

APRIL 2010



SHAWN BAILEY

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WE CARE Stands for Commitment to Patient Satisfaction

For the UC Health University of Cincinnati Physicians 2010 customer service initiative, the name says it all: WE CARE.

"WE CARE stands for the commitment that each staff member, physician and manager demonstrates each day,



Tom Boat, MD

and for the key behaviors that we promise our patients, customers and each other in all interactions," says Thomas Boat, MD, CEO of University of

Cincinnati Physicians.

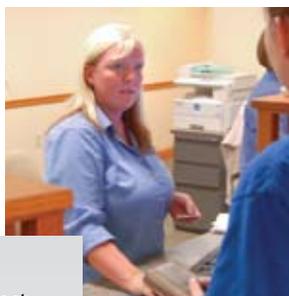
The program's goal is to raise patient satisfaction by stressing a courteous, welcoming and helpful atmosphere at each

University of Cincinnati Physicians facility either in person or through telephone interactions.

"We want to continuously improve our patient care, and part of that is how we interact with patients," says Mike Sterling, human resources director for University of Cincinnati Physicians.

Eagle Inspiration Training & Development, Inc., a Cincinnati-based national training and consulting firm specializing in customer service, will conduct initial training in the WE CARE initiative.

Physician and staff training sessions are continuing during the next few



months, with physicians' training during faculty meetings. All non-physician staff who have patient/customer interface and all managers will attend two

modules of training, each two hours long. Non-patient staff will attend training in the second quarter.

To measure the program's success, University of Cincinnati Physicians will monitor before and after responses to the Patient Satisfaction Survey question: "How likely would you be to recommend University of Cincinnati Physicians to your family and friends?"

"We're making a big investment in this program," says Sterling, "but there's a great payoff if it improves our perception with our patients and the community." ●

>> **FOR MORE INFORMATION**

For questions on the WE CARE initiative, contact Mike Sterling at sterlingm@ucphysicians.com.

WE CARE means:

WELCOMING: We will greet lost visitors and patients with a smile and assist them.

EXPLAIN to patients what is going to happen during their visit/procedure.

COURTESY: We will introduce ourselves when meeting someone and will say "Thank You" when ending any conversation.

ASK "Do you have any questions or need any further assistance?" when coming to the end of a visit or conversation.

RESPECT: We will demonstrate respect at all times.

END encounters by ensuring patients know what to do next and how to exit. ●

Resolution Signals Our Support for UC Health

COLLEAGUES,
Last month, our shared vision of a robust, unified academic health delivery system took another step forward when the Board of Directors of University of



David M Stern

Cincinnati Physicians approved a resolution that signals to our affiliated health care partners that our specialty practice is prepared to join them after the official establishment of UC Health as a legal entity.

While there is still much work to be done in developing UC Health,

University of Cincinnati Physicians is eager to participate in the creation of a health system that works in collaboration with our community, advances the health care mission of the University of Cincinnati, and supports the transformation of health care delivery in the region.

When united under the banner of UC Health, we believe University of Cincinnati Physicians, University Hospital, West Chester Medical Center, Alliance Primary Care and the Alliance Business Center will be positioned to secure a dominant position in the regional health care market.

I look forward to sharing additional updates on our organization's transformation into UC Health as they happen. On page 7 of this issue, I've tried to answer several questions that many of you have about this process.

Please don't hesitate to contact me at david.stern@uc.edu if you have any questions or comments.

DAVID STERN, MD
Chairman, University of Cincinnati Physicians Board of Directors
Vice President for Health Affairs, UC Dean, UC College of Medicine

We're all UC Health

Shawn Bailey

Sleep Center Manager

Each morning, Shawn Bailey is serenaded by Elvis and the Beatles during the drive from his Crestview Hills home to the West Chester Sleep Center, where he serves as the center manager.

When traffic is good, it takes about 50 minutes, but he doesn't mind the commute.

"I've worked at several other sleep labs and this one is the best," says Bailey. At the UC Health Surgical Hospital Sleep Medicine Center, he manages the technical staff, front office and schedulers, overseeing the scheduling of sleep studies.

He started working in sleep medicine when he was 21 and took to the field fast.

"It was just so intriguing," he says. "Every day it was something new—new discoveries, new technologies."

