



Air Care & Mobile Care Receives Association of Air Medical Service Program of the Year Award



UC Health Air Care & Mobile Care has been named Program of the Year by the Association of Air Medical Services (AAMS), the top award for rotor wing and ground medical transport programs.

The Program of the Year Award, sponsored by American Eurocopter, recognizes one emergency medical program that has exemplified a superior level of patient care, management prowess, quality leadership, customer service, safety consciousness, and commitment to the medical transport community as a whole. Winning programs are selected from hundreds each year.

"Each time an Air Care & Mobile Care crew transports a patient by ground or by air, they are providing the latest in evidence-based care, with a paramount commitment to safety," says Lee Ann Liska, CEO and President of University of Cincinnati Medical Center. "Their physicians, nurses, pilots, transport crews and staff are an integral part of our UC Health family. Though we have long been aware of their excellence, we are incredibly proud of their recognition with this AAMS award."

Founded in 1984, UC Health Air Care & Mobile Care comprises 140 transport specialists from diverse professional backgrounds. Each year, the organization transports more than 1,000 patients by helicopter and 10,000 by ground across the Greater Cincinnati area.

It was one of the first transport programs in the country to be accredited in four levels: rotor wing, ground critical care, ground advanced life support and ground basic life support.

"There is no higher distinction in the world of critical care transport medicine than the AAMS Program of the Year Award," says Air Care & Mobile Care Director Teri Grau. "It is truly an honor to be recognized by our peers for our commitment to safety and excellent patient care. We want to thank our staff, our community at UC Health, our local EMS partners and hospitals and the Greater Cincinnati region for their many years of support for our organization. Ultimately this is about the community and the people we serve."

UC Health Foundation Raises Money for Range of Projects

Question:

What does the UC Health Foundation raise money for?

Answer:

The UC Health Foundation raises money for initiatives that directly impact patient care, research and education throughout the UC Health system. It has a team of professional fundraisers working on a range of projects—from small campaigns to large, ongoing efforts. For example, it has assisted with securing funds for diabetes education as well as for the Cincinnati Cancer Center (CCC), a joint effort of Cincinnati Children's Hospital Medical Center, the University of Cincinnati and UC Health. The CCC is seeking designation as a comprehensive cancer center from the National Cancer Institute.

For more information or to donate, visit uhealth.com/about/foundation.

West Chester Hospital Receives “A” in Patient Safety



The Leapfrog Group, an independent patient safety analysis organization, recently released its Hospital Safety Score “report cards” rating more than 2,500 healthcare facilities throughout the United States. West Chester Hospital was one of a few Cincinnati-area hospitals to receive top honors with an “A” rating.

More than two thirds of all hospitals surveyed by the group received a grade of “B” or lower. Hospitals that received “A” grades were those that performed best in keeping patients safe from preventable harm and medical errors.

“Patient safety is top priority at West Chester Hospital. We are proud that our vigilant efforts to provide a safe environment for our patients have been recognized by the Leapfrog Group for an additional year,” says Kevin Joseph, MD, president and CEO of West Chester Hospital.

West Chester Hospital maintains a host of programs designed to ensure the highest level of patient safety, including the engagement of multi-disciplinary teams of experts who work diligently to prevent harmful occurrences such as falls and infections while maintaining a superior level of customer service. These teams establish policies, rules and guidelines and closely monitor hospital activity to ensure optimal performance and levels of safety.

Leapfrog determined hospitals’ scores based on publicly available data on infections, injuries and errors. The scores were based on 28 measures that include falls, trauma, central line-associated bloodstream infections, pressure ulcers, surgical safety and hand hygiene, among others. Many of these measures are dictated by the Centers for Medicare and Medicaid Services and the Joint Commission, both nationally recognized healthcare quality assurance organizations.

2013 PTO Cash-In Scheduled for November 15



Associates that elected 2013 PTO cash-in during annual benefits enrollment last year will receive their PTO cash-in payment on November 15, a regularly scheduled pay date. PTO cash-in will be processed as a

second payment with taxes and 401(k)/403(b) deductions only – no other voluntary deductions will be taken from the payment.

If you are scheduled for PTO cash-in and would like to either increase or stop your 401(k)/403(b) deferral contribution amount for your PTO cash-in, you must contact Principal Financial by Friday, November 8, at www.principal.com or 1-800-547-7754 between 8 a.m.-10 p.m., Monday - Friday.

