

Steward

Health Matters

A Publication of Steward Health Care for Residents of the Merrimack Valley and Southern New Hampshire from Merrimack Valley Hospital in Haverhill and Holy Family Hospital in Methuen

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THE LEAPFROG GROUP



A HOSPITAL SAFETY SCORE
FALL 2013



Distinguishing Between Emergency, Urgent and Routine Health Concerns

Help make your health care efficient and effective

You are out for lunch with a friend when she suddenly seems confused and starts slurring her words. She tries to get up but has trouble maintaining her balance.

WHAT DO YOU DO? Act FAST, she may be having a stroke. Call 911 – this IS an emergency.

After a long work day your head cold and earache are unbearable. It's too late to see your doctor and you just can't wait until tomorrow.

WHAT DO YOU DO? Express Care is the option for you. (See sidebar article on page 3)

Arash has appeared on your arm, it's itchy and uncomfortable. You don't have any other symptoms.

WHAT DO YOU DO? Try home treatment and call your primary care for guidance. They'll help you understand what to watch for and if a doctor's visit is needed.

The Emergency Centers at Holy Family Hospital and Merrimack Valley Hospital are crucial to the Merrimack Valley and southern New Hampshire. Our teams provide life-saving care every minute of every day. You can help make emergency care as efficient and effective as possible by knowing how to distinguish emergency, express and routine health concerns.



At Holy Family Hospital's Emergency Center, our board certified doctors and nurses certified in emergency care provide world-class health care whenever you need it – 24 hours a day, seven days a week. We are a certified stroke facility and we provide round-the-clock cardiac care.



Michael Stein, MD, Medical Director of the new Steward Express Care checks a patient's ears.

SHOULD I GET A FLU SHOT?

The Centers for Disease Control and Prevention recommends a yearly flu vaccine for everyone 6 months and older. Flu shots are covered for individuals with Medicare. If you have a chronic medical condition you have a higher risk for complications from the flu and it's important to protect yourself. Almost all adults can safely get the vaccine (check with your doctor first to see whether you are an exception.) The vaccine is especially important for people in public-service jobs; those with heart conditions, asthma, diabetes or an immune-system disorder; and patients receiving cancer treatment.

Contact your primary care physician or Steward DoctorFinder to locate the most convenient place to get your flu shot.

DISTINGUISHING BETWEEN EMERGENCY, URGENT AND ROUTINE HEALTH CONCERNS

Visiting the Emergency Center

The initial minutes after an injury or medical crisis are often the most critical. Trust your instincts when deciding if you or a loved one needs immediate medical attention.

Symptoms that generally indicate an emergency include:

- Uncontrollable bleeding
- Head injury or broken bones
- Poisoning or suspected overdose
- Inability to breathe or shortness of breath
- Seizure or loss of consciousness
- Persistent chest or abdominal pain or pressure
- Numbness or paralysis of an arm or leg
- Sudden slurred speech, visual changes or weakness
- Major burns
- Intense pain
- Severe reaction to an insect bite, medication or food

Calling 911 is a Critical Step

Calling 911 for an ambulance is one of the most important steps you can take in an emergency situation, because paramedics can begin treatment on the way to the hospital. Don't attempt to move the victim or perform a medical procedure if you are unsure how to do it. And don't try to drive to the emergency room if you or the victim require immediate care.

To learn more about the Holy Family Hospital and Merrimack Valley Hospital Emergency Centers, visit: Steward.org/HolyFamilyEmergency and Steward.org/MerrimackValleyEmergency

Turning to Express Care

If you have a situation that requires prompt medical attention but is not life-threatening, Express Care is a great alternative when you have a same-day need and there isn't an immediate appointment available with your PCP, or the office is closed.

Symptoms needing express care attention may include those associated with a minor episodic illness or injury:

Illness

- Abdominal pain
- Abscess
- Allergies
- Bites – minor insect
- Burns – minor
- Bladder infection
- Bronchitis
- Cellulitis
- Colds and coughs
- Diarrhea
- Ear infections
- Eye problems
- Headaches – minor
- High fevers
- Influenza – flu
- Rashes

Injury

- Abrasions
- Back pain
- Dislocations / joint pains
- Knee pain
- Lacerations
- Minor cuts, bumps, bruises

We are pleased to announce that Steward Express Care is now open. Please refer to *Introducing Steward Express Care*, at right, for more details.