He's passed on that passion to his son Shawn Tyler, who just started work as a sleep technician.

When he's not spending time with his children (six in total, ranging from 2 years old to 23), or his wife, Casey,

Shawn can be found focusing on his other passion: the Cincinnati Reds.

"There are probably few people who can say this, but I went to the last game at Crosley Field, the first game at Riverfront Stadium, the last game at Riverfront and the first game at Great American Ball Park," he says.

Though he'll be at Great American for Opening Day, Bailey says Crosley was the best of the three. "You could sit in the bleachers and just feel so close to the players. I was watching one of the games and called to Pete Rose once—he turned around to say hi. That's when he became my favorite player!" ●



Connected

Connected is a monthly publication for physicians and staff of University of Cincinnati Physicians. Send your comments and ideas to ucpmarketing@ucphysicians.com or call (513) 475-8006.

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Innovation and Precision in Urologic Surgery

Expertise and technology allow for comprehensive urologic cancer care

When it comes to urologic cancers, UC Health's comprehensive team of urologic surgeons stands at the forefront of technology and innovations in medical care.

The team of uro-oncologists, uroradiologists and uropathologists is specially trained to use the latest technologies for patient surgery.

"We use the most advanced minimally invasive techniques, such as robotic surgery and cryosurgery, or freezing urologic tumors," says Krishnanath Gaitonde, MD, robotic urologic surgeon and co-director of the minimally invasive and robotic surgery fellowship program. "This decreases pain, chance of scarring and blood loss for patients in addition to fostering early recovery."

Gaitonde says surgeons are using the third-generation da Vinci SI robotic surgery device—the latest da Vinci technology—to perform a number of their procedures.

The SI has the ability to access difficult tumor locations because of the longer reach of its instruments and to pull reconstructed 3-D CT scans, MRIs or real-time intraoperative ultrasound images into the robotic console visual field, helping surgeons with precision during procedures.

Gaitonde says his team is also able to use newer MRI imaging methods for tumor mapping in the prostate and is working with UC Health uroradiologists to develop new techniques for better targeting of the tumor during prostate biopsy by merging prostate MRI images with real-time ultrasound images.

Innovation and precision used in urologic cancer care at UC Health also apply to the bladder—with the availability of robotic radical cystectomy—and kidney tumors as well, he adds.



Clockwise from top **Bruce Bracken, MD, Krishnanath Gaitonde, MD, and James Donovan, MD**

"Our kidney cancer program is very strong," Gaitonde says. "National statistics show that only 20 to 25 percent of patients with small renal tumors receive kidney-sparing procedures; the rest have their kidney completely removed, which is oftentimes unnecessary. Seventy-five percent of patients with such tumors at UC Health have kidney-sparing procedures, using advanced surgical techniques such as robotic surgery or cryosurgery. We provide options so that we can best fit the patients' medical needs."

He continues that this "tailored" care, along with physicians who communicate and work together, is what provides an optimal health situation for patients in the Tristate.

"Our expertise and the technology we use allow for comprehensive care under one roof," Gaitonde says.

"Patients have access to all medical treatment options, helping them make the best decision for their particular type of cancer." ●

Urologic Oncology Team:

- **James Donovan, MD**
Division Director and Director of the Urology Residency and Minimally Invasive/Robotic Surgery Fellowship Program
- **Bruce Bracken, MD**
Urologic Oncologist
- **Krishnanath Gaitonde, MD**
Robotic Urologic Surgeon and Co-Director of the Minimally Invasive/Robotic Surgery Fellowship Program

Additional experts support comprehensive care for urologic cancers:

Genitourinary Oncologists

Leslie Oleskiewicz, MD
Olivier Rixe, MD, PhD

Radiation Oncologist

William Barrett, MD

Uroradiologist

Sadhna Verma, MD

Uropathologist

Jim Zhai, MD

>> PATIENT APPOINTMENTS
UC Health urological surgeons see patients at University of Cincinnati Physicians Medical Arts Building in Clifton and the University of Cincinnati Physicians Medical Office Building on the UC Health West Chester Campus. To schedule an appointment or refer a patient, call (513) 475-8787 (Clifton) or (513) 475-7455 (West Chester).

GI Oncologist Pursues His Dream at UC Health

Seeks to make a difference for patients

Olugbenga Olowokure, MD, was born in England and spent most of his formative years in Nigeria, but he set his sights on the United States early in his medical training.