New this year, you may make a separate PTO cash-in and/or Bonus Deferral election from your regular biweekly deferral election. Your separate PTO cash-in/Bonus Deferral election percent (%) will be **ADDED** to your current Salary Deferral Contribution percent (%). For example: If you elect a 10 percent deferral contribution and a 5 percent PTO cash-in/Bonus Deferral contribution, then **10 percent** of your earnings each pay period will be deferred into your 401(k) plan account and **15 percent** of your PTO cash-in/Bonus check will be deferred into the 401(k) account (10 percent + 5 percent = 15 percent).

UC Health will offer PTO cash-in for 2014. Information and an election form will be included in Annual Benefits Enrollment packets.

Seasonal Influenza Vaccination Required by Nov. 22

Remember, the flu vaccination is mandatory for all attending physicians, mid-level providers and UC Health associates. This is important not only for your own health, but the health of your family, co-workers and patients. It will help to limit the spread of influenza in the community. The deadline for receiving the flu vaccine is **November 22, 2013**.

- **If you receive the flu vaccine outside of the UCP or UC Health designated flu clinics**, send a copy of your vaccination record which shows the date and location to UCH Employee Health.com or UCMCMedStaff@uhealth.com.



- **If you have a medical restriction** that prohibits you from receiving the influenza vaccine, you may complete an Application for Exemption and submit it to your UCP HR Consultant or to UCH Employee Health.com. **You do not need to reapply for a medical exemption if previously approved by Employee Health.**

For questions, please contact UC Physicians (Penny.Elder@ucphysicians.com), UCMC Medical Staff Office (Monica.France@uhealth.com), or UC Health Employee Health (UCH Employee Health.com).

West Chester Hospital CEO Named to National 25 Healthcare Leaders Under 40 List



Kevin Joseph, MD, president and CEO of West Chester Hospital, has been named as one of the nation's "Rising Stars" in the health care industry, and has been included on the "25 Healthcare Leaders Under 40" list published annually by *Becker's Hospital Review*, a health care business analysis publication for health care executives. This is the third consecutive year that Dr. Joseph has been named to this prestigious list.

"[Rising Stars: 25 Healthcare Leaders Under 40](#)," recognizes hospital and health system leaders who have achieved considerable accomplishments in their professional lives and excelled at their organizations before the age of 40.

Joseph, age 38, has served as president and CEO of West Chester Hospital since 2010. He also serves as a vice president of the UC Health system, of which the hospital is affiliated, and is an assistant professor in the department of emergency medicine at the University of Cincinnati. A trained emergency medicine physician, Joseph has served as medical director of the West Chester Hospital Emergency Department and continues to devote a portion of his time to providing care to patients in the ER.

The *Becker's Hospital Review* editorial team considered peer nominations, along with editorial research, when compiling the "Rising Stars" list. The leaders are under the age of 40 at the time of their nomination. Hospital and health system leaders do not pay and cannot pay to be included on this list.

UCMC Changing the Face of Men's Health



During the month of November, some of your male colleagues will once again grow a mustache to raise money and awareness for men's health issues.

This month-long annual charity event, also known as Movember (Mustache November), helps combat prostate and testicular cancer as well as mental

health challenges.

The purpose of Movember is to use something uniquely manly and noticeable -- the mustache -- to raise awareness and discussion for health risks that men face. Movember also encourages men to undergo routine exams to help prevent these illnesses in order to save as many lives as possible.

Movember is not just for men, and everyone can get involved and show their support! Click [here](#) to join the movement!

Service Excellence Awards

Nominations are being accepted for the Employee of the Quarter and Service Excellence awards. Service Excellence awards are given to those associates who have provided exceptional service to a patient or fellow staff member. All awards are based on our RITE core values. To submit a nomination, please complete the attached EOQ-SE nomination form by **Tuesday, November 5** and send to Judy Hughes at Judy.Hughes@UCHealth.com, 4-7690 (fax), or via interoffice mail to Judy Hughes, Nuclear Medicine, ML 577.

The next Service Excellence Awards ceremony will be held on **Tuesday, November 12 at 10 a.m.** in the MSB cafeteria across from Starbucks. Bagged lunch and cake will be provided. We hope to see you there!

