

JULY 2020



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Medical Care From Home



Cyannie Rosado, Jennifer Torres, Carlos Sanchez, Samantha Sternkopf of Reliance Medical Group Ewing

As we try to return to the new normal, I would like to take a minute to thank my staff who stuck by me through all the chaos. To my Diane Basich, NP who started only a few weeks before the pandemic hit, I want to thank you for the long hours and dedication that you have put in so that our patients have a high quality of care.

To Cyannie Rosado, Jennifer Torres, and Carlos Sanchez for stepping up to the occasion and never backing down. To Kerry Anderson, NP who recently returned back from maternity leave and is adapting well to the new normal.

Thank you!
Samantha Sternkopf, Ewing Manager

Message From The President & Vice President

We are facing so many issues, COVID-19, economics and race as individuals, as a region, as a nation. These issues also affect businesses and public entities i.e. schools, churches, gyms, restaurants.

Reliance, because of its staff has always endured challenging issues and did so again. It's no small wonder we are 35 years in business providing medical care for the community. We answered these challenging with the following actions:

- Quickly converting to telemedicine
- Building our remote monitoring program to about 1000 patients in telemedicine
- Finding new partners so we could continue to provide our medical services i.e. Navvis and Caremindr
- Working with payers (insurances) to reduce costs and increase quality such that we were offered better contracts
- Provided Atlantic City the staff and experts to open two Covid-19 testing sites for residents

Your Hard Work
Is Appreciated

Jon M. Regis, MD
PRESIDENT/CEO



Thank You Reliance Staff
& Providers!

Vincent J. Papaccio
COO/EXECUTIVE VP



Don't Turn A **Pandemic** into an **EPIDEMIC**

VACCINATE

State Recommended & Mandated Vaccines For Children

With school right around the corner, Reliance would like to discuss the various vaccines that are mandated and review other vaccines that are strongly recommended.

State Mandated Vaccines

Several years ago, the State of New Jersey issued a regulation that all eleven-year-old children have to be protected against two bacteria, pertussis and Neisseria Meningitidis. Pertussis causes whooping cough. Neisseria Meningitidis causes lethal meningitis. These are diseases you want protection against. The Adacel vaccine protects against pertussis, diphtheria and tetanus. The Menactra vaccine protects against Neisseria Meningitidis.

- Neisseria Meningitidis is a relatively rare bacteria, but, if someone does contract the infection, she/he is very sick. Despite the best medical care possible, the fatality rate is ten percent. And even if one survives the infection, he/she has a 30 percent chance of being crippled for life. We're talking loss of an eye, an arm, or hearing-that sort of crippled.
- Pertussis is a much more common infection than Neisseria. And to add to the problem, human beings are the only known host for pertussis. The only way to protect yourself is to be vaccinated. I recommend all adults get the Adacel vaccine.
- Whooping cough is an obnoxious beastie. If you contract it, you do not acquire permanent immunity. You have about ten years of protection, and then you can get it again.

The incidence of pertussis has increased from 3,000 cases annually in the 1970s to 25,000 cases in the 2010s. And the fatality rate has almost tripled. Those succumbing to pertussis are babies under six months of age. The babies are getting pertussis from their parents and caregivers.



Other Important Vaccines

- Gardasil. Another vaccine that is important for adolescents to get is Gardasil. This vaccine protects against cancers caused by the Human Papillomavirus. Originally, the vaccine was created to protect women from cervical cancer. Further research has demonstrated that the Human Papillomavirus causes other cancers in both men and women. The virus causes penile cancer in men, and mouth, tongue, and anal cancer in men and women. There are over 33,000 new cases of Human Papillomavirus cancers every year.
- Flu Shot. Influenza is an annual problem. As of today, we do not have any information the severity of this year's flu. Last year's flu season was mild. The good news is that the pediatric fatality rate from the flu has been dropping. Everyone six months of age and over should get a flu shot, as long as the individual is not allergic to the vaccine. It is particularly important for pregnant moms to get the shot. This will protect the baby because the mom's antibiotics will cross the placenta and protect the baby. After birth, babies under six months of age cannot get a flu shot. And no, the injectable influenza vaccine cannot give you the flu.

ATLANTIC CITY COVID-19 LINE



Jenn Farrell - Somers Point Manager & Care Coordinator
COVID Team Lead

January 20, 2020 the United States had its first confirmed COVID-19 case, the first confirmed case that was not related to travel was February 26th in California and the 28th in Washington. The whole nation stopped and watched as cruise ships were stranded, states shut down and the nations toilet paper, lysol, bleach, and hand sanitizer became just as valuable as gold. By March 4th, New Jersey had its first confirmed case and the panic and fear to us all became even more real. While offices were closing, and everyone was rushing to learn Telemed, enabling us to provide care to our patients, there was a group of people who were preparing themselves and families for another call.