“I knew for a fact that by God’s grace the United States is a country where irrespective of where you come from, if you have a dream and you are focused you can achieve,” says

Olowokure, who joined University of Cincinnati Physicians in 2009 with specialties in gastrointestinal (GI) oncology, hematology oncology and sickle cell.

Olowokure’s dream, of course, is to make a difference in his patients’ lives. He draws his inspiration from his childhood in London, where he was the youngest of five children whose father was a professor of economics and mother was a caterer.

“We had a nanny and her husband, Uncle Bill, who were almost like foster parents,” he recalls. “Even after we moved to Nigeria when I was 5, my immediate older sister and I would visit them in London for vacations.

“During one of our vacations to their home, Uncle Bill had lung cancer and he died in the sitting room, with his wife, my sister and I witnessing the event. And his wife said, “One day I hope you’ll be able to help people like me.”

GI Oncology at UC Health

- Multidisciplinary team includes gastroenterologists, radiation oncologists, radiologists, medical oncologists, fellowship-trained surgeons and an experienced nursing staff
- Expertise in treating patients with pancreatic and liver cancers as well as managing complex cases with co-morbidities
- Only GI oncology practice in the Greater Cincinnati/Dayton area to offer cytoreduction HIPOEC procedure for advanced appendix, colorectal and ovarian cancers.
- Recently completed radiation oncology technology upgrades at Clifton outpatient location as well as upgraded intravenous therapy suite with new treatment chairs and bone marrow biopsy room

With his eldest brother a doctor, his eldest sister a nurse and two other siblings lawyers, medicine was already in Olowokure’s future. He graduated from medical school at the University of Maiduguri in Nigeria, did a housemanship (internship) year at the University of Ibadan and worked as a house officer (junior physician undergoing training) in England, then made the move to the States.

He completed his residency in internal medicine at St. John’s Episcopal Hospital in New York City and also completed a sickle cell fellowship at SUNY Downstate and Kings County Hospital Center in Brooklyn and a hematology oncology fellowship at Mt. Sinai School of Medicine in New York City.

It was at Mt. Sinai that he worked with George Atweh, MD, who brought Olowokure to Cincinnati after becoming chief of the department of internal medicine’s division of hematology oncology and director of the adult cancer program at the UC Barrett Cancer Institute at University Hospital.

The majority of Olowokure’s patients are GI oncology patients—everything from the esophagus to the anus, including the pancreas, GIST (gastrointestinal stromal tumors), carcinoid and liver tumors. •

>> PATIENT APPOINTMENTS
UC Health GI oncologists see patients at the Barrett Center, the University of Cincinnati Physicians Medical Office Building on the UC Health West Chester Campus and the University of Cincinnati Physicians Medical Arts Building in Clifton.
To schedule an appointment or refer a patient, call
 (513) **584-8900 (Barrett)**,
 (513) **475-7450 (West Chester)** or
 (513) **475-8500 (Clifton)**.



Olugbenga Olowokure, MD

Olowokure comes to University of Cincinnati Physicians specializing in GI oncology, hematology oncology and sickle cell.

Burn Surgeons Enhance the Outcome for Patients

Growth allows specialists to manage acute and long-term care

In his years of medical practice, Richard Kagan, MD, has seen the field of burn surgery grow further and faster than anticipated.

“Mortality, for us, has become somewhat of a secondary issue,” he says. “Many patients survive burns over 90 percent of their body surface nowadays. Years ago, the biggest struggle was about surviving the injury, but today there is a good chance of being able to recover, be active, grow and reintegrate into society more easily than I ever thought possible.”

That progress has allowed the UC Health burn surgeons to expand their work beyond the immediate care of severe burns and into developing techniques to minimize scarring and refine rehabilitative care and social reintegration of patients.

Kagan is the chief of the burn surgery division and the chief of staff for Shriners Hospitals for Children–Cincinnati, one of just four burn hospitals in the Shriners Hospitals system and the only pediatric center for burns in the region.

The facility, in conjunction with UC Health University Hospital’s Adult Burn Unit, receives referrals of patients from the Midwest, Southeastern U.S. and outside the country.

