

From the CEO A letter from Michael V Sack

At Hallmark Health System (HHS), every one of our physicians, nurses, clinical and support staff are driven by an undaunted spirit of determination to provide you and your family with the latest advances in healthcare, the highest levels of clinical quality and the most stringent level of safeguards that ensure your safety.

HHS opened a new Urgent Care Center at Lawrence Memorial Hospital of Medford. Our cover story highlights the benefits of visiting our new Center, which is open 365 days a year. The center is ideal for treating minor injuries and medical problems. You will be treated by a team of emergency medicine providers who are determined to treat you with prompt, personalized care, all without an expensive emergency room co-pay.

In this issue you will also read about the advanced procedures our physicians are performing in the Cardiac & Endovascular Center at Melrose-Wakefield Hospital. There are also two interesting profiles of new surgeons who recently chose to practice at HHS.

Everyone throughout our dynamic health system is determined to provide comprehensive healthcare you can trust. If you are looking for a new physician or would like to learn more about our full spectrum of health services, please visit www.hallmarkhealth.org.

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Michael V. Sack, FACHE President and Chief Executive Officer Hallmark Health System



It's a weekend evening and your throat is really sore. You need immediate relief. Your physician's office is closed and you want to avoid the expensive co-pay for a visit to the hospital emergency department. Where do you turn for quick and affordable medical care?

The new Urgent Care Center at Lawrence Memorial Hospital of Medford will have you in and out and on the road to recovery in no time. The modern Center is adjacent to the Emergency Department (ED) on the ground level of the hospital and is easily accessible from Interstate 93 North and South. No appointment is needed. Walk right in and you will be seen by a team of emergency medicine providers who are determined to treat you with prompt, personalized care all without an expensive emergency room co-pay. The Center treats adults and children with minor injuries and



medical problems like bumps and bruises, aches and pains, 365 days a year from morning to night. Unlike other urgent care centers, our Center is supported by Hallmark Health System (HHS) ensuring quick access to laboratory tests, advanced diagnostic and therapeutic treatments. If patients arrive at the Center and require a higher level of care they can quickly be transferred to the ED for further treatment.

Unique to the Center is an experienced Patient Access Navigator who will make you feel at ease, coordinate your visit and arrange any testing or follow-up appointments you may need. The navigator will also help you find a HHS primary care or specialty physician if needed.

"The Center is a great benefit to our entire region," said Lori Stevens, associate chief nursing officer, Ambulatory Nursing and Service Line Development. "Unlike other centers, we have a highly-trained team of emergency medicine providers ready to deliver prompt care to our patients, weekdays, weekends and holidays. We recognize that adults and kids have busy lives, which is why we are committed to providing them with quick and effective treatment at a time that fits their schedule."

The Center is open every day of the year. Hours are Monday through Friday, 9 a.m. to 9 p.m. and weekends and holidays, 9 a.m. to 5 p.m. No appointment is necessary.

To learn more about the Center, call (781) 306-6100 or visit urgentcaring.org.

## Treatments/evaluations offered for:

- Common illnesses
- Allergies
- Bladder infections
- Coughs
- Sinus infections
- Ear infections
- Sore throat
- Rashes
- Viruses
- Minor injuries:
  - Cuts/scrapes
  - Minor burns
  - Sprains
  - Contusions
- Other:
- Back/muscle pain
- Fractures/dislocations
- Cuts/lacerations
- Infections
- Immunizations
- Medication injections