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POTTSTOWN HOSPITAL'S OCCUPATIONAL HEALTH



*For more than 30 years...
KEEPING EMPLOYEES
ON THE JOB
HAS BEEN OUR JOB*

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POTTSTOWN HOSPITAL'S OCCUPATIONAL HEALTH

**James Stephenson, MD, MRO,
DOT Certified Medical Examiner**



**Joseph Albert, DO, MRO, DOT, Certified
Medical Examiner & Medical Director**

**For more than 30 years...
KEEPING EMPLOYEES
ON THE JOB
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A community thrives through safe and healthy work environments. Throughout the region, Pottstown Hospital – Tower Health’s Occupational Health has demonstrated an unwavering commitment to community health for more than three decades. The dedicated team of Occupational Health providers specialize in providing services for commercial and industrial clients in an out-patient building in the Tri-County Business Campus off Route 100 in Pottstown. They also provide services onsite at workplaces.

“The health, safety, and welfare of our community’s workplaces is a priority and an integral part of who we are as Pottstown Hospital’s Occupational Health team, business partner and member of the community,” explains Jen Patten, Operations Manager of Pottstown Hospital’s Occupational Health and Employee Health Departments. “This year in particular, due to the COVID-19 pandemic, our services have become even more valued by local and national employers that have employees in our Tri-County area,” she said. “We have remained committed to providing our occupational health services throughout the pandemic so that employers’ needs continue to be met for onboarding new hires and keeping their employees healthy and on the job.”

**Jennifer Patten, Operations Manager
Occupational Health & Employee Health Services**



**Occupational Health is part of the Pottstown Hospital CarePlex building
located at 81 Robinson Street, Pottstown.**

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PHOTOS BY STYLISH IMAGES

An Occupational Health patient receiving an X-ray from one of our certified technologists.

“Our outpatient building (CarePlex) is conveniently located in the Tri-County Business Campus in Pottstown, which is fitting as we provide services to Tri-County Areas employers,” Jen Patten said. “We are open Monday through Friday, however, at times we have opened on a Saturday to meet a company’s need. For instance, we have opened on a Saturday so we could conduct 25 annual OSHA required physical exams so that the company could have their employees back on their job sites on Monday. Other times, a company may request that our services be performed onsite at their location,” she said. “This is helpful when a company has a large number of employees that require a specific annual occupational health service such as audiograms, respirator medical clearances & fit testing, or annual vision testing. We work with our client companies to determine how to best meet their needs for timely, convenient occupational health services.”

The professional staff offer a wealth of Occupational Health expertise to their clients. They provide comprehensive occupational health services such as worker injury care and case management, employer or industry-based policy physical exams and testing, Police physical exams, OSHA regulatory medical surveillance services, DOT regulatory testing and medical certification exams, employer state and local health concerns, worker wellness, education, and Travel Medicine. “Occupational Health is a healthcare specialty,” Patten said. “Occupational Health isn’t our ‘side job’ — It’s what we do every day and what we have practiced for more than 30 years as a department of Pottstown Hospital. Our team has a combined 200 years of Occupational Health experience. This is Occupational Health expertise you can depend on.”

Occupational Health is a provider of comprehensive occupational health services in partnership with a wide range of essential businesses (please see related sidebar).



Dr. Albert meeting with an Occupational Health patient and developing her course of treatment.

“Our goal is to always have our client companies feel that we are an extension of their team,” Patten said. “It is a true partnership between our Occupational Health team and our client company’s team. Our typical point of contact with an employer is their Human Resource Managers, Safety Managers, Business Owners, Township Managers and Police Chiefs. However, our occupational health team also works directly with support staff such as office managers, operations managers, field managers and transportation managers. While each business has a unique occupational health need, they all share the same desire: make sure new hires can physically perform their jobs safely, provide a safe drug and alcohol-free workplace, ensure regulatory required health services are performed timely with accuracy, and care for injured workers swiftly with a proactive work strategy and case management. Helping to keep their employees on the job is our job” she emphasizes. “Our goal is to provide superb Occupational Healthcare, outstanding customer service, and ensure that their employees have an outstanding patient experience.”

(Continued on page 8)

COVER STORY

(Continued from page 7)

Occupational Health also serves as a resource and referral source for information regarding employee health and safety. "Our client companies know they can reach out to our team for all of their employee health questions," Jen Patten explains. "Our medical providers and support staff are available to answer questions and to provide specific resources such as OSHA, NIOSH, State and County Health Departments, CDC, and Department of Transportation."