With the influx of referrals into the dual units, the division has focused on not only developing clinical expertise but also on supporting research that’s led to burn care improvements shared with the rest of the burn community. Researchers have investigated autologous skin substitutes for burn victims, laser treatments for control of hair in skin grafts and the effectiveness of existing treatments for scars.

Burn specialists also partner with other experts to help care for patients with rare skin conditions and soft tissue infections or inhalation injuries.



Richard Kagan, MD

Burn Surgery physician team includes:

J. Kevin Bailey, MD, specializing in acute burn care and reconstruction

Richard Kagan, MD, specializing in burn surgery, frostbite and skin substitutes

Petra Warner, MD, specializing in acute burn care and microsurgical reconstruction

Kevin Yakuboff, MD, specializing in acute burn care and reconstruction
microsurgical reconstruction of complex wounds

“We can manage patients with skin and soft tissue conditions because of the expertise of the nursing, rehabilitation team and other members of our multidisciplinary team in the burn unit,” says Kagan. “The staff is very well suited to manage skin and soft tissue conditions. It’s fairly similar to burn care, just with different surgical procedures.”

Through community outreach to local EMS agencies and emergency rooms, the division has served another need in creating University Hospital’s Burn Walk-in Center.

Hospital Burn Unit medical director J. Kevin Bailey, MD, says the center has “filled a niche” in the community.

“Oftentimes, emergency depart-

ments have patients with burn injuries who need to be seen by a specialist but don’t need to be admitted to the hospital,” he says. “Our clinic has helped to evaluate and treat patients whose only resource would otherwise be the emergency room.”

The clinic, which requires appointments, provides patients with follow-up care and instructions, as well as take-home packages of gauze and other items they wouldn’t easily be able to get at most pharmacies. ●

>> **PATIENT APPOINTMENTS**

To refer a patient to the Burn Unit, call (513) 584-BURN.

in brief

UC Health Top Fundraiser for Mini Marathon

Thanks to all UC Health University of Cincinnati Physicians colleagues and supporters who participated in last month's 2010 Wal-Mart Mini Marathon and Heart Walk.

With your efforts, UC Health became the top fundraising organization in the history of the Heart Mini-Marathon and the first group in Cincinnati to ever raise more than \$100,000 for the American Heart Association (AHA).

According to the AHA, UC Health raised \$129,410 with 984 participants and more than 150 event volunteers. The group College of Medicine/University of Cincinnati Physicians raised \$38,749 with 375 participants.

Locally, the AHA funded \$2.5 million in recent research at UC Health University Hospital and Cincinnati Children's Hospital Medical Center. For every dollar raised in Cincinnati by the AHA, \$1.10 is received for local research.

University Hospital and University of Cincinnati Physicians are among the sponsors of the annual event.

The AHA is the largest voluntary health organization working to prevent and treat heart and cardiovascular diseases. •



April is Donate Life Month

To celebrate Donate Life Month, LifeCenter Organ Donor Network will host organ donation registration tables at UC Health University Hospital through April. Stop by to register as a donor or learn more at lifepassitn.org.

Boat Co-Chairs Fine Arts Fund

Thomas Boat, MD, CEO of UC Health University of Cincinnati Physicians, has been named one of three co-chairs for UC's 2010 Fine Arts Fund community campaign. Other chairs are Mary Stagaman, associate vice president of external affairs, and Robert Probst, dean of the College of Design, Architecture, Art and Planning. The Fine Arts Fund supports nearly 100 arts organizations in the Tristate. To learn more about the Fund and the 2010 Community Campaign, visit <http://fineartsfund.org>

Barrett Named Finalist for Jefferson Award

William Barrett, MD, chair of radiation oncology, was selected as one of five finalists for the 2010 Jefferson Award, presented by the Rotary Club of Cincinnati, *Cincinnati*



Enquirer and *Business Courier*. The Jefferson Award recognizes those "ordinary volunteers who do extraordinary things without the expectation of recognition or reward." Created in 1972 by U.S. Sen. Robert Taft Jr. and Jacqueline Kennedy Onassis, it is presented annually by the American Institute of Public Service. Barrett was recognized at the March 18 Rotary meeting at the Hilton Cincinnati Netherland Plaza's Hall of Mirrors.

