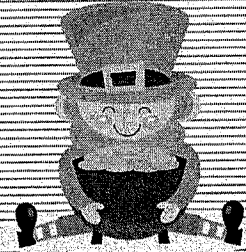


# Madison Medical Affiliates

~ News You Can Use ~



## Welcome to MMA!

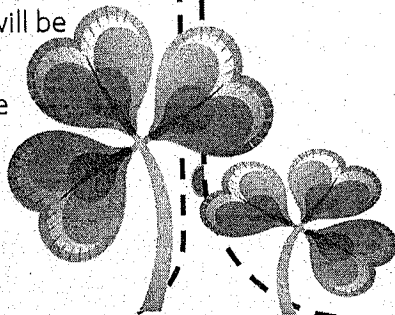
Amanda Schultz - Downtown  
 Kelly Stolper - Mequon  
 Jose Rosales - Downtown  
 Sharyn Berry - Riverwoods

## 10 Digit Dialing

On April 24, 2021 the Federal Communications Commission is activating 10-digit dialing for outgoing local calls from Wisconsin area codes 262, 414, 534, 608, 715, 920. Beginning October 24, 2021, you must include the area code in addition to the 7-digit phone number for the call to succeed.

To avoid problems, you may want to update the contacts in your address book and any stored phone numbers for services such as call forwarding, call screening, and call blocking. The reason for this change is due to the FCC's adoption of a 3-digit phone number approved as the new National Suicide Prevention Hotline – 988 – which will be activated July 16, 2022.

If you have a cell phone issued from another state, check with your carrier for area codes affected in that state.



## Patient raises



"The additional help we got from Dr. Volberding's nurse, Kaylee, and his secretary, Cindy Hart, was outstanding.

"Dr. Donahue and Katherine, her nurse, provide excellent care. They care about me and explained the situation clearly. Katherine called to make sure that I got the test results quickly so I would not have to wait and worry over the weekend. That was very kind and I appreciate her thoughtfulness."

"This has been by far my best experience in a doctor's office, period. The receptionist (Ashley), nurse (Mary), and Dr. Lal made me feel welcome and comfortable immediately and I'm beyond satisfied with the level of care. Kudos all around!"

"Sarah, Dr. Dinapoli's nurse, is the person I have the most contact with. She shares test results and provides additional instruction as needed. She is great! The two phlebotomists, Angie and Samantha, are respectful and efficient. They do a great job too."

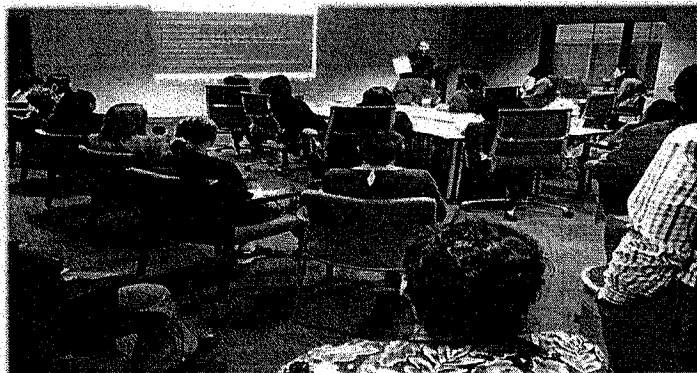
"Cataract surgery assistant scheduler Nikia was outstanding- keeping me informed and prepared with directions for surgery with Dr. Bloom. She was extremely helpful."



# Reflections on the Pandemic



In recent weeks, I happened upon this photo from March 2020, and it gave me a moment to reflect on the events of the past year. Many of us gathered that morning anxious to hear Dr. Ko speak about this novel coronavirus that was suddenly monopolizing all media outlets and conversations. At the time, the U.S. had approximately 100 confirmed cases. There was little talk of social distancing and even less talk about sheltering in place. In hindsight, it all felt extremely distant at the time.



There is no need for me to bore you with the many details of the challenges, changes, and frustrations that we faced in the months following that meeting. Our reality quickly became that of universal masking, school closings, festival cancellations, and being faced with the reality that this coronavirus, now referred to as COVID-19, had infiltrated our community and our lives. Needless to say, 2020 was officially a year that many were ready to leave behind.

On December 23, 2020, Madison Medical administered our first doses of the much-anticipated COVID-19 vaccine, Moderna. Many of us finally exhaled (into our masks) with a sense of relief that we had turned the corner; but our work was far from done. Unlike the detached feelings of March 2020, MMA ended the year on the frontlines of the solution as one of the first clinics in Milwaukee to administer doses of the vaccine. Since that day, MMA can proudly share that close to 80% of our providers and associates have received their vaccines, and we have vaccinated over 2000 patients to date.

We have heard countless stories of families that have not seen one another in over a year, reuniting a few weeks after their grandparents received their second doses at MMA. Some have even said that venturing to our clinic to receive their vaccine is their first time leaving their home since this all began. I am proud to share that almost 70% of our patients 65 and older have been verified as receiving their vaccines or are scheduled to receive it. In the words of one patient's daughter, as she walked her mom out of the clinic after receiving her second dose, "I've always been so impressed with how organized and polite everyone is here, but with this clinic you guys definitely go above and beyond what any of us could ever expect."

I couldn't be more proud to be a part of the MMA family and what we have accomplished through this. So I end this reflection with humble gratitude because each one of you are a part of MMA's pandemic story- a story of unprecedented times that continues to push us to unprecedented success.

*~Submitted by Emma Todt*