April 28th, 10 of Reliance's employees said goodbye to their families, dressed in full PPE, and walked out onto our first day of Testing the residence of Atlantic City. We came from all different offices, all different positions within Reliance, but all with the same goal. We were going to do what we could to make a change for our state, to help as many people and patients as we could, For us to do whatever we could to flatten the curve.

Since April, we have tested over 700 of Atlantic City's residents and first responders. Many of Reliance's finest have come out to help on the line, and assisted the city in flattening the curve that peaked May 21st. Bonds were formed and we all came together to show everyone what Reliance was made of, not one of us backed down from the freezing cold rain to the scorching heat, slow days and busy days, twist and turns from the city and beyond, every one of us blending with the ever changing plan and stayed together and strong.

July 17th we finished strong with our last day, from a 30 day plan, Reliance stayed strong for 3 months. Thank you to everyone who help (no matter how big or small the role) and for all that you gave up to help others in need. We are Reliance, and we proved the strength that comes with that name.



Tom Bowen, Niki McCauley, Miriam Gomez, and Atlantic City Mayor Marty Small



Quest Diagnostics Lab Team



Reliance Team First Day of Testing



Patrick Elkner & Jenn Farrell



Dr Alexander Knijnikov

ATLANTIC CITY

1325 Baltic Ave / Family Medicine



Jacquelina Watson, David Lunt, MD, Miriam Gomez, LPN, Will Krasner, APN

The Reliance Office on Baltic Avenue Atlantic City has reopened for business. Dr. Jon Regis established this office location over 35 years ago. It was a thriving multispecialty practice including Family Medicine, Tuberculosis and STD Clinics, Peds and Ob/GYN. Unfortunately, Hurricane Sandy brought the practice to an untimely end. We are excited to reopen with the vision of returning Baltic to its previous success and vision of becoming one of Reliance's flagship practice sites. The Baltic office is fortunate to have on the team veteran staff that served the community before, they include Jacquelina W. CMA, Miriam G. LPN/Property manager and Dr. David Lunt. Also, joining the team is William (Will) Krasner ANP.



Reliance along with other local sponsors participated in community give back event for Atlantic City. 200 families were provided food from our Baltic Avenue location.

SOMERS POINT

634 Shore Road / Family Medicine

Nestled in the oldest settlement in Atlantic county, on 634 Shore Rd, right on the corner, You will find Reliance Medical Groups Somers Point Family Medicine. Built in 1952, SPFM is constantly changing and updating to stay in the current times. It previously was owned by Dr. Infantolino, and still has many of his patients who come to the office. It is a well weather building and practice, due to COVID, the ever changing and updating building is at it again. It is currently transitioning into a training office where all new employees from front desk to providers will start at to be trained and ready to start in Your office. The Virtual team is leading this change and is currently giving SPFM a new feel when you walk in the door. SPFM currently has Dr. Gary Oxenberg (Tuesdays and Thursdays) and Nicolle Tepedino, NP seeing patients.



Dr. Gary Oxenberg
Somers Point
Family Medicine

GALLOWAY

53 W. White Horse Pike / Family Medicine & OBGYN

I started with Reliance as an Medical Assistant for Reliance's podiatry office in Northfield in 2014. I then transferred to Family Medicine while traveling between both the Marmora and the Mayslanding office where I was promoted to Manager in 2015. I then opened the Family Medicine office in EHT in 2016. I just recently accepted an offer to transfer to Galloway Family and OB GYN in May of 2020. I am super proud of myself for all the achievements that I have made here in my 6 years at Reliance.

I am excited to be here in Galloway. I grew up to be open minded and accept changes and new challenges to be positive. Although I do miss my old provider's, staff , and patient's, I am excited to build new relationships with the providers, staff, and the patient's here in Galloway.

I have made some much needed changes here in Galloway on both OB and Family Medicine. The providers, staff, and myself have noticed that the changes that I have been making are definitely making us run a smoother and better office.

I do have plans to have more changes. However, I do not feel that overwhelming everyone is the answer. I believe small changes here and there until I have reached my goal is the best option. The one change that I believe is most important is that I am cross training the staff on both OB and Family. I believe that even though we are two offices, we are 1 team. Teamwork is super important to run a good office.