A Veteran's Day Celebration

If you or someone in your family is currently serving or has served in the military, we would like to thank them for their service. Please send the name and military branch that they are actively serving in or served in to the Associate Satisfaction Committee at AssociateSatisfaction-UH@uchealth.com. We will display all of the names we receive on the TV monitors located inside the cafeteria and the hallway outside of the cafeteria.

We would also like to invite those associates who are actively serving or have served to join us for a photo on Monday, November 11 at 12 p.m. (noon) in the main lobby.

Ruby Crawford-Hemphill Named Among 11 Finalists for 2013 ATHENA Award



This award is unique in both scope – local, national and international – and the ATHENA mission upon which it is based. The ATHENA Leadership Award® is presented to a woman or man who is honored for professional excellence, community service and for actively assisting

women in their attainment of professional excellence and leadership skills.

Congratulations on this high honor, Ruby!

Chair of Orthopaedic Surgery

Named



Michael Archdeacon, MD, has been selected as permanent chair of the Department of Orthopaedic Surgery. His appointment is effective Nov. 1 and is pending UC Board of Trustees approval.

Dr. Archdeacon was named interim chair in August when Peter Stern, MD, stepped down after 21 years as department chair.

Appointment as chair is a natural next step for Dr. Archdeacon, who, over the past decade, has proven himself as a key leader in the department as well as at University of Cincinnati Medical Center (UCMC). In the Department of Orthopaedic Surgery, he has served as vice chair since 2007 and medical director since 2002. His leadership roles at UCMC include serving as chief of staff from 2008 to 2012, and currently he is the medical director for operative services.

Please join us congratulating Dr. Archdeacon and thanking the search committee, chaired by Dr. Myles Pensak, for its swift work and excellent selection.

RITE Experience Training

Training & Development in conjunction with The UC Health Customer Experience Steering Committee and Training Sub-Committee is rolling out an enterprise wide training initiative, The RITE Experience. The work of these committees and the training directly affect the achievement of Plan 2017 Initiative 7: Improve Patient and Family Experiences at all Service Sites. **All UC Health Associates will be required to complete four, two hour training sessions. Talk to your manager about signing up for classes.**

Additional information regarding the training modules and directions for registering for classes can be found on the Training & Development page on the UC Health Sharepoint (Intranet) Site: [Departments > Training and Development > RITE Experience](#).

Contact Training & Development at 585-MYTD or training@uchealth.com for questions regarding the course content and training.

Please contact the UC Health Service Desk at 585-MYPC with RITEKnowledge questions.

Security Safety Reminders

During the past couple of weeks some of our employees have experienced their personal vehicles being broken into and personal items removed. Although these instances have been very few, this is historically the time of year these types of occurrences seem to become more prevalent. These few instances have taken place in Harvey lots and the Business Center garage.

This is just a reminder to not leave anything visible inside your vehicle. Please remove any books, computers, cell phones, keys, ID cards, etc. as these items make an attractive target.

You can report any damage or theft to Public Safety by calling 4-1111 from UCMC or 585-9890 from the Business Center. We encourage you to report any suspicious persons or vehicles right away that you may encounter around any of our parking areas, entrances, and office areas.

Compliance Corner – Do you know...

Important Medicare Updates from CGS?

Cigna Government Services (CGS), the Part A and Part B Medicare Administrative Contractor (MAC) for Jurisdiction 15, which includes Ohio and Kentucky providers, continues to do Medical Reviews of services provided by hospitals and skilled nursing facilities (SNFs). Many denials result from those reviews.

There is a notable trend behind the reviews and denials.

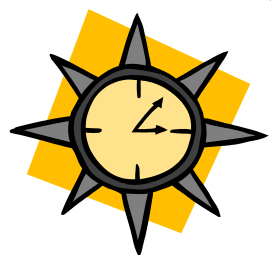
- 1. Two Top Denials:** Two of the top denial reasons for Medical Reviews by CGS are a) lack of documentation to support the medical necessity of the services provided, and/or b) failure of the provider to furnish CGS documentation that it requested.
- 2. Denial Avoidance:** Denials such as these can be avoided altogether simply by making sure:
 - a) that the patient's medical record contains i) a proper physician's order and ii) complete and accurate clinical information, to support the medical necessity of the service (or item) at issue; and
 - b) that documentation is properly furnished to CGS when requested.