Neuroscience Center to Study New Implants

UC Neuroscience Institute's Functional Neuroscience Center was recently designated a national Auditory Brainstem Center by Cochlear Corporation. Ravi Samy, MD, director of the Adult



Cochlear Implant Program, will head up the new multi-site operation, which includes Cincinnati

Children's Hospital Medical Center and the Cincinnati Department of Veterans Affairs Medical Center. Samy and his team will work with an investigational auditory brainstem implant that may enable people who have lost hearing in both ears to still be able to process certain types of sound.

Cancelas Wins Health Care Hero Innovator Award

Jose Cancelas, MD, associate professor of pediatrics and division and medical director of cellular



therapies at Hoxworth Blood Center, won the innovator category at the 2010 Health Care Heroes event, sponsored

by the *Business Courier*. The annual event recognizes individuals who have made an impact through their concern for patients, their research and inventions, their management skills and their service to the poor and uninsured. Winners were chosen from among 24 Cincinnati-area finalists, including UC College of Medicine Senior Associate Dean Laura Wexler, MD, transplantation division chief E. Steve Woodle, MD, internal medicine's Eric Warm, MD, dermatology's Hugh

Gloster, MD, and the Mayfield Clinic neurosurgical practice. This year's Health Care Heroes Lifetime Achievement winner was James Anderson, who recently retired as Cincinnati Children's Hospital Medical Center's chief executive officer.

Fodor becoming UCP Revenue Cycle Director

Joe Fodor, currently the executive director (CDA) of radiology, psychiatry and PM&R, will become



the University of Cincinnati Physicians director of revenue cycle. Fodor started work at UC Health University Hospital

in 1977 as a student radiologic technologist and became the department of radiology's director of business operations in 2001. He will continue as executive director for PM&R and psychiatry in his new position.

Breast Cancer Public Education Forum Set for April 24

The sixth annual public education forum, Looking Upstream for Environmental Links to Breast Cancer, will be held from 8 a.m. to noon Saturday, April 24, at the Reading Campus (formerly Genome Research Institute). Presented by the Cincinnati Breast Cancer & the Environment Research Center, the forum provides timely information on potential environmental links to breast cancer and an update on the center's research. Cost is \$15. For more information, visit eh.uc.edu/growingupfemale/. •

FOR REFERRALS AND APPOINTMENTS

Remember you can search our physicians by name, and by specialty or medical condition at

ucphysicians.com

UC Health: What does it mean for us?

The growth of UC Health as a robust, academic health delivery system will bring more opportunities for partnerships, improvements and growth for University of Cincinnati Physicians. But, as with any evolving organization, it also comes with questions. Here, David Stern, MD, answers some frequently asked questions.

Who will be in UC Health?

UC Health will include University of Cincinnati Physicians, University Hospital, West Chester Medical Center, UC Health Surgical Hospital, Alliance Primary Care and the Alliance Business Center. The UC College of Medicine will be an affiliate of UC Health. Ongoing discussions could result in Drake Center and Lindner Center of HOPE—both currently part of the Health Alliance—leaving the health system.

Who will run UC Health?

We are currently working on a governance structure for UC Health. Work groups and consultants are reviewing the existing structure of the Health Alliance and will offer advice and suggestions on a new structure that will result in a significantly more integrated health system.

Will we become employees of UC Health? Will our benefits change?

While the University of Cincinnati Physicians Board of Directors last month passed a resolution that strongly signals it is prepared to join UC Health, it is too early to answer these questions.



David Stern, MD

David Stern, MD, is chairman, University of Cincinnati Physicians Board of Directors, vice president for health affairs, UC, and dean, UC College of Medicine.

Will we move to a new building?

We will be looking at ways to integrate operations to ensure efficiency, collaboration and patient satisfaction. Specific plans, including whether there could be a location change for anyone, will be developed during the next several months.

Please don't hesitate to contact david.stern@uc.edu if you have any questions or comments.

Cobblestone System: Solutions for Record-Keeping Woes

For department administrators seeking more ways to keep important records organized, the Cobblestone software system can provide much-needed space.

The contract management software, housed in UC Health University of Cincinnati Physicians administrative offices, is a database management system for documents not connected to patients or medical records.

"It can store employment contracts, clinical trial agreements, lease agreements, incorporation papers— anything that departments would keep a copy of for running their business," says executive administrative assistant Gwen Pulido.

