



“Don’t come for orthopedic care
because of what *we* say.

Come because
of what *you’ve* said.”

- *Kate Greene, RN, BSN, ON-C*
Hallmark Health Bone & Joint Program

Every year, hundreds of patients from around the region come through our **Bone & Joint Program** which was designated a Blue Distinction Center for Knee and Hip Replacement[®] by Blue Cross Blue Shield of Massachusetts. We are extremely proud of this distinction and the results of a recent study in which patients who went through the Bone & Joint Program reported 99% satisfaction.* This rating places our program in the top 1% nationally. So, to all of our past patients and their families, we’d like to say “thanks” for the praise. And to any of you who may need orthopedic treatments in the future, we simply ask: could 99% of your friends and neighbors really be wrong?

**Learn more and register to receive a free first aid kit
at www.hallmarkhealth.org/better.**

**Source: Press Ganey Patient Satisfaction Survey*



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Note: Designation as Blue Distinction Centers means these facilities' overall experience and aggregate data met objective criteria established in collaboration with expert clinicians' and leading professional organizations' recommendations. Individual outcomes may vary. To find out which services are covered under your policy at any facilities, please call your local Blue Cross and/or Blue Shield Plan; and call your provider before making an appointment, to verify the most current information on its Network participation and Blue Distinction status. Neither Blue Cross and Blue Shield Association nor any of its Licensees are responsible for any damages, losses or non-covered charges that may result from using this resource or receiving care from a Blue Distinction provider.