UC Health works hard to provide excellent quality care for its patients, and it is important to work equally hard to provide that care a) only pursuant to a proper physician's order, b) supported by complete and accurate clinical documentation, c) from which that care can then be coded, charged for, and billed correctly.

For more information about UC Health's Corporate Compliance Program, please:

- Contact Lisa Taylor at 585-8043, Christa Nordlund at 585-6453, or Jeri Rose at 585-6312;
- Write to the department email address at CorporateCompliance@UCHealth.com; or
- Visit the Compliance department website at: <http://intranet.uchealth.com/Departments/CorporateCompliance/Pages/Home0729-8582.aspx>.

Daylight Savings Time Changes This Sunday



Daylight Savings Time ends this Sunday morning, Nov. 3, at 0200 a.m. The time “falls back” at 0200 to 0100. A time change like this is a big challenge to an electronic health record in which everything is time-stamped and many automatic calculations are done.

Here are a few things to know.

In most areas, the clock in Epic will be turned back to 0100 at 0200. Events such as notes and medication administrations may appear to have occurred at the same time even though they were actually an hour apart. We recommend the following if you are working in the system that night:

- If you don't have to document something during the second 0100-0200 time interval, don't. Wait until 0201 or after.
- If you do have to document something during the second 0100-0200 interval, include the phrase “Daylight Savings Change” in the note so that someone reviewing the chart later will be alerted.
- Double-check key calculations manually such as I's & O's if the result would make a big difference in decision-making and an hour's data would make a difference.
- Selected areas might need to do manual tracking of time (e.g. – anesthesia minutes for billing purposes) if care crosses the time change boundary.

In a few areas (**emergency department, operating room, labor & delivery**), Epic uses “time compression” as a strategy for the time change problem: they slow down time for an hour starting at 0100 – “slow down time” means that the Epic clock in those areas will move forward just one minute for every two minutes that have passed in reality between 0100 and 0200. Users don't need to do or know anything except that any calculations during this interval may be “off” and if the number is critical to decision-making, users should double-check and manually re-calculate those calculations.

New Economics of Growth Presentation

Join the UC Health Foundation for a presentation called “The New Economics of Growth: Forces Shaping Provider Strategy in the New Health Care Economy”.

When: Tuesday, November 12, 2013

Time: 12 p.m. (noon)

Where: Kresge Auditorium

Michael Hubble, MBA will be presenting.

Annual Benefits Enrollment Begins Today!

UC Health annual benefits enrollment will begin on Friday, November 1, and run through Monday, November 18, 2013. As last year, associates will make benefit elections and changes through our benefits portal at www.uchealth.bswift.com. The portal is internet accessible 24/7 from work or from home. Your login/username is your employee ID number (EIN) and we will reset all passwords to your date of birth – which should be entered as MMDDYYYY (with no dashes or slashes between the numbers).

We are offering two new benefits for 2014 – a \$1,000 deductible medical plan option and a legal service benefit plan through MetLaw/Hyatt Legal. We have also enhanced critical illness insurance and are offering an additional level of coverage for child life insurance. For a complete list of benefit changes for 2014 please refer to the “2014 UC Health Annual Enrollment ‘Hot Sheet’” flyer in your annual enrollment packet which will be delivered to your department this week. Benefit costs are calculated automatically as you make your 2014 benefit elections and a benefit cost sheet can be found in the portal Library under the first shelf – 2014 Annual Enrollment. Also, please remember that you must re-enroll in flexible spending each year, IRS rules do not permit us to roll over your current election amount from one year to the next.

If you are making no changes to your current benefit elections and you do not want to enroll in flexible spending for 2014, you do not need to participate in annual benefits enrollment – we will automatically rollover your current benefit elections (except flexible spending). However, we strongly encourage associates to review your benefit elections and dependents you are covering under your benefit plans. We also ask you to review your beneficiaries for life insurance through the portal and make any updates to your beneficiaries.

Should you have any questions that are not answered through your 2014 Summary of Associate Benefits booklet or Annual Enrollment Benefits Portal User Guide, please contact the Benefits Department at benefits@uchealth.com or call us at (513) 585-6060. Please note that during annual enrollment our call volume is extremely high and you may not immediately reach a Benefit Specialist; however, we will return your call within 24 hours.