Pulido says the system is accessible online and allows users to search for any of their contracts by title, depart-

ment and contract type. Administrators even can set up alerts to notify them before the contract expires.



Gwen Pulido

University of Cincinnati Physicians has used the program for several years, says Pulido. The system is open to all practices; currently the departments of internal medicine, obstetrics and gynecology and radiology participate.

"It's basically an electronic filing system," she says. "It cuts down on paper and it cuts down on the physical space actually needed to store files. That's really the biggest asset."

Pulido estimates Cobblestone

currently holds between 1,500 and 2,000 University of Cincinnati Physicians documents. There's no cost for new users, she says, and the goal is to expand and accept contracts from more areas.

"Eventually we would like all departments participating so there's one place where all the contracts are stored," she says. "Then, if a person transfers departments or leaves the company, you don't have to worry about where this file was located, because they're all in one place." ●

>> FOR MORE INFORMATION

For more on the Cobblestone system, contact Gwen Pulido at pulidogm@ucphysicians.com or (513) 475-8030.

HOW WE MAKE A DIFFERENCE

UC Health Team Guides Mother Through High-Risk Pregnancy

Aimee Brown, 35, doesn't fret the rainy days of spring. "I don't let little things get me down," says the mother of two. "What really matters is that I can sit down on the ground and play with my children. I can hear my daughter laugh and my son say, 'I love you, Mommy.'"

Although most mothers would state the obvious about treasuring parenthood, Brown really counts her blessings. In January 2009, Brown, then 19 weeks pregnant, was diagnosed with heart failure.

"I was experiencing shortness of breath, intense burning in my throat and was even having difficulty walking," the Independence, Ky., resident remembers. "When I attended Christmas Eve Mass, it took me at least 10 minutes to walk from the car to the church because I was so out of breath."

After an echocardiogram revealed that her heart was functioning below half capacity and that she and her baby were in danger, she was admitted to UC Health University Hospital.

"It scared me because we tried for so many years to have children, and my first thought was that I was going to die," she says.

"This is a rare disorder," says Stephanie Dunlap, DO, Brown's cardiologist and director of UC's heart failure program. "To be told that your heart isn't working well is extremely scary, but to be told that you have the disorder during pregnancy is even worse. Mothers aren't only afraid of losing their lives or the life of their unborn baby, but also of orphaning their other children."

Brown was able to have her first child, Brayden, only after battling polycystic ovarian syndrome, an endocrine disorder and the leading cause of infertility.

Although she was told to consider terminating this pregnancy to avoid losing the baby later due to complications of premature birth or dying herself, Brown says there was no question in her mind.

"I instantly lost about 8 pounds of fluid

once they put me on the proper medications, and I could breathe again," she says. "Also, I found out I was having a girl, and girls do much better if born prematurely. Something—and I think it was my dad who passed away six years ago, who I believe still watches over me—told me that I was going to be all right."

Brown says that with the help of Dunlap and the high-risk obstetricians at University Hospital, the rest of her pregnancy and the delivery, although scary at times, were a success.

After Brown developed preeclampsia, or pregnancy-related hypertension, she was hospitalized. A joint decision was made by James Van Hook, MD, David Lewis, MD, both UC Health obstetricians, and Dunlap to deliver the baby prematurely at 31 weeks.

Prior to delivery, two cardiac catheters were placed to help monitor Brown's heart and to help it work better. On April 8, 2009, Bayleigh Marie Brown was born.

"The staff recognized my concerns throughout the entire pregnancy," Brown says. "They listened to my fears and guided me the entire way." Brown says self-education helped as well.

"After we found out about my illness, my husband, Troy, and I immediately researched my diagnosis and educated ourselves so I could take an active role in my medical care," Brown says. "I think it is very important for all patients to be advocates for themselves, even if great care, like the care I received at UH, is available." •



Aimee Brown and daughter Bayleigh

upcoming

'Sabin Sunday' Celebration

Friday, April 23
2 p.m.
CARE/Crawley
Atrium

Celebrate the 50th anniversary of Sabin Sunday, when the Sabin oral, live-virus polio vaccine was first publicly distributed in the U.S. Speakers will reflect on Albert Sabin, MD, his pioneering work at UC and Cincinnati Children's Medical Center and current vaccine research. •



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