In addition to providing Occupational Health services to Tri-County Area employers, the professionals at Occupational Health also manage the Employee Health Department of Pottstown Hospital, which, with more than 1,000 employees, happens to be the largest employer in Pottstown. "Our staff's Occupational Health expertise is valued by Pottstown Hospital," Patten said. "Just like many of our client companies, most of our employees work in safety sensitive jobs and have regulated occupational health requirements. Our team understands firsthand the sense of urgency an employer has regarding employee safety. Our team also understands the importance of timely documentation for recordkeeping, the importance of having an Occupational Health provider treat an injured employee, and the value of collaborative workers' comp case management. Our hospital employees and management can count on our Occupational Health expertise just like our client companies can," she said.

Pottstown Hospital's Occupational Health is a reliable provider of worker injury care available 24 hours a day, seven days a week through the commitment of their Occupational Health providers and the care of medical providers in their emergency department as needed. "Many of the companies we provide occupational health services to are open for business beyond Monday- through Friday 7:30 a.m. to 5 p.m.," Patten points out. "Some companies have 2nd and 3rd shifts, some are open on weekends and some are open 24 hours a day, 365 days



Occupational Health patients are greeted by Receptionists Linda Missimer & Carolyn Roberts

a year. It is essential that we have worker injury care to support their possible needs," she said. "When our Occupational Health Department at CarePlex location is not open, our client companies may refer their injured workers to our emergency department at Pottstown Hospital for any severity of injury care. The injured employee may then follow up at Occupational Health at CarePlex as needed. Employers appreciate this continuity of employee injury care. We care for our own Hospital Employees in the same manner. This aids proactive workers comp case management as well," she said.

All Occupational Health patients are required to do a health screen and have temperature taken to ensure the safety of our patients and staff.

"Workplace Safety is vital to the employers we serve," she added. "When work injuries occur, employers seek medical providers that can provide Occupational Health expertise with positive medical outcomes, medical providers that are proactive regarding employee return to work, and staff that can help coordinate referrals to a specialist if needed. Our team provides these comprehensive services including timely communication to the patient, employer and workers compensation insurance company. This supports workers comp case resolution."

"Our Occupational Health services provided to Tri-County employers compliments Pottstown Hospital dedication to advancing health and transforming the lives of the people we serve through excellent patient care," comments Rich Newell, President and CEO, Pottstown Hospital. He adds, "We are committed to our Occupational Health clients in providing accessible and convenient clinical quality patient centered care by a dedicated and specialized health-care team."

For more than three decades, Pottstown Hospital's Occupational Health has placed a strong emphasis on teamwork, communication and collaboration with employers they provide their services to, partnering with businesses to meet their worker health & safety needs, and they will continue this commitment for many years to come.

Occupational Health at CarePlex is located in the Tri County Business Campus, 81 Robinson Street, Pottstown, PA 19464. For more information, please contact Kathleen Kelly O'Hara, Client Services Manager at 610.326.2300 ext.5555, or by email: kathleenk.ohara@towerhealth.org.



Kathleen Kelly O'Hara, Client Services Coordinator and Linda Missimer, Receptionist

POTTSTOWN HOSPITAL OCCUPATIONAL HEALTH TESTIMONIALS FROM OUR CLIENT COMPANIES

“Occupational Health at CarePlex has provided outstanding occupational healthcare for Dana Incorporated’s Pottstown plant for over 18 years. The partnership that has been created is invaluable to our success. Their pre-employment health screening exceeds expectations on service and quality. Expert medical treatment and case management ensure our valued employees receive the proper care that is required for a work-related incident.”

– **Environmental & Safety Manager - DANA Inc.**

“The Superior Tube Company (An AMETEK CO) has worked with Occupational Health at CarePlex in Pottstown for over 15 years and after recently taking over the EHS Program at Superior Tube Company, I have found the CarePlex team to be a strong partner in our “Journey to Zero” injuries initiative. They have been very helpful with transition of our leadership staff and reliably provide our post-offer physical evaluations, follow-up care with workers’ comp cases, and case management. They are successfully proactively working with us to reduce our injury rate and lost work time cases. I have always found the team at CarePlex to be very responsive and helpful even during the trying times of the pandemic.”

– **Director of EHS - Specialty Metal Products at AMETEK**

“For the past 20 years TransNet and Occupational Health at CarePlex in Pottstown have developed a partnership providing Department of Transportation and Non-DOT health exams along with drug testing for TransNet and our partners’ employees.