Get Ready to Rock **Enroll**
Annual Enrollment - Nov. 1-18, 2013

UC Health Influenza Vaccination Schedule

Daniel Drake Center

Tuesday	October 1st	11:30 a.m.-1:30 p.m.	Conference Room C
Monday	October 7th	6:30-8:30 a.m.	Conference Room C
Tuesday	October 8th	6:30-8:30 a.m.	Conference Room C
Tuesday	October 8th	9:00-10:30 a.m.	Employee Health Office at DDC
Tuesday	October 8th	11:00am-2:00 p.m.	Benefits Fair
Monday	October 21st	5:00-7:00 p.m.	Conference Room C

WCH

Monday	September 30th	10:00 a.m.-1:00 p.m.	Outside HR
Wednesday	October 2nd	10:00 a.m.-1:00 p.m.	Outside HR
Wednesday	October 16th	6:30-10:30 a.m.	Outside HR
Wednesday	October 16th	11:00 a.m.-2:00 p.m.	Benefits Fair
Wednesday	October 23rd	6:30-8:30 a.m.	Outside HR
Tuesday	October 29th	5:00-7:00 p.m.	Outside HR

UC Medical Center

Monday	September 23rd	7:30-10:00 a.m.	at Deaconess
Wednesday	September 25th	10:00 a.m.-12:00 p.m.	B Pavilion Flu Room
Monday	September 30th	8:00-10:00 a.m.	B Pavilion Flu Room
Wednesday	October 9th	11:00 a.m.-2:00 p.m.	Benefits Fair
Tuesday	October 15th	12:30-3:00 p.m.	B Pavilion Flu Room
Wednesday	October 23rd	10:00 a.m.-12:00 p.m.	at Deaconess
Monday	October 28th	6:30-9:00 a.m.	B Pavilion Flu Room
Wednesday	October 30th	4:30-7:00 p.m.	B Pavilion Flu Room
Thursday	October 31st	2:00-4:00 p.m.	at Deaconess
Monday	November 4th	6:30-9:30 a.m.	B Pavilion Flu Room
Tuesday	November 5th	6:30-8:30 a.m.	at Deaconess
Wednesday	November 6th	3:30-6:30 p.m.	B Pavilion Flu Room

UCH Business Center

Thursday	October 3rd	1:00-3:00 p.m.	Employee Health
Thursday	October 17th	11:00 a.m.-2:00 p.m.	Benefits Fair
Friday	October 25th	8:00-10:00 a.m.	Employee Health
Thursday	October 31st	10:00 a.m.-1:00 p.m.	Employee Health

November

Gift Shop Promotions

LORI'S Gifts

Zen Now Dre:sourxe



Beginning Nov. 4th

sale

\$5.99

\$5

Earrings

for sensitive ears

Jewelry

Sale

4 Day Specials

Nov. 7th - 10th

OPI Nail Polish
Buy 1, Get 1 FREE

25% off

Boxed & Novelty
Holiday
Candy

25% off

Ladies' & Mens'
Perfume
Sets, Singles
& Minis

Nov. 11th thru 17th



\$3.99

Totes & Coozies



\$5.99

Travel Mugs



\$6.99

Iphone Covers
& Jars

Nov. 14th - 17th

25% off

Collegiate &
Team Sports
excludes Alex & Ani

25% off

Thanksgiving
& Christmas
Merchandise
excludes Candy



Nov. 18th thru 24th

special
buy

\$29.99

Micro-Fleece
Robes

Limited Quantities

Nov. 21st - 24th

25% off

Winter Hats,
Gloves &
Scarves



Nov. 25th thru Dec 1st

sale

\$14.99

Purses

by Victoria Leland

V L D

Victoria Leland Designs

Nov. 28th - Dec. 1st

25% off

All Gifts!

(Excludes Perfume, Brighton,
Vera Bradley, Alex & Ani, Simon Sebbag
Designs, Snacks, Drinks, Service Items)

EVERY WEDNESDAY

Age 60 years or better

SAVE 20%

off all regularly priced gifts

*Certain exclusions apply; see store for details



Thanksgiving is
Thursday, November 28th

Thanks to All of
Our Great Customers
from the Gift Shop Staff

We want to help you look and feel your best!