Scheduling an Appointment with your PCP

Illness and injuries can be treated by your primary care physician. If it's not an emergency, you can always contact your PCPs office to determine the best course of treatment. They often have extended hours and sick appointments available on a daily basis. Ailments such as sore throats and minor skin rashes may go away on their own, so it's generally OK to wait a few days before visiting the doctor or seek medical advice only by phone from your PCP. If you have a medical condition such as diabetes, heart disease or asthma, your primary care physician can advise you about symptoms that may require immediate medical attention.

[Looking for a primary care physician? Let Steward DoctorFinder help you. Call 800-488-5959 and refer to page 10 & 11 of this publication for some of our new physicians.](#)



Introducing Steward Express Care

Fever. Sore Throat. Nausea. See a Doctor Today.



Lijy Mathew, NP, at Steward Express Care, speaks with a patient

When the flu, sudden illness or injury has you feeling like you just can't wait to see a doctor, stop by Steward Express Care.

No appointment is needed. You'll get exceptional, personal health care from our doctors and nurse practitioners, delivered in a modern, new facility. Starting February, Steward Diagnostic Imaging will offer onsite laboratory and x-ray services for your added convenience. Best of all, this convenient, quick access to same-day sick care costs no more than your regular doctor's office copayment.

Steward Express Care is Now Open Call 978-416-6000 for a same day appointment.

Walk-Ins Welcome.

HOURS: Monday – Thursday: Noon to 8 pm
Friday: Noon to 6 pm
Saturday: 8 am to 4 pm

Visit us at:

380R Merrimack St., Suite 1A, Methuen, MA
Ample parking available and we are located on MVRTA bus route 01, servicing Lawrence, Methuen, & Haverhill.

Pediatric Needs, Please Call Ahead

For more information, visit steward.org/ExpressCare

Help for Adults with Depression, Anxiety, and Mood Disorders

One Center Caring for Adults of All Ages

When life takes an unexpected turn, The Center for Behavioral Medicine at Merrimack Valley Hospital offers three distinct services to provide care for adults of all ages.

From admission to discharge, their teams of experts deliver exceptional care with the kindness, compassion, and privacy each patient deserves - every patient has a private room.

- **The Center for Recovery and Wellness** helps patients suffering with conditions such as anxiety, depression and mood disorders.
- **The Senior Adult Behavioral Medicine Center** helps people 55 and older through major life changes that are causing cognitive difficulties.
- **The Level IV Medically Managed Substance Abuse Detoxification Center** provides care for patients with medical conditions serious enough to put them at risk during detoxification from alcohol or pain medications.

The Center for Recovery and Wellness

The Center for Recovery and Wellness is an inpatient hospital center staffed with a multispecialty team of professionals dedicated to helping patients recover from emotional disorders and associated behaviors.

The team provides the most advanced clinical care in an atmosphere of inclusion, hope, dignity and empowerment to promote recovery and wellness.

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The Center's multidisciplinary approach allows for collaboration with multiple health care specialists, including psychiatry, neurology, neuropsychology, radiology, internal medicine, pharmacology, laboratory technicians and nursing, to look for medical conditions that may be contributing to our patients emotional status.

Also on the health care team are masters prepared social workers, mental health counselors, physical therapists, occupational therapists and nutritionists.



Neuropsychologist Buck Woo, PhD, RN, program director in the Center for Recovery and Wellness, examines brain scans of one of his patients.

Withdrawal from addictive substances can be physically and emotionally taxing, so medical plans of care are tailored for each patient to ease withdrawal symptoms in a medically safe environment. From initial admission to discharge, patient progress is monitored by a team of internal medicine physicians, psychiatrists and a full panel of physician specialists who can assist with all patient needs.

“We believe in treating the whole person so we use a holistic approach that includes medical, emotional and spiritual components, as well as respect, dignity and encouragement.”

Joanne Bresnahan, program director.

