

ScriptAssist

News

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At *ScriptAssist*, we believe that the key to our patient compliance program is the dedication and professionalism of our nursing staff. Our qualified staff has an average of 10 years of experience and are routinely trained on psychological techniques to improve medication compliance. Our research has shown that personal, psychosocial counseling and support by our nurses greatly increases adherence—**resulting in an estimated 45% increase in patient adherence.**

In order to insure the *ScriptAssist* nurses are properly educated on new medications and motivational techniques, we have implemented a rigorous hiring and training process.

Hiring Process:

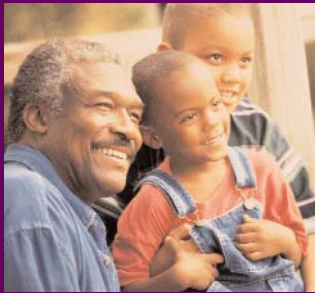
- Experience with an Average of 10 Years
- Diverse Work Experiences and Healthcare Settings
- Patient-Centric while Focused on Customer Service
- Extensive Background and Reference Checks

Initial Training:

- Motivational Interviewing (workshops)
- Drug Specific Competency Testing
- Observing “Live” Calls by an Experienced RN
- Psychological Techniques to Improve Medication Compliance (workshops)

Ongoing Training:

- Drug Specific Training (quarterly) with a Patient-Centric Focus Based on the Patient’s Readiness and Needs
- Cultural Sensitivity
- Ongoing Drug Specific Competency Testing
- Continuing Education Opportunities (every 2 – 4 weeks)
- Call Monitoring/Chart Audit (daily)



To learn more, please visit www.scriptassistllc.com or contact **Bob Tomek at (314) 308-5240 or rtomek@centene.com.**
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Some of our Staff

Michele Linhoff, RN, BSN

Michele received her Bachelor of Science in Nursing from Maryville University in St. Louis in 1989. She began her nursing career at Barnes Hospital in the Operating Room and then moved to St. Luke's in the Oncology Department. Both hospitals are located in the St. Louis area. Her hospital experience allowed her to work directly with patients to educate and offer emotional support, which provided a great foundation for her position at *ScriptAssist*. Most recently, Michele was a Rehabilitation Nurse Consultant where she was contracted by Worker's Compensation Carriers to consult on and follow worker's compensation claims. Having been raised in Saint Louis, Michele is a huge Cardinals fan. She has three children, two Bichon Frieses and a rat named Mario.



Maureen A. DiSalvo, RN., BSN, NCSN



Maureen DiSalvo joined *ScriptAssist* in August 2005 and has more than 25 years of nursing experience. Before *ScriptAssist*, Maureen worked for the Hazelwood School District in Florissant, Mo. While there, she coordinated the delivery of health services to more than 19,000 students. She also handled the hiring, training, support and management of 31 registered nurses and three licensed practical nurses in carrying out their responsibilities within district policies and state statutes governing the practice of nursing in the school system. Before the Hazelwood School District, Maureen spent 15 years at the Missouri Baptist Medical Center as a staff nurse in psychiatry. Living in St. Louis, Maureen enjoys ushering at the local theatre, cheering for the Cardinals and Rams, and trips to the zoo with her grandchildren.