Check out these special offers good through December 31, 2013



Wellness programs: 15% off Integrative Medicine Services

Whether you're looking to optimize your health, prevent disease or treat a chronic condition, we've got a program to suit your needs. Health coaching, acupuncture, massage therapy, reflexology, yoga, Pilates, tai chi, and medical Qigong.

Nutrition evaluations: \$15 off a nutritional consult

Our clinical and wellness dietitian offers individual nutrition evaluations and follow-up appointments to help inspire you to make nutritional changes for health benefits.

Skin Care Services: 50% off first visit, 15% discount thereafter

Enjoy 50% off your first visit and 15% off any treatment thereafter. Skin care services include dermaplaning and chemical peels. Discounts do not apply to products.

Women's Center |  Health.



Department of Surgery



Marwan S. Abouljoud, MD, FACS

Associate Professor, Wayne State University;
Benson Ford Chair, Transplantation Surgery,
Surgical Director, Liver Transplant Program,
Division Chief, Transplantation Surgery,
Henry Ford Hospital

Heekin Family Lectureship

Hosted by Division
of Transplantation

**Tuesday-Wednesday
November 19-20, 2013**

Tuesday, November 19, 2013

4:00 p.m. – University of Cincinnati, Transplant Grand Rounds, MSB Room 3051 – *“Transplant Centers and Institutes: Strategic Imperatives”*

Wednesday, November 20, 2013

9:00 a.m. – Heekin Family Lectureship, Surgical Grand Rounds, Surgical Amphitheater – *“Perspectives in Living Donor Liver Transplantation”*

Objectives: At the conclusion of the program, the participant should: 1) Learn some of the technical aspects of living donor hepatectomy; 2) Appreciate some of the anatomical variations and technical implications; 3) Understand the role of living donation in liver transplantation; 4) Be exposed to personal perspectives from donors and families.

Target Audience: Surgical faculty, residents, and medical students.

Accreditation Statement: The University of Cincinnati is accredited by the Accreditation Council for Continuing Medical Education to provide continuing medical education for physicians. The University of Cincinnati designates this live educational activity for a maximum of 1 AMA PRA Category 1 Credit™. Physicians should only claim the credit commensurate with the extent of their participation in the activity.



usbank arena

EXCLUSIVE GROUP OFFER

DISCOUNT ORDER FORM

DECEMBER 27, 2013

2:00 PM AND 7:00 PM

TICKET ORDER INFORMATION				
LOCATION	REGULAR PRICE	DISCOUNTED PRICE	# OF TICKETS	TOTAL
FRONT ROW - COURTSIDE	\$113.50	NO DISCOUNT REG PRICE		
REMAINING FLOOR AND FIRST 10 ROWS LOWER LEVEL CENTER	\$56.50	NO DISCOUNT REG PRICE		
REMAINING CENTER SECTIONS	\$40.50	\$33.50		
LOWER LEVEL CORNERS AND UPPER CENTERS	\$32.50	\$25.50		
LOWER LEVEL ENDS AND REMAINING UPPER LEVEL	\$23.50	\$16.50		
MAGIC PASS – 30 MIN PRE SHOW **LIMITED AVAILABILITY**	\$24.00	\$17.00		
HANDLING FEE PER ORDER (NOT PER INDIVIDUAL TICKET) =				+ \$3.00
<input type="checkbox"/> ACCESSIBLE SEATING REQUESTED	TOTAL AMOUNT DUE =			
PLEASE CIRCLE WHICH GAME TIME YOU WILL BE ATTENDING:			2:00 PM	7:00 PM

*MAGIC PASS: Spend time on the court with the Globetrotters – shooting, trying out ball tricks, autographs and photos!
All customers must have a game ticket AND Magic Pass for entry. Soft/ Rubber soled shoes must be worn on court.*

CONTACT INFORMATION			
NAME		PHONE	
COMPANY/ GROUP NAME			
ADDRESS TO MAIL TICKETS			
CITY		STATE	ZIP CODE
EMAIL ADDRESS			

PAYMENT INFORMATION			
VISA	MASTERCARD	AMERICAN EXPRESS	DISCOVER
CARD NUMBER			
EXPIRATION			
SIGNATURE			
PLEASE MAKE CHECKS PAYABLE TO U.S. BANK ARENA			

All tickets and seat locations are subject to availability. Tickets must be purchased in advance by mail, email or fax. Orders will be filled on a first come, first serve basis. No refunds or exchanges.
Children under 2 do not require a ticket provided they sit on adult's lap.

