

**From:** "Shuliak, Karyna" <[REDACTED]>  
**To:** Jeffrey <jeevacation@gmail.com>  
**Subject:** Fwd: Encounter rate  
**Sent:** Sunday, October 19, 2014 10:06:05 PM

Sent from my iPhone

Begin forwarded message:

**From:** "Evangelidis-Sakellson, Vicky" <[REDACTED]>  
**Date:** October 19, 2014 at 3:18:04 PM EDT  
**To:** "Shuliak, Karyna" <[REDACTED]>, Fola Odusola <[REDACTED]>  
**Subject:** Re: Encounter rate

Dear Karyna,

Dr. Odusola is correct: your encounter rate is computer generated and it is the number of actual patient encounters you had divided by the number of sessions you were assigned in clinic. I think the denominator from last June to the end of September, was about 125 sessions.

We do allow for some disappointments, in that the requirement is 90%, not 100%.

We have spoken many times in class about ways you can boost your encounter. They include:

1. Schedule an additional patient, say one at 9:00 and one at 11:00
2. Come in one extra session a week- there are always chairs available in the morning.
3. Be available to see emergencies. - keep a log of these in case patients are not registered under your name.
4. Also, you should try reminding your patients of their appointments and make sure you get something done every session.

Please review your own "productivity report" on axium. Tell me if its not accurate.

The above are all things we have to do in real practice to ensure that we manage our patients in a way that is productive for us.

Please feel free to follow up if I have not answered your questions.

Dr. Evangelidis

On Oct 19, 2014, at 9:41 AM, Shuliak, Karyna <[REDACTED]> wrote:

Dear Dr. Evangelidis,

On Friday I met with my group leader Dr.Odusola to discuss an issue that I have been trying to understand now for weeks, - namely the graduation requirement that is referred to as the "encounter rate". I am still perplexed as to how this number is calculated and would appreciate a written explanation of its formula so that I may adjust my schedule as needed. I understood from our conversation with Dr. Odusola, that it is a computer generated number, but without the details find it difficult to make the necessary course correction. With your help, I would like to map out a schedule to enable me to comply with all graduation requirements so that I may be certain to meet them on time. At the least, it seems highly questionable that if patients cancel their appointments, especially at the last minute, that their irresponsibility should in any way have a negative impact on my performance rating.

I look forward to receiving your response and am willing to meet at any time convenient for you.

Thank you very much for your time,

Karyna Shuliak.