

# NeuroNotes

## MESSAGE FROM OUR CHAIR



Hello. We are taking advantage of the this spring version of our NeuroNotes to introduce several members of our administrative staff. On balance this has been an exceptionally good year for the department. We have had a focused and successful campaign to meet our clinical milestones. A key to our clinical success are the many wonderful folks in clinical administration and finance whose vision and commitment keep the department on track. With this issue of the newsletter, we want to feature our staff and our clinical researchers and offer an expression of our gratitude for jobs well done. We also take this opportunity to congratulate several residents and faculty for notable achievements, as summarized below (page 6).

– Robert H. Brown, Jr., DPhil, MD



## WELCOME!



Robert Nelson

**What path brought you here?** I have worked in a variety of positions related to finance, operations, system implementation and physician practices. Working at UMass with so many talented people has been a valuable lfor earning experience. The Administrator position the Department of Neurology and Divisions of Renal Medicine, Geriatrics and Clinical Informatics offers a great opportunity to expand upon skills that I have gained over the years while learning new processes. I am looking forward to the opportunities.

**What are you most passionate about professionally?** I thoroughly enjoy using technology and data to improve upon processes. I thrive on collaboration with team members and colleagues. And I always enjoy learning new things to become more efficient.

**What are you passionate about personally?** I enjoy exploring the outdoors, bicycling, hiking, and cross-country skiing.

**What do you really enjoy?** Growing up near the ocean, I always enjoy spending time doing activities on or near the water.

**What can't you stop talking about?** I have a strong interest in data analytics and using data to improve upon processes. On the lighter side, I enjoy talking about movies and the Patriots.

**Where can we find you when you're not working?** With family and friends. I am also active in a variety of professional associations.

**What's your favorite way to spend a weekend or a Sunday afternoon?** Enjoying the outdoors; walking, hiking, exploring new areas here in New England, as well as spending time with family and friends.

**Where did you grow up?** Scituate, Massachusetts

**What would be impossible for you to give up?** Outdoor activities.

**How do you want to be remembered?** As someone who has made a positive difference to others, someone who values integrity, respect and kindness.

**Anything else you'd like to tell people about yourself?** I have two beautiful daughters, Tori and Cassi. They are my pride and joy!



Renee Tetreault

**Who do you support?** My job entails supporting the Neurology Department including Dr. Joan Swearer, Neuropsychology, in addition to Doctors Brown & Owegi in the MDA/ALS clinic and also Doctors, Hayward, Qin, Goddeau, Smith, Deb  
**How long have you worked for the Department of Neurology?** I have been with Neurology since January 11, 2016 and UMass since 2010

**Where can we find you?** My office is adjacent to mail area, S5-708.

**What is your official title?** My official title is: Administrative Assistant, Sr.

**How can we contact you?** You can reach me at Ext. 40238 or email [renee.tetreault@umassmemorial.org](mailto:renee.tetreault@umassmemorial.org)

**List some important aspects of your job:** Two main aspects of my job are to support Neuropsychology and ALS clinics

**What do you really enjoy?**

I love being outside in the sun – when I retire some day that is where I'll be.

**Where can we find you when you're not working?**

When not working I'm home hopefully watching one of my grandkids – they're the best part of getting older.

**What's your favorite way to spend a weekend or a Sunday afternoon?**

This past Sunday I was home with my husband watching the football game.

**Where did you grow up?**

I grew up in Milford MA I

**What would be impossible for you to give up?**

Spending time with my family would be hard to give up.

**How do you want to be remembered?**

I'd like to be remembered as someone who really cared about her family and others



# MEET OUR CLINIC STAFF



**Amy Confalone**

**Who do you support?** I support the Department of Neurology, Multiple Sclerosis and Neurodiagnostics and the Infusion Area.

**How long have you worked for the Department of Neurology?** I have been with the department of neurology for almost 2 years.

**Where can we find you?** My office is located in AC6-256

**What is your Official Title?** My official title is Nurse Manager

**How we contact you?** You can contact me at 774-443-5068

**List some important aspects of your job:** I oversee staff and help to assure efficient daily operations of the clinics.



**Luz Gomez**

**Who do you support?** Currently support the Department of Neurology focusing on setting appointments for the following: Dr. Drachman, Dr. Deb, Dr. Smith, Dr. Sargent, Dr. Schwartz, Dr. Brown, Dr. Owegi, Dr. Kamel, Dr. Cohen, Dr. Patti, Dr. Helenius, Dr. Claunch, Dr. Hannoun and Dr. Ade

**How long have you worked for the Department of Neurology?** 7 years

**Where can we find you?** HA -560

**What is your Official Title?** Ambulatory Service Representative

**How we contact you?** 508-334-8171

**List some important aspects of your job:** I compose and type letters, do spread sheets, Outlook calendars, send faxes, make phone calls, copies, scans, process all our incoming mail, and have trained a volunteer to assist us. I prep, schedule and support the Neurology and ALS clinic.



