



**MEDICAL SYSTEMS, INC.**

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# newsletter

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## Thank You

These last few months have brought about many changes for all of us not only in the way in which we live, but also the way we do business. It is for this reason we wanted to say "thank you" to our clients who have continued to send referrals throughout the pandemic. As a small business, your continued support means the world to our team, and especially so now. We cannot express in this space how much we appreciate your support – Thank You!

Because of the challenges we've encountered during this time, we understand how challenging it has been for you to work around constantly changing doctor's schedules, claimants afraid to attend appointments, and legal systems limiting and shutting down—all while trying to coordinate records organization virtually! For many of you, like many of us, you've also had to juggle helping kids with virtual learning or otherwise entertaining young children while also working from home. It's been so good to hear your voices on the telephone and to know that, overall and in the midst of these times, everyone seems to be holding together and staying safe.

As many of you have likely experienced as well, we at Medical Systems went from a full office to a near empty one overnight! Our team prepared in advance to make sure you continue to receive the same level of service while they work remotely as you always have. Our team will continue providing you with exceptional service during this time and sends their appreciation for trusting us with your cases!



## MSI's Rescue Pets: Macey, Felix, & Izzy!

This month we are featuring furry family members from our Medical Records Specialist Ashley's family.

MSI continues to highlight our team member's rescue pets! Most of our staff has a furry family member adopted through a local shelter, and we are highlighting one of them and the organization that brought them home to us each issue, to raise awareness and support for these organizations. They are still providing love and exceptional care during the current circumstances, so please check them out if you are considering adding a 4 legged friend to your family!

Macey was adopted from the Milwaukee Humane Society and is 11 years old. A Catahoul Leopard breed, her alias is Catahoula for those times when she has been acting mischievously or might we say even a little naughty. Farm cat Izzy, aged 12, loves to burrow in cabinets and hide from pesky little brother Felix (aged 2) by day and snuggle with family members by night. Felix aka Fefe thinks he is the boss of the house and has bonded with Macey to rule over the 'Fefedom'. Together at the front window, they keep an eye on the rest of the neighborhood too. To find out more about the Milwaukee Humane Society and to check out their adoptables, please visit <https://www.wchumane.org/>.



## Your MSI Team

Laura serves as Medical Systems' Operations Manager, joining the team 8 years ago. She brings a background in customer service, human resource management, and a strong belief in putting people first. At Medical Systems, she has helped foster a culture of inclusion, teamwork, and loyalty within the work. She understands that to get great results out of the team, each individual needs to be seen and appreciated. Laura consistently monitors our processes to ensure our clients have an excellent customer experience with every single case.

Laura graduated with a creative writing degree from Georgia Southern University (Go Eagles!) before moving to Wisconsin with her husband Bucky in 2007. Bucky and Laura have been married for 14 years and are proud parents of an energetic 5-year-old daughter Maddie and 2-year-old son Samuel. In their "spare time", Laura and Bucky try to keep up with their kids and two dogs and all their Georgia sports teams; they also all enjoy hiking and biking the beautiful state of Wisconsin.

# Doctor Highlight

## Sara Swanson, PhD

**Board Certified in Clinical Neuropsychology, American Board of Professional Psychology**

Dr. Sara Swanson is a Clinical Neuropsychologist specializing in the evaluation of adults with neurobehavioral disorders, epilepsy, head trauma, memory disorders and ADHD. She is a Professor of Neurology and Division Chief of Neuropsychology. She is in active clinical practice, trains in a post-doctoral fellowship program, teaches in the medical school, and conducts research. She performs IMEs at the Medical College of Wisconsin.

Dr. Swanson obtained an undergraduate degree in Psychology, MS, and PhD in Clinical Psychology from Washington State University. She completed her post-doctoral fellowship in Clinical Neuropsychology at the

Medical College of Wisconsin. She has served on the Board of Directors and other roles on the American Academy of Clinical Neuropsychology. She is board certified in Clinical Neuropsychology with the American Board of Professional Psychology.

Dr. Swanson conducts Worker's Compensation and Personal Injury Record Reviews and IMEs for Medical Systems.

Click [here](#) to schedule with Dr. Sara Swanson. Or call 800-261-3278.



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