I am excited to see what the future holds for me here at Reliance. I do want to Thank Heli, Oxana, and Griselle as I would not be where I am today with Reliance without the mentorship I received from these three.

Stacy Gabrysz, CMA
Office Manager



Galloway Family Medicine

Front left to right; Jessical Torres, MA, Kelsey Allen, APN, Rose Alfaro, APN, BSN, CCRN, Stacy Gabrysz, Office Manager, Jessica Almodovar, MA

Back left to right; Camera Lowe, MA, Bernadette Mcdaniels, Supervisor



Galloway OBGYN

Front left to right; Gabrielle Battipaglia, MA, Jules Reina, MA

Back left to right; Stacy Gabrysz, Office Manager, Jessica Morales, WHPN, Bernadette Mcdaniels, Supervisor



Left to right
Bernadette Mcdaniels, Supervisor
Dr. Alan Feldman, MD
Stacy Gabrysz, Office Manager

Some Towns Say It's More Efficient To Continue To Trace Their Own Cases Instead Of Having State's 1,600 Tracers Take Over

Camden County just kicked off a soft launch of the state's new contact tracing program, CommCare.

"Two days ago, we went live. The state assigned us 11 cases that we did the case investigation and contact tracing on those 11 cases. It went smoothly," said Paschal Nwako, Camden County's health officer.

Camden County built its own contact tracing program while the Murphy administration worked to onboard CommCare along with Rutgers School of Public Health. The state will finally offer 1,600 new contact tracers by next week. Camden wants 25 of them. It takes training to tell someone they've been exposed to COVID-19.

"In the middle of an interview, the person might decide to say, 'I'm not saying anymore, I've said enough,'" Nwako said.

He warned that CommCare needs tweaking. It might randomly assign cases from Newark to tracers in East Orange, for example. Up until now, about 100 local health departments in the state did their own tracing.

Cases Unexpectedly Transferred

Kearny health inspector Kristine Schweitzer Budney logged in Thursday and found 86 cases unexpectedly transferred to CommCare.

"We're like, 'Oh my god, are they just going to take our cases?' We've already been working on these cases, are they just taking them? What's going on?" she said. "And I called the state and they said they had received many calls about this, this morning."

CommCare gave the cases back. Kearny's own contact tracing teams tracked down 90% of local cases and they'd prefer to continue without CommCare.

"I've heard the governor say that if you like your contact tracing and the town is doing it, we will leave you alone. So I assume his word is what he says," Schweitzer said.

Jon Jackson heads Dimagi, the company that designed CommCare for New Jersey. He says the system's troubleshooting bugs.

"With these rapid response teams, like all these things are going to be hard. I certainly wouldn't claim this isn't going to go without bumps, but we feel very confident that the state has a great strategy in place," said Jackson. "We

are working with the counties to understand the best way to assign contacts and the best way to transfer contacts between jurisdictions so that they can be most efficiently traced by the right team."



Protecting Personal Information

Contact tracers will advise you how and where to quarantine after exposure. They'll also ask for your cell phone number. Jackson insists Dimagi will protect personal info.

"We do not track you with any of the information that you're giving us. There's no app that you're going to install from Dimagi or CommCare onto your place. It's simply what you're sharing with us directly through the case investigator or contact tracer," he said.

He expects the system to be fully operational by the end of June. Murphy made contact tracing one basic requirement for reopening and Wednesday pushed back against criticism that it's taken too long to set up.

"We have 900 people doing contact tracing as we sit here. So I will tell you, it won't be that long. You guys gave us a lot of grief about where testing was at. It won't be that long from now," he said during Wednesday's daily coronavirus press briefing.

But in Camden, Nwako says earlier could have made a difference.

"I believe, I personally believe, it could've saved more lives," he said.

Telemedicine & Remote Monitoring

Reliance Medical Group is using the best technology to help your family remain healthy as possible!

One of the prevailing tenants at Reliance Medical Group is that access to quality healthcare is an absolute right, not a privilege. That statement rings true now more than ever before as we navigate our way through this pandemic.

Covid-19 has impacted every part of the way we live and forced us to make social and behavioral changes in practically every area of our lives. As long as social distancing guidelines are in place, these behavior changes will become new habits and part of our "new normal." This is precisely why the technology of telemedicine and remote monitoring is so critical.

Reliance Medical Group continues to lead the way as a progressive, multi-specialty practice with various locations through the state. Patients will continue to access the affordable managed medical care and their experienced physicians. Although healthcare today has a very different look, the level of care remains the same.