The Staff at CarePlex is professional, reliable and efficient when responding to our needs and concerns. They effectively communicate new information on current trends to assist us in continuing to be successful emphasizing the importance of safety and minimizing risk.

CarePlex provides a valuable service, which meets all our needs and we look forward to continuing our partnership for many years to come.”

– **Risk Management Director - TransNet (Suburban Transit Network, Inc)**

“Tower Health’s Occupational Health Division in Pottstown located at CarePlex, provides a level of support and partnership for employee health that drastically improves our ability to operate our school in Pottstown. I’m continually impressed with the customer service and wide range of services offered. We trust CarePlex to perform post-offer physicals, OSHA-required exams, and rely on them to assist with workers’ compensation and rehabilitation for injured employees. They offer more than just occupational health by educating our greater Pottstown community of employers regarding OSHA requirements and their guidance has been invaluable throughout the Covid-19 pandemic. The team at CarePlex, including Kathleen O’Hara and Jennifer Patten, are the best in their fields and a true pleasure to partner with on all of our occupational health needs!”

– **Director of Human Resources - The Hill School, Pottstown, PA.**

“Pottstown Hospital’s Occupational Health at CarePlex has been our occupational health provider since 2006. Each month a nurse from CarePlex comes onsite to our facility to provide services such as: Flu shots, Hep B, Titters, TB, Tdap etc. They have been a life saver for getting our employees required immunizations. Their staff are always available for any of our medical questions and advice.

We have built such a great relationship their team for occupational health services onsite as well as at CarePlex. Grateful to have them!”

– **Human Resources – Globus Medical, Inc.**

“We have been working with Pottstown Hospital’s Occupational Health Department for multiple years now and have had nothing but a great experience with them. (DOT physicals, Drug & Alcohol Testing and Employee Injury Care) When compared to some of our past experiences with other Occupational Health partners, Pottstown Hospital’s Occupational Health team stands out above the others. They do a great job communicating with us and our employees and do everything they can to keep the employees’ health as their first priority. They are accommodating when last minute needs arise always stood by their appointment times and do what they say they’re going to do.”

– **Service Center Manager - FedEx Freight, Inc.**

“Occupational Health at CarePlex has always been a great source for employee injury care and management. They communicate their diagnoses and referrals with attention and efficiency. By quickly scheduling and accepting walk-ins, Occupational Health at CarePlex treats our employees very effectively. We appreciate everything they do to treat our injured employees and report back to us.”

– **Executive Assistant to the VP and General Counsel - Redner’s Markets Inc**



Jennifer Patten, Operations Manager Occupational Health & Employee Health Services and Kathleen Kelly O’Hara, Client Services Coordinator.

“Occupational Health at CarePlex in Pottstown is outstanding. As a representative for a large health-care employer, the team at CarePlex has consistently gone above and beyond to meet the needs of our organization. Exceptional follow-up is always provided, and most appreciated when there is an urgency to receive exam results to expedite new hire employment. I would recommend their services to any employer in the Pottstown area.”

– **Regional Employee Relations Manager, Diakon Lutheran Social Ministries**

“Our company is a school bus contractor that covers two different school districts in the area, Boyertown and Oley. We use the Occupational Health services of Pottstown Hospital at CarePlex in many different aspects.

There are times we are pre-scheduling for School Bus exam and Bus Aide exam appointments for pre-employment situations. There are other times that we need services in an instant. (Worker Injury care or exams) Whenever we need to call no matter either myself or another staff member in my office everyone at CarePlex is always willing to accommodate us in whatever we need. Instructions and explanations are always complete and very informative to what we need to take care of. Not only the CarePlex office staff but the medical staff as well has always been willing to take the time with us to answer our questions and provide us with the paperwork and information that we need.”

– **Supervisor - Quigley Bus Service, Inc.**

“We have been very fortunate to benefit from our long-term relationship with Occupational Health at CarePlex over the last several years. As our employees’ occupational health services provider right here in the Borough of Pottstown, Occupational Health has performed post offer physical exams for both our civilian and uniformed staff members, served as our CDL random drug testing collection site, and provided critical injured worker care. We have been very pleased with the prompt and expert attention our employees receive from the courteous and professional staff at Occupational Health as well as the vital resource they provide for our human resources team. We at the Borough look forward to continuing this arrangement for many more years to come!”

– **Human Resources Director - Borough of Pottstown**