DEADLINE TO ORDER TICKETS IS:
FRIDAY, DECEMBER 13, 2013

EMAIL ORDER FORM: sblevins@usbankarena.com
 FAX ORDER FORM: 513-333-3079
 MAIL ORDER FORM: U.S. Bank Arena
 Attn: Sarah Blevins
 100 Broadway
 Cincinnati, OH 45202
FOR MORE INFORMATION CONTACT SARAH BLEVINS
sblevins@usbankarena.com or 513-421-1302

Announcing the...

Fashion OUTERWEAR and HANDBAG
Event



Payroll deduction — All major credit cards

Tuesday & Wednesday

November 5 & 6

6:30am to 4:00pm

Main Lobby

Sale Presented by: UCMC Auxiliary



EXCLUSIVE GROUP OFFER - DISCOUNT ORDER FORM

FRIDAY, DECEMBER 13, 2013

For the first time ever, Rock Theater originators, Trans-Siberian Orchestra will be performing their acclaimed rock opera, "The Lost Christmas Eve" live! Join us this winter for the exciting on-stage premiere of "The Lost Christmas Eve," a heart-warming story of loss and redemption on a magical Christmas Eve in New York City.

"The Lost Christmas Eve" takes you on a journey into the inspiring world of TSO creator/producer Paul O'Neill. The story encompasses a run-down hotel, an old toy store, a blues bar, a Gothic cathedral, and their respective inhabitants all intertwined during a single enchanted Christmas Eve in New York City

"We're excited to perform "The Lost Christmas Eve" as it was originally conceived, a singular rock opera!" says Paul O'Neill. In the second half of the show there's even more to look forward to with brand new music as well as TSO live favorites from "Christmas Eve and Other Stories!" Don't miss TSO and the debut of "The Lost Christmas Eve" presented by Hallmark Channel at U.S. Bank Arena for 2 spectacular shows on Friday, December 13th at 4pm and 8pm.

SHOW SCHEDULE AND TICKET PRICING

<u>4:00 PM</u>	<u>8:00 PM</u>
P1: \$55.50 (Reg. \$60.50) – Floor and Side of Stage	P2: \$55.50 (Reg. \$60.50) – Back of Floor and Lower Sides/ Corners
P2: \$45.50 (Reg. \$50.50) – Back of Floor and Sides	P3: \$45.50 (Reg. \$50.50) – Lower Level Ends and Upper Sides
P3: \$35.50 (Reg. \$40.50) – Lower Level Corners	

This is a very popular show seats are not guaranteed. Please submit your orders early to guarantee the best possible seats

TICKET ORDER INFORMATION

PLEASE CIRCLE WHICH PERFORMANCE TIME:		4:00 PM	8:00 PM
TICKETS	NUMBER OF TICKETS:	PRICE:	TOTAL :
PROCESSING FEE PER ORDER (NOT PER TICKET) =			+ \$3.00
TOTAL AMOUNT DUE =			\$
<input type="checkbox"/> ACCESSIBLE SEATING REQUESTED			

CONTACT INFORMATION

NAME		PHONE
COMPANY/ GROUP NAME		
ADDRESS TO MAIL TICKETS		
CITY	STATE	ZIP CODE
EMAIL ADDRESS		

PAYMENT INFORMATION

VISA	MASTERCARD	AMERICAN EXPRESS	DISCOVER
CARD NUMBER			
EXPIRATION			
SIGNATURE			
PLEASE MAKE CHECKS PAYABLE TO U.S. BANK ARENA			

DEADLINE TO ORDER TICKETS IS:
WEDNESDAY, DECEMBER 4, 2013

EMAIL ORDER FORM: sblevins@usbankarena.com
FAX ORDER FORM: 513-333-3079
MAIL ORDER FORM: U.S. Bank Arena
 Attn: Sarah Blevins
 100 Broadway
 Cincinnati, OH 45202

FOR MORE INFORMATION CONTACT SARAH BLEVINS
 sblevins@usbankarena.com or 513-421-1302

All tickets and seat locations are subject to availability. Tickets must be purchased in advance by mail, email or fax. Orders will be filled on a first come, first serve basis. No refunds or exchanges.
 Children under 2 do not require a ticket provided they sit on adult's lap.