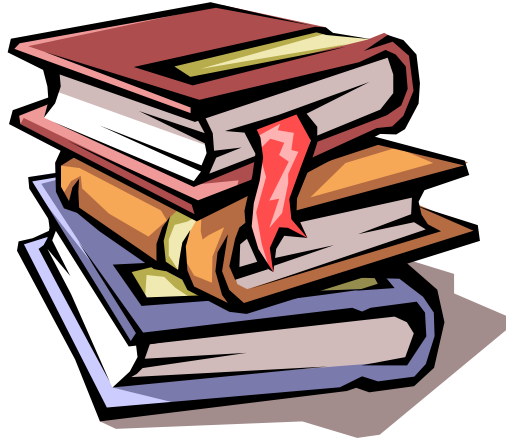


# PSO Lending Library

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The PSO has a **free** Lending Library that includes reference materials to enhance the success of your practice. The rental period for the items in the PSO Lending Library is 3 weeks.

Contact Cathy St. Laurent at [cstlaurent1@lifespan.org](mailto:cstlaurent1@lifespan.org) to check the availability and to request the items be sent directly to you

Items can be returned to:

Lifespan/Physicians PSO  
167 Point Street, Suite 3A  
Providence, RI 02903

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**We have the following selections currently available in the PSO Lending Library:**

Title	Author	Type of media
<b>Auditing Professional E/M Services Made Simple: Conquer high-risk areas for compliance success</b>	hcPro	CD-ROM
<b>The Physician Billing Process, Avoiding Potholes in the Road to Getting Paid</b>  <i>MGMA</i>	Deborah L. Walker, MBA, FACMPE; Sara M. Larch, MSHA, FACMPE, Elizabeth W. Woodcock, MBA, FACMPE, CPC	Book
<b>Customizable Forms</b>  <i>Telephone Triage Consulting</i>		CD
<b>Customizable Policy Book</b>  <i>Telephone Triage Consulting</i>		CD
<b>The Efficient Physician, 7 Guiding Principles for a Tech-Savvy Practice, 2<sup>nd</sup> ed.</b>  <i>MGMA</i>	Sherry Anderson Delio, MPA, FACMPE, HSA	Book
<b>Experts Answer 101 Tough Practice Management Questions</b>  <i>MGMA</i>	Compiled by Mary Mourar, MLS	Book
<b>Adverse Events, Stress and Litigation, A Physician's Guide</b>  <i>Oxford University Press</i>	Sara C. Charles, M .D., Paul R. Frisch, J.D.	Book
<b>Denial Management Strategies</b>  <i>MGMA</i>	Speaker: Lauren Moffatt, MBA, CMPE	CD audio conference
<b>HIPAA Toolbox, Tool 4, Standards for Electronic Security</b>  <i>MGMA</i>	Robert M. Tennant, MA, Aaron N. Krupp JD	Book

<b>Employee Performance Appraisals</b> <i>MGMA</i>	Medical Group Management Association Information Exchange	Book
<b>Collection Agency Usage</b> <i>MGMA</i>	Medical Group Management Association Information Exchange	Book
<b>Star-Studded Service, 6 Steps to Winning Patient Satisfaction</b> <i>MGMA</i>	Kevin W. Sullivan and Meryl D. Luallin	Book