding our colleagues to potential issues before they become a problem. Most importantly, it will allow us to provide a safer, more efficient patient experience for everyone we care for."

## 'Tis Still The Season... for Slips, Trips and Falls

The below list is a safety reminder to all physicians, colleagues, visitors and volunteers. Snow and icy conditions are still here and with this weather come slips, trips and falls. The following are suggestions to help reduce your chances of injury this winter season.

- Wear the appropriate footwear; winter boots or rubber shoe covers will offer better traction.
- Watch where you are walking; stay on sidewalks or plowed roadways.
- Allow additional time to and from work and home.
- Make sure you have proper winter dress (i.e. hats, gloves, boots and a blanket) if you have car problems to reduce the chance of frostbite.

For all slips and or falls on Sacred Heart Hospital property, complete a Peminic report before leaving. If medical attention is required, notify the Employee Health Department, ext. 4418 or the House Supervisor, pager 552-4700. Your Department Director or Team Leader should also be notified. As always, if you have any other safety-related questions or concerns, please contact Brian Hedrington, Safety and Security Supervisor at 715-717-4105.

## Colleague Giving Campaign Reaches Funding Goal

**Goal Amount: \$88,000**  
**Currently Raised:**  
**\$90,431**

With the Colleague Giving Campaign continuing the rest of the year, please remember it's never too late to contribute toward the invaluable programs provided by Sacred Heart Hospital. For more information, please contact your department director or the Development Office at 715-717-4925.

2011 Giving Matters Committee members include: Pauline Bangle, Peggy Bauer, Darla Derks, Michael Dillon, Donna Hamler, Monica Herman, Jean Johnson, Kevin Kelly, Moira Kneer, Kristy Lien, Bernice Manhardt, Barb Piper, Paula Probst, Nancy Schemensky, Karen Sisco, Georgia Smith, Jennifer Sonntag, Debbie Stanton, Stacy Stone, Cindy Suckow, and Robyn Wrobel.



Giving Matters Committee members select donated prizes for colleagues who have participated in the Colleagues Giving Campaign.

## HSHS Values Line

Make a "good faith" report of noncompliant or unethical behavior without the fear of retaliation.

**866.435-5777**

[hshsvalue.ethicspoint.com](http://hshsvalue.ethicspoint.com)



**Anonymous**  
**Confidential**

**24/7**



Hospital Sisters  
Health System

## benefit update

### Prescription Drug Plans Transferred to PrimeMail

Effective January 1, 2011, colleagues enrolled in Sacred Heart Hospital's health insurance program must order a 90-day supply of maintenance medications through mail service from PrimeMail. You are allowed two fills of your prescription at a retail pharmacy before the 90-day mail order is required.

Maintenance medications are drugs taken on a regular basis. Through PrimeMail, you will pay a dispensing fee once every 90 days, so you will generally pay less than you would at a retail pharmacy. Medications prescribed on a one-time basis, such as an antibiotic for a limited time period, are not part of the mail order process and can be filled at a retail pharmacy.

To access the mail order form online, go to [www.bcbsil.com](http://www.bcbsil.com) and click on the following: "Prescription Drug Coverage;" "Other Members;" "Mail Service Program;" "PrimeMail Registration and Order Form." Print out, complete and mail the form (with your original 90-day script from your physician) to PrimeMail at the address given on the form. If you are prescribed a new medication, you should ask your physician for up to a 30-day supply to fill at a retail pharmacy to use while your PrimeMail order is processed.

At [www.PrimeMail.com](http://www.PrimeMail.com), you can create or modify your profile, verify that your prescriptions have transferred, and order refills. You also can call PrimeMail at 877-357-7463 and ask them to contact your physician for a new prescription or assist you in transitioning a retail pharmacy prescription to mail service.

PrimeMail is an industry leader in providing high-quality prescription mail service. They offer easy ordering online, over the phone, and through the mail. Service representatives are available 24/7 and pharmacists will answer your questions seven days a week.

*Canticle* is a Sacred Heart Hospital newsletter that appears on the second and fourth Tuesday of every month and is available internally on the hospital's Pillar Boards & Intranet. It is also distributed by email and mail, and posted under the Media Center link at [www.sacredhearteauclaire.org](http://www.sacredhearteauclaire.org). Please direct comments, suggestions or requests for email newsletter (*e-Canticle*) subscriptions by phone at (715) 717-4256; or by email to [DPaulson@shec.hshs.org](mailto:DPaulson@shec.hshs.org); or by writing the Communications Department, 900 West Clairemont Avenue, Eau Claire, WI 54701. A "canticle" is a sacred song and is a reminder of our Franciscan tradition, the Hospital Sisters' healing ministry and Joy (one of our Core Values). Our newsletter's name is a tribute to "The Canticle of the Sun," by St. Francis, which praises God for all creation.