One of the ways they are doing this is through telemedicine and remote monitoring. Essentially, telemedicine allows health care professionals to evaluate, diagnose and treat patients in remote locations using telecommunications technology. Patients in remote locations can access medical expertise quickly, efficiently, and most importantly without travel. By using remote monitoring and telemedicine they can continue to monitor their patients health without skipping a beat.

Whether it's pediatrics, women's health, or adult medicine, Reliance Medical Group has implemented systems to continue their effective treatment. Keep in mind, telemedicine doesn't mean that you'll never visit a doctor's office again. But it does make care more accessible and affordable in many cases. Most importantly, it can help reduce the time you spend in your doctor's waiting room.

The need for more accessible healthcare is a driving force behind the growth of telemedicine. Whether a patient lives in a remote area or has a busy schedule that doesn't allow time to visit a physician, this technology allows them to have access. Further, using telemedicine has been shown to allow for better long-term care management as well as patient satisfaction. For the patient it becomes extremely convenient and encourages them to assume greater responsibility for their own care. It can also help the providers treat clients earlier in some cases and enhance follow up care.

As advances in technology are made, telemedicine becomes even more sophisticated. It can also serve a myriad of clients in multiple locations. Researchers have found that what tends to linger after a large scale pandemic such as what we are seeing is that the world we live in becomes a bit more unpredictable and that life feels a bit more fragile. Taking care of your health is the greatest gift you can give to yourself as well your family.

Reliance article from Monmouth The County Woman Magazine July/August 2020

Telemedicine Direct Contact Digitally With Your Doctor

Whether it's symptoms for COVID-19 or a consult on another health issue you may be able to reach your doctor by telephone or video from your laptop, tablet or mobile phone to answer questions and provide care.

Reliance Mobile App Easy, Convenient, Connected!

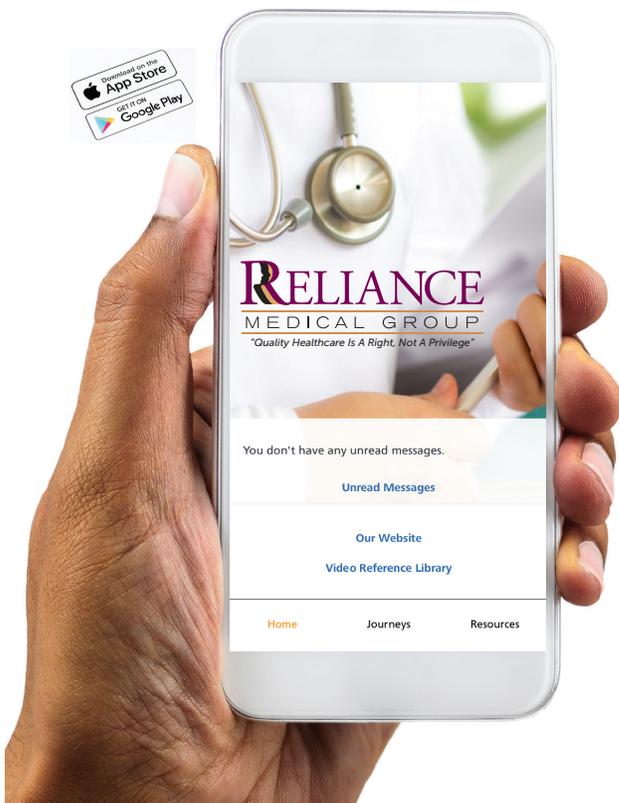
Remote Medical Monitoring, Schedule Appointments, Patient Portal, Local Emergency Updates. (COVID-19)

Remote Medical Monitoring Through The Reliance Mobile App

Patient Monitors From Home, Receives Notifications For Concerning Results.

- High Blood Pressure
- Diabetes
- COVID-19

Patients Are Supplied Pulse Oximeter & Digital Thermometer For Monitoring Shortness of Breath And Temperature.



RELIANCE

MEDICAL GROUP

"Quality Healthcare Is A Right, Not A Privilege"

Reliance has always **been open**, we are **open now** and looking forward to your visit! We are following protocols based on the latest CDC guidelines to **keep your family safe**.

Schedule an **appointment today** for a **healthier happier you**.

Call (855) RELIANCE
RelianceMedicalGroup.net



The **most powerful tool** a medical provider has is **not technology**, but rather their **hands**.



Some of the hands at Reliance Medical Group: Jon M. Regis, MD, Michael J. Lurakis, MD, Robyn Cummings, APN, WHNP-BC, Maria Molina, MD, Rosario M. Alfaro, NP, BSN, CCRN