

## In This Issue

- DOJ Consumer Protection Unit Warns Delawareans About Utility Scam
- Flu Deaths Continue to Rise in Delaware
- Don't Delay in Renewing Your MSD Membership
- Registration Closing! MSD Practice Management Session
- Medical Front Office Skills Certificate Program
- Premier Educational Partner Highlight - ProAssurance

## Reminders

### SAVE THE DATE FOR CMC COURSE!

Certified Medical Coder course and exam scheduled for: October 11, 18, 25, November 1, & 8 at the MSD Conference Center in Newark.

### REGISTER TODAY FOR DOVER CMOM!

Certified Medical Coder course and exam scheduled for: September 12, 13, 19, & 20 at Eden Hill medical Center in Dover. Register at: <https://reg.planetreg.com/CMOM2019>

### MSD MEMBERS RECEIVE DISCOUNTS ON SERVICES

See list of Affinity Partners at <http://tinyurl.com/affinitypartners>

### MSD IS ON FACEBOOK

"Like" the Medical Society of Delaware Facebook page for informative posts, pictures and events. Like us at: <https://www.facebook.com/MedicalSocietyofDelaware/>

### CONFERENCE ROOM SPACE

Need a conference room? Contact Patrick Rita at 302-224-5189.

## Contact MSD

302-366-1400  
[MedicalSocietyofDelaware.org](http://MedicalSocietyofDelaware.org)

To unsubscribe contact  
Kristie Stewart at  
302-224-5196  
[Kristie.Stewart@medsocdel.org](mailto:Kristie.Stewart@medsocdel.org)

## DOJ Consumer Protection Unit Warns Delawareans About Utility Scam

The Department of Justice's Consumer Protection Unit (CPU) warns Delawareans to be wary of threatening collection calls purporting to be from Delmarva Power. The callers allege that the consumer has an overdue balance and threaten to have utility services shut off within minutes if large sums of money are not provided. The callers demand these large payments in MoneyPak cards, iTunes gift cards, or other prepaid card products. The callers may also attempt to obtain certain personal or financial information from consumers as well. The CPU is aware of these scam phone calls and cautions all consumers to be diligent before disclosing any personal, payment, or account information to callers. Consumers should also verify amounts claimed due with their records before remitting any money. For more information: <https://tinyurl.com/DEScam2019>.

## Flu Deaths Continue to Rise in Delaware

Although the overall number of laboratory-confirmed flu cases in Delaware this flu season remains lower than the total number of cases reported at the same time last year, the number of flu-related deaths has continued to increase during the 2018-2019 flu season. As of February 16, 2019 the Division of Public Health (DPH) has confirmed 3,264 flu cases in Delaware during the 2018-2019 season, down significantly from the 2017-2018 season. However, DPH has been notified of 16 flu-related deaths so far this season, currently making it the third highest season for flu-related fatalities in the last decade. There were 35 flu-related deaths reported during the 2017-2018 season. For more information visit: <https://tinyurl.com/1819FLU>.

## Don't Delay in Renewing Your MSD Membership

Our goal is to share important news and information with your practice. However, without renewing membership for 2019, effective April 1, 2019 receipt of your weekly *Practice Matters* and other valuable MSD communications will be interrupted. Membership renewal is easily accomplished online by logging in to the MSD website. For more information and assistance, please contact Ryan Wolfe at [Ryan.Wolfe@medsocdel.org](mailto:Ryan.Wolfe@medsocdel.org) or (302-224-4905).

## Registration Closing! MSD Practice Management Session

Please join us for the next MSD Practice Management & Education session on **Tuesday, March 12, from 8:00 am – 9:30 am** at the MSD Conference Center in Newark, DE with video conferencing to Bayhealth Kent General Hospital. This Practice Management Session will focus on emotional intelligence, emotional formation and the need for both, the components of emotional intelligence and defining each part, a working model for professional and personal relationship development, how to increase leadership ability, improve decision making, increase staff morale, and much more! For more information and to register visit: <https://reg.planetreg.com/EmotionalFormation>.

## Medical Front Office Skills Certificate Program

Registration Open! The role of the medical office receptionist has changed in recent years. No longer are the duties of front desk personnel limited to answering the phone and making appointments for patients. Productivity of a staff member depends on knowledge, skills, and training. MSD, in partnership with Practice Management Institute, offers a Medical Front Office Skills Certificate Program and is scheduled at two locations for your convenience, **May 16 & 17 from 9:00 am – 5:00 pm at the MSD Conference Center in Newark, and on June 13 & 14 at the Eden Hill Medical Center in Dover, DE.** This program will cover: customer service, communication techniques, data collection, medical terminology, front desk operations, insurance basics, billing and collections, compliance, and much more. For more information and to register please visit: <https://reg.planetreg.com/MFOS2019>.

## Premier Educational Partner Highlight – ProAssurance

Premier Educational Partners have joined with the Medical Society of Delaware in supporting high quality professional medical education for Delaware physicians and other health care professionals. ProAssurance focuses on professional liability, legal professional liability, and workers' compensation insurance. They work to ensure you are treated fairly while striving to make insurance simpler. ProAssurance has decades of experience and innovative solutions to help you meet your coverage needs. Your policy comes with access to proven risk-reduction tools and experts, along with unmatched claims handling for today's evolving liability environment. For more information visit: <https://www.proassurance.com/>.