Care may include spiritual care, as well as music therapy, art therapy, and yoga for a holistic approach to wellness. Also available are interpreters for over 200 languages as well as cultural sensitivities.

Medically Managed Detoxification

For people who have medical conditions that could put them at risk during detoxification from drugs and alcohol, the Level IV Medically Managed Detoxification Center provides 24-hour inpatient care.



Pictured from left are Buck H. Woo, PhD, RN, program director in the Center for Recovery and Wellness; Joanne Bresnahan, MA, CADAC, program director in the Level IV Medically Managed Detoxification Center; and Philippe J. Sioufi, MD, medical director of the Center for Recovery and Wellness. Not Pictured: Anthony Eaton, MD, medical director for the Level IV Medically Managed Detoxification Center.

Admission experts are available 24 hours a day to talk with potential patients and assess their immediate needs. Once admitted, highly qualified medical professionals, chemical dependency counselors and social workers offer expert inpatient and outpatient care.

The goal is to keep patients on their path to recovery, so the team coordinates access to outpatient services via Steward Health Care and other local community agencies, to ensure that patients have the medical care and support services they need following discharge.

“We believe in treating the whole person so we use a holistic approach that includes medical, emotional and spiritual components, as well as respect, dignity and encouragement,” said Joanne Bresnahan, program director. “Individual team members will encourage and support patients as they achieve independence.”

For more information, or to make a referral to any of the services within The Center for Behavioral Medicine at Merrimack Valley Hospital, please call:

**Senior Adult Behavioral Care
978-521-8360**

**Recovery and Wellness Center
978-374-2000**

**Medically Managed Detoxification
978-521-8485**

Helping Elders through Emotional Crisis

Following the death of her father, Lorraine’s 85-year-old mother started to have emotional outbursts that escalated until she received a call from police saying that her mother, who lived in northeastern Pennsylvania, was in Staten Island, N.Y.

Police said it appeared that she had been in an accident because the rear end of her car was smashed in, and although she seemed to be physically fine, she was agitated and uncooperative.



Physical therapy assistants Kathy Frasca, left, and Sue Vallaincourt, right, work with a patient with assistance from certified nurse assistant Jeff DiMario.

The Senior Adult Behavioral Medicine Center is for people 55 and older who are experiencing major life changes.

As she drove to Staten Island she knew something was very wrong, so when a family member recommended the Senior Adult Behavioral Medicine Center at Merrimack Valley Hospital, she worked with social workers and physicians to get her transported and admitted. Once admitted, her mother was evaluated and found to have mild cognitive deficit, early Alzheimer’s disease and a mood disorder. When placed on medication and monitored, the team later decided she could return to her own home.

“When my mother came home we had a clearer picture of what was happening,” said Lorraine, adding that the staff also helped her evaluate a memory disorders clinic close to home in Pennsylvania, where her mother could receive follow-up care.

The Senior Adult Behavioral Medicine Center is for people 55 and older who are experiencing major life changes, such as the death of a spouse, retirement or illness, which trigger emotional conditions.

Each patient enjoys a private room while members of the team aggressively evaluate medical conditions that may be contributing to their difficulties such as dehydration, vitamin deficiencies, hormone imbalances, infection and current medication interactions, as well as dementia syndromes and complex psychiatric conditions.

The staff also wants to hear details of their patients’ lives because they need to know the whole person.

“We want to know the patient’s whole history because previous life experiences can impact their clinical presentation today,” said Dr. Kai Hayes, medical director.

When results are in, the team creates an individualized treatment plan that focuses on the patient’s strengths, to help restore mental health. The goal is the best possible recovery, so patients can get back to their normal activities of daily living.

Embracing Life After a Heart Attack



Certified Exercise Specialist Colleen Geary BS, CES_{ACSM} speaks with Ken during one of his cardiac rehabilitation sessions.

Ken survived a severe heart attack. When he experienced chest pain that didn't subside, his wife, Ruth, felt it best to bring him to Holy Family's Emergency Room. "We have been associated with Holy Family for many years and my husband and I have always chosen it for our family when the need arises."