**Michelle Norum**

**Who do you support?** My job entails preauthorizing and scheduling many different tests ordered by the neurology and MS physicians

**How long have you worked for the Department of Neurology?** I have been with Neurology since June of 2014 and UMass since 2000

**Where can we find you?** My office is next to Neurology Clinic in HA-560

**What is your Official Title?** Prior authorization specialist

**How we contact you?** My office number is 508-334-1952 or e-mail: [norumm@umhc.org](mailto:norumm@umhc.org)

**List some important aspects of your job:** I make sure that the insurance company will authorize and pay for any testing ordered by our physicians. I recognize and use current ICD10 coding when submitting requests. I also work closely with Shields MRI and our radiology scheduling department to get our patients in to get this testing done and results send to our doctors in a timely manner.



**Steven Smajk**

**Who do you support?** I support the Departments of Neurology, and Neurodiagnostics.

**How long have you worked for the Department of Neurology?** I've worked in NEURODIAGNOSTICS about ten years

**Where can we find you?** You can find me in NEURODIAGNOSTICS on level A.

**What is your Official Title?** Neuro Technologist

**How we contact you?** You can contact me at 774-442-3802

**List some important aspects of your job:** I perform EEGs, EMGs and Autonomic Testing.



**Yvette Olivero**

**Who do you support?** I support the Departments of Neurology, Multiple Sclerosis and Neurodiagnostics.

**How long have you worked for the Department of Neurology?** I have been with the Department almost 2 years.

**Where can we find you?** You can find me in my office HA-560.

**What is your Official Title?** Clinic Supervisor

**How we contact you?** You can contact me at 774-442-2918.

**List some important aspects of your job:** I oversee staff and help to assure efficient daily operation of the clinics.



**Stephanie J. Holland**

**Who do you support?** I schedule all NeurAccess appointments and also handle all Stroke providers for Neurology( Moonis, Goddeau, Henninger, Moodie(stroke only), Sundar(stroke only) and Neurovascular Fellows( Adalia Jun-O'Connell and Aymen Alsalaimeh)

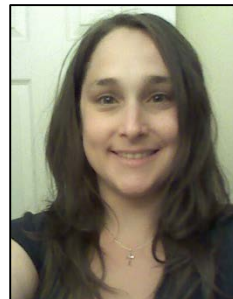
**How long have you worked for the Department of Neurology?** I have been with UMass for 11 years. I started my first 6 years here in Neurology Clinic and Now I'm back again.

**Where can we find you?** Clinic -Level A room HA-560

**What is your Official Title?** NeurAccess & Stroke Scheduler/Secretary

**How we contact you?** I can be reached by email, task or you can call me 4-6614

**List some important aspects of your job:** I process all new patient appointments for both NeurAccess and Stroke clinics. I make sure all patients are contacted with follow-up appointments and details. I keep track of all Stroke appointments and schedules as well.



**Kendra Stankus**

**Who do you support?** Dr. Qin, Dr. Garg, Dr. Vydrin, Dr. Sundar, Dr. Hayward, Dr. Paydarfar, Dr. Daniello, Dr. Moodie, Dr. Bella, Dr. Boots, Dr. Bjornsdottir, Dr. Ramirez, Dr. Degrush, Dr. Bassil, Dr. Kaddouh.

**How long have you worked for the Department of Neurology?** 1 year and 5 months

**Where can we find you?** HA-560

**What is your Official Title?** Ambulatory Services Representative

**How we contact you?** 508-334-0236

**List some important aspects of your job:** I compose and type letters, schedule appointments for patients, send faxes, make phone calls, copies, scans, and process all our incoming mail, also trained volunteers to assist us. I support the Neurology clinic.



**Tanya Dube**

**Who do you support?** The doctors in the MS Clinic

**How long have you worked for the Department of Neurology?** Little more than a year

**Where can we find you?** MS Clinic in the front check in room

**What is your Official Title?** PCA II

**How we contact you?** 774-441-6210

**List some important aspects of your job:** I make sure that check in process his done in a timely matter for the doctors.



