



Happy Thanksgiving from Medical Match !

Medical Match Wins National First Place Sales Professionals, International, celebrated their 50th anniversary in September at their national convention in Colorado Springs. Joan Hohn, owner of Medical Match, an Entrepreneur winner in 2003, won the national 2005 Gold Club Service award.

Business and Human Resource Updates

Employee Training on iPods Inspired to save classroom training time, financial service company Capital One digitally recording training classes, HR, and company topics. Employees now download these "podcasts" from a customized Web portal to iPods, provided by the company. Initial results reported that 65% of audio learners saved time over traditional learning. Is it convenient? Yes. Does this time-saver, save \$\$? Dollar figures aren't yet available.

Telecommuting Occasionally, a medical employee might find a transcription, coding, billing, auditing, sales, or marketing position to be worked remotely. The candidate can be hired as a contractor or regular employee. Like old-fashioned piecework where the employee was paid for each completed job, the results have to be gauged by some production value. With transcription, the pay may be per page, coding and billing may be by a % the total collected monies, sales and marketing may be a base + commission, and auditing may be by the total job. Before hiring a telecommuter, check the job history. Not everyone is self-motivated or can work in isolation.

Effective Disaster Communication Plans Human resource managers are often the key company resource when an event occurs which closes a business. After the Katrina and Rita hurricanes when people evacuated, southern HR professionals shared some effective procedures.

1. Personnel records and client information were on secured internet sites.
2. When hired, each employee had given local and distanced family telephone numbers, so important with relocations.
3. The main company telephone number rolled over to a 24 hour/day answering service where employees called in with their status, contact information, and immediate needs.
4. Local radio and television news channels posted company communication information.
5. Some businesses bought an additional 1-800 phone number for the convenience of personnel who were without money or were outside of the telephone area.
6. Company websites posted daily information updates and could receive e-mails from employees.

Background Checks Differ Anyone using *an arrest record only* as a basis for denying employment *without checking the actual disposition of the case* may be in violation of the Federal Fair Credit Reporting Act, as well as state statutes, says *Workforce Management*. Since Medical Match provides free Colorado background checks for job finalists, we chose an investigative service which provides Colorado state-wide court records. The records show the conviction and *disposition* results and are updated directly in *realtime*, available as entered by the court clerks. When hiring, remember, a person is not a criminal unless *convicted of a crime*.

Approaches to Grow Small Family Businesses "To the Next Level" James Lea, a writer for American City Business Journals Inc, asked grad students to identify actions to help small family businesses grow. 1) Stay objective and separate business functions from personal issues. 2) Expand hiring beyond relatives and friends. Identify skills lacking in the organization, then hire the best affordable candidates. 3) Update and use technology efficiently. 4) Face and correct problems. 5) Envision the future, while following basic financial practices. In addition, take courses from your associations or colleges to update useful certifications. For objectivity, call the Small Business Administration for a free SCORE (retired executive) advisor, hire a business coach, or meet with qualified accounting professionals.