

# SERC *Physical and Hand Therapy*

Returning Patients to the Speed of Life

CASE MANAGER NEWSLETTER

JUNE 2010 ISSUE

## SCOPE OF SERVICES

- Physical Therapy
- Hand Therapy
- Sports Injury Treatments
- Work Injuries
- FCEs
- Work Conditioning

## CLINICS

- Belton/Raymore
- Blue Ridge Tower
- Clinton
- Harrisonville
- KC North
- Kearney
- Lansing
- Lee's Summit
- Liberty
- Metro North
- Odessa
- Olathe
- Overland Park
- South Raytown
- Shawnee

## CONTACT US

Centralized Scheduling  
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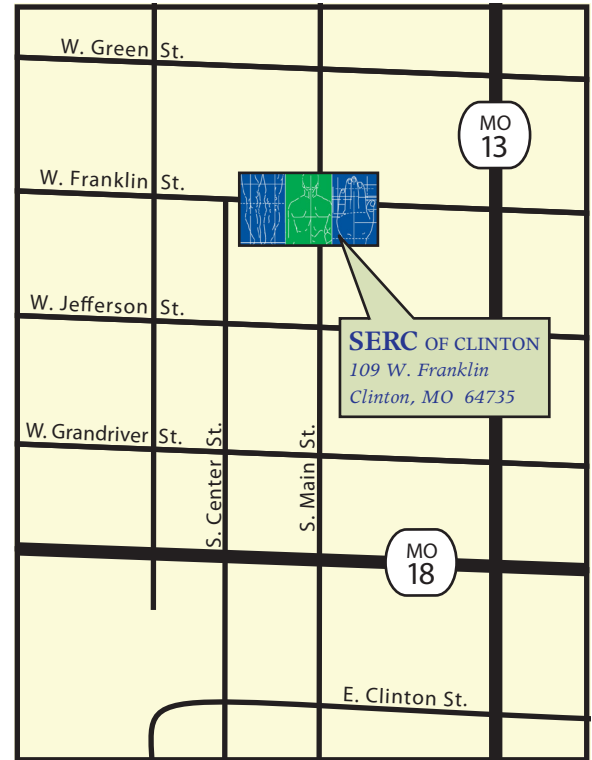
## FOCUS ON | Centralized Scheduling

We all know that scheduling appointments can be a hassle, especially as a case manager, when you have clients spanning the Kansas City Metro area. At SERC, our goal is to make your life easier. That's why we have a centralized scheduling office. You can make one call and schedule clients at any of our 15 SERC locations.

That's right, 15 locations. SERC has recently opened a new clinic in Clinton, Missouri. We're excited to add Kevin McWilliams to our team of therapist/owners. We hope our new location will be convenient for your clients who live in the Clinton area.

In addition to scheduling appointments through our Central Office, you can also find out about upcoming continuing education opportunities with SERC.

We are currently putting together our summer/fall schedule. For updates about what we offer or to schedule a meeting or Lunch and Learn, contact our Central Office and ask for Shannon Panfili, or you can email Shannon at [shannon@serctherapy.com](mailto:shannon@serctherapy.com).



## MEET THE STAFF

### Carolyn Kuhn, SCHEDULING OFFICE

Carolyn is the Office Administrator in our Central Scheduling Office. She has worked for SERC since 1997 when our offices first opened. Her various responsibilities include patient intake coordinator, cheerfully answering the phone, updating client information in our scheduling software and knowing the answers to everyone's questions.

If you have any questions about our services or just want to know more about SERC, Carolyn would be happy to assist you. You can contact her at (816) 554-9559 or (913) 384-1642.