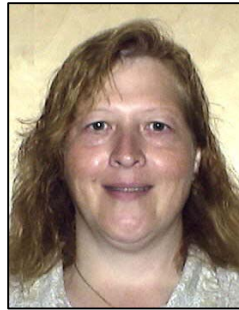


# MEET OUR CLINIC STAFF



**Who do you support?** I support all providers and residents  
**How long have you worked for the Department of Neurology?** I started working in Neurology 5 years ago as a per-diem. After 1 year move to work at the cancer center for 3 years and came back on September of 2014  
**Where can we find you?** At the Neurology Clinic, Level A University  
**What is your Official Title?** I am a Certified Medical Assistant  
**How we contact you?**  
 E-mail: [Carmen.Guzman@umassmemorial.org](mailto:Carmen.Guzman@umassmemorial.org) Ext.17887

**Carmen Guzman**



**Who do you support?** MS Clinic  
**How long have you worked for the Department of Neurology?** Started in November 2015  
**Where can we find you?** MS Clinic  
**What is your Official Title?** Ambulatory Service Representative  
**How we contact you?** Ext. 49961  
[Kim.Churchill@umassmemorial.org](mailto:Kim.Churchill@umassmemorial.org)  
**List some important aspects of your job:** Checking patients in/out, scheduling appointments, prior authorizations.

**Kim Churchill**

**List some important aspects of your job:** As a PCA I am responsible for all labs (blood, CSF, Urine) Do vitals and update patients charts (medications, family medical history, social history, etc.) Perform EKG's; Assist doctors with lumbar punctures; and Maintain an inventory of stock



**Who do you support?** I work with Dr. Peter Riskind, Dr. Carolina Ionete, Dr. Roberto Bompreszi, Dr. Neeta Garg, Dr. Jennifer Moodie, Dr. Idanis Berrios-Morales and Dr. Paula Bellin.  
**How long have you worked for the Department of Neurology?** I have been in the MS Clinic for 3 months.  
**Where can we find you?** I can be found in the MS Clinic on the 1<sup>st</sup> floor of the University Campus.  
**What is your Official Title?** Licensed Practical Nurse.  
**How we contact you?** My extension is Ext. 16384.

**Melanie Virtuez**

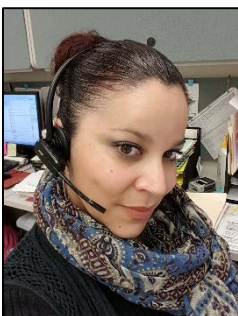
**List some important aspects of your job:** My duties include phone triage, prescription refills and Surescripts, checking in patients, setting up for Botox procedures, setting up and assisting with lumbar punctures, performing bladder scans, processing specimens, pt1 forms, disability forms, ordering patient equipment and setting up VNA services.



**Who do you support?** I support all MS providers Neurology Residents and Fellows.  
**How long have you worked for the Department of Neurology?** Since May of 2015. Prior to May of 2015, I worked for Central Scheduling for 18 months and prior to that, I worked for the Critical Care/Surgical ICU at Memorial.  
**Where can we find you?** MS Clinic  
**What is your Official Title?** Ambulatory Service Representative  
**How we contact you?**  
[tamela.defoor@umassmemorial.org](mailto:tamela.defoor@umassmemorial.org)

**Tamela Defoor**

**List some important aspects of your job:** Reschedule/Schedule follow appointments for patients, Schedule patients for other specialty appointments for example, Obtain Prior Authorizations for patients who need Botox for migraines, Master Schedule for the MS providers



**Who do you support?** Dr. Bella Isabelita, Dr. Lan Qin, Dr. Jane Sargent, Dr. Anita Deb, Dr. Kara Smith, Dr. Carolina Ionete, Kate Daniello, Dr. Margaret Owegi, Breta Boots (fellow) and all the TECHS.  
**How long have you worked for the Department of Neurology?** I have been in the NDC Dept. for 2 years.  
**Where can we find you?** I can be found in the NDC Dept. on Level A floor of the University Campus  
**What is your Official Title?** Ambulatory Services Rep  
**How we contact you?** My extension is # 23802

**Carmen Viera**

**List some important aspects of your job:** Schedule & Reschedule appointments, get authorizations in place for Botox and (LTM) Long Term Monitor, prepare the schedule for the following day, arrive all our patients, enter inpatients orders in IDX, complete all our tasks, etc..



**Who do you support?** I support an amazing team of Neurologists and residents.  
**How long have you worked for the Department of Neurology?** After being accepted into the Neurodiagnostic Program at UMass, I have been working for the Neurodiagnostic Department, since 2009.  
**Where can we find you?** When I am not on the floors attending to patients, you can always find me on A level in the Neurodiagnostic Dept. except on Fridays.

**Marilyn Marrero**

**What is your Official Title?** Neurodiagnostic Technologist  
**How we contact you?** My contact number is 774-442-3802 or you can always email me as well.

**List some important aspects of your job:** I perform a variety of testing such as EEG's, EMG's and also Intraoperative Monitoring.



**Who do you support?** Dr. Peter Riskind, Dr. Carolina Ionete, Dr. Roberto Bompreszi, Dr. Neeta Garg, Dr. Jennifer Moodie, Dr. Paula Bellin  
**How long have you worked for the Department of Neurology?** In total 10 years  
**Where can we find you?** MS Clinic 1<sup>st</sup> floor  
**What is your Official Title?** Licensed Practical Nurse  
**How we contact you?** Ext. 22962

**Matte Charlene**

**List some important aspects of your job:** phone triage, prescription refills, surescripts, checking in patients, setting up Botox, set up and assist with lumbar punctures, bladder scans, processing specimens, ordering patient equipment, pt1 forms, disability forms, setting up VNA.



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# MEET OUR CLINIC STAFF



**Who do you support? (Who's appointments do you book etc.)**

I work for Dr. Catherine Phillips, Dr. Ann Mitchell, Dr. David Drachman, Dr. Felicia Chu, Dr. David Paydarfar, Dr. Banu Sundar, Dr. Majaz Moonis, Dr. Daniel Weber, Dr. Kate Daniello, Dr. Kara Smith, Dr. Anandita Deb, Dr. Niels Henninger, Dr. Lan Qin, Dr. Mikhail Vydrin, Stephanie Pierce N.P., and Naama Cohen N.P.

**How long have you worked for the Department of Neurology?**

I have been in the Neurology Clinic for one year and five months.

**Kathleen Zack**

**Where can we find you?** I can be found in the Neurology Clinic on the A Level on the University Campus

**What is your Official Title?** Licensed Practical Nurse.

**How we contact you?** My extension is 24992

**List some important aspects of your job:** My duties include phone triage, prescription refills, prior authorizations, taking VS on patients, taking patients to the ER when needed, and helping to admit patients to the hospital when needed.



**Who do you support?** I support all the clinicians in the Neurology Clinic with their clinical duties. I also support the patients.

**How long have you worked for the Department?** I have worked in the Neurology Clinic for 6 years.

**Where can we find you?** Neurology Clinic on Level A

**What is your Official Title?** Ambulatory Service Representative

**How we contact you? Phone:** 774-443-2528 or Email:

[Casey.Clouthier@umassmemorial.org](mailto:Casey.Clouthier@umassmemorial.org)

**Casey Clouthier**

**List some important aspects of your job:** I check in and check out patients in the Neurology Clinic. I verify their personal and insurance information. I make appointments for patients for follow ups for the Neurology Clinic as well as any ambulatory/diagnostic appointments our clinicians order. I also help answer the patient phone calls and take messages for clinicians. Most importantly, I make sure our patients are happy and taken care of.



**Amy Germain**

**What is your Official Title?** I am an Ambulatory service rep

**How we contact you?** My office number is 508-334-8155 or email [amy.germain@ummhc.org](mailto:amy.germain@ummhc.org). I am available Monday – Friday 800 am – 430 pm

**List some important aspects of your job:** I schedule appointments for patients, reschedule bump patients, schedule inpatient follow ups, Recently I have taken on scheduling for Epilepsy Neuro Access, copy paperwork, fax, mail, obtain records for sleep studies, obtain medical records for new patients, utilize call point for confirming patient reminder calls and prepare patient documents for scanning



**Deborah Gesuse**

**List some important aspects of your job:**

I am the Master Scheduler for the NDC department. I create all the Master templates for the NDC doctors and Techs. I make all their on-call, sick day and vacation changes and work all the discrepancies. We also take all of our own calls, do all of our own scheduling (EMG's, EEG's, Botox, Evoked Potential's, Autonomic Testing, Ambulatory EEG's), set up LTM admissions and authorizations and obtain Botox authorizations.

**Who do you support?** Dr. Felicia Chu, Dr. Ann Mitchell, Dr. Catherine Phillips, Dr. Daniel Weber, Stephanie Pierce NP, Dr. Ika Noviawaty (Who will soon be joining our team), Dr. Mehdi Ghasemi, Dr. Yi Li, Dr. Navid Valizadeh, Dr. Oleg Yeroghin, Dr. Max Mandelbaum, Dr. Nazish Riaz, Dr. Evdokia Eleftheriou, Dr. Yunis Mayasi and Dr. Erik Istre.

**How long have you worked for the Department of Neurology?** I have been with Neurology since October of 2015 and within the UMass system since 2008

**Where can we find you?** My office is located next to Neurology Clinic in HA-560

**Who do you support?** All of the doctors and techs in the Neurodiagnostic Clinic (Dr. Sargent, Dr. Qin, Dr. Bella, Dr. Ionete, Dr. Deb, Dr. Daniello, Dr. Smith, Dr. Boots, Kathryn Hammer, Don Chin, Nancy Bellantoni, Bonnie Grossman, Shane Stanek, Steve Smajkovicz, Marilyn Marrero, Steve Derobio).

**How long have you worked for the Department of Neurology?** About 11-12 years

**Where can we find you?** NDC Clinic A-Level-University Campus

**What is your Official Title?**

Lead Ambulatory Service Rep for NDC clinic

**How we contact you?** 774-442-3803

# MEET OUR CLINIC RESEARCHERS



**Carolyn Griffin**

**Who do you support?**

The doctors in MS primarily Dr. Riskind and Dr. Ionete. I am also doing some work with the Hemophilia doctors for their CDC project.

**How long have you worked for the Department of Neurology?**

7 years

**Where can we find you?**

Room S5-710 or down in the MS center

**What is your Official Title?**

RN Clinical Research Nurse

**How we contact you?** 508-856-5006...do better with email though

**List some important aspects of your job:** Manage all aspects of the research trials for persons with Multiple Sclerosis-from interfacing with the sponsor to right down

to drawing and processing the blood of the patient. I also run the MS Center support group and am involved with educational events sponsored by the MS Center.



**Catherine Douthwright**

**Who do you support?**

Dr. Brown

**How long have you worked for the Department of Neurology?**

1 year in my current position; 6 years previously as a graduate student

**Where can we find you?**

Room S5-710

**What is your Official Title?**

Research Coordinator I

**How we contact you?**

[Catherine.Douthwright@umassmed.edu](mailto:Catherine.Douthwright@umassmed.edu) or by phone: 508-856-6491

**List some important aspects of your job:**

Consenting patients for various studies, performing study assessments with patients, recording and entering data, processing samples, IRB submissions and other regulatory work



As Chief Residents of Neurology, we welcome you to the Resident's Corner! We extend you an invitation to meet our residents, their achievements, personal lives and families. We hope you will enjoy our section and continue to read about our adventures in future editions.



- Johana Helenius, M.D., Ph.D. - Chief Resident

- Yunis Mayasi, M.D., M.S. - Chief Resident



ADVENTURES



Neurology on the Hill



Chief Resident Dr. Yunis Mayasi and Assistant Professor Dr. Ika Noviauwaty



Dr. Mayasi with Congresswoman Elizabeth Warren

On March 2016, some our Neurology Residents and Attending headed to Washington, D.C. to help advocate for the need of neurology and neurologist to our nations capitol's House of Representatives.

NEURO BABY



Jake & Francesca Metterville are excited to announce the arrival of their new daughter Nora Jean. Nora was born on 01/25/16 at 7lbs 3oz. 18 3/4 inches



Dr. Elizabeth Degrush welcomes her Mother's Day gift Rosalind Elizabeth, born on 5/8/16 at 8lbs. Here we see baby "Rosie" wearing a sweater knitted by her 90 year-old great-grandmother!



# CONGRATULATIONS!



Dr. David Paydarfar has invented a new vibration-based technology to reduce apneic events and improve critical clinical parameters in prematurely born infants. This bridges years of laboratory study to an extremely important clinical application. Well done, David!



Watch the full story here:  
<http://boston.cbslocal.com/2016/02/17/crib-mattress-preemies-breathe-medical-boston-doctors/>

**Dr. Paydarfar**

Congratulations to Dr. Susanne Muehlschlegel for her Induction to the American College of Critical Care Medicine



**Dr. Susanne Muehlschlegel with her husband Dr. Jochen Muehlschlegel and their children Julian and Annabel**



**Dr. Elizabeth DeGrush**

Congratulations to Dr. Elizabeth DeGrush for receiving the American Neuropsychiatric Association Clinical Neuroscience Training Award. She is shown here with Dr. Jeremy Schmamann, President of the ANPA.



## SPECIAL EVENTS



### Neurocritical Care Society Board of Directors Strategic Planning Meeting in Minneapolis