"Fortunately, I was at the hospital during the heart attack," said Ken. "Everything the doctors and caregivers did that day and over the following days saved my life. They are miracle makers."

The team responded quickly, with clarity and experience. "This was quite a shock for us," explained Ruth. "Dr. Mustali Dohadwala quickly arranged for Ken to have a catheterization with cardiologist Dr. David Gossman who, despite how quickly all of this was unfolding, took the time to explain what was happening to our family. We felt informed and very reassured."

Ken felt immediate relief from the stent in his right coronary artery. That night and over the following days his cardiologist Dr. Sunit Mukherjee visited and explained that a second vessel on the left was partially occluded. Another cardiac catheterization was scheduled.

One could say that this second procedure saved his life, again. In addition to the left vessel occlusion,

another blockage was compromising the right stent. Dr. Mukherjee reopened the artery, preventing what could have possibly caused a second heart attack.

"All of the physicians and staff, especially the nurses, in the cardiac catheterization lab, intensive care unit, critical care unit and the recovery unit were wonderful. They advocated for him and comforted our family," said Ruth. "We are so grateful to God for his recovery and for the wonderful people that he placed around Ken during his stay at Holy Family. Life has a new and special meaning, and Holy Family Hospital was a part of that."

Today, Ken is enjoying a new life full of heart healthy habits. Most importantly, he's savoring every moment with his wife and family.



Holy Family Hospital's Cardiac Rehabilitation Program opened almost 30 years ago, in 1984. Since 2005, our highly skilled staff and patient-centered approach have earned the distinction of program certification by the American Association of Cardiovascular and Pulmonary Rehabilitation (AACVPR). This voluntary certification is awarded every three years after a rigorous evaluation of the team which includes cardiovascular nurses, exercise physiologists, a registered dietitian, licensed social worker and Board Certified cardiologist Dr. Anthony Marino, MD, FACC, who serves as the Medical Director.

Ken Turns to Cardiac Rehabilitation for Recovery

Ken feels better than he can ever remember. He's embraced the Cardiac Rehab program and his future. "Overcoming this has motivated me to adopt a healthy lifestyle," said Ken. "I can walk up stairs without getting winded or tired. I am eating healthy. I feel strong. I'm really enjoying life."

The hospital's Cardiac Rehabilitation program is managed by Stephanie DiCenso, MS, RCEP_{ACSM} CES_{ACSM}, a registered Clinical Exercise Physiologist. "Ken is a model patient. Everything he is doing for himself exemplifies the benefits a cardiac rehabilitation program can have on someone's overall health and well-being. He understands and appreciates the importance of exercise and healthy nutrition to extend his quality of life and decrease his risk for future cardiac events."

Why Consider Cardiac Rehabilitation?

Cardiac rehabilitation is a comprehensive exercise, education and behavior modification program designed to improve the physical and emotional condition of patients with heart disease.

Cardiac rehabilitation typically begins four to six weeks following a cardiac event, and may continue for up to three months, depending upon individual needs and goals. Sessions, offered three times per week, provide supervised exercise, education and social support.

You can benefit from cardiac rehabilitation if you have had:

- Heart disease such as angina or a heart attack
- Coronary bypass surgery or a balloon catheter procedure with stent inserted in your heart artery
- Heart valve surgery
- Heart transplant or heart failure
- Or if you have multiple risk factors for heart disease

Cardiac rehabilitation is a safe and effective way to help you:

- Feel better faster
- Become stronger and increase stamina
- Return to the physical activities you enjoy
- Reduce stress
- Reduce the risk of future heart problems
- Live longer

At Holy Family Hospital, the Cardiac Rehabilitation Program is certified by the American Association of Cardiovascular and Pulmonary Rehabilitation (AACVPR) and offers a multidisciplinary approach to exercise training and lifestyle change. Holy Family's cardiac rehab team will work with you to conduct a comprehensive evaluation and develop a custom education and treatment plan including a cardiac risk profile, exercise training, heart health and nutrition education, and stress management.

"This stage of recovery is about positive change and establishing healthy habits," said Stephanie. "We build a relationship with every individual as we take this journey with them. It is truly a privilege to impact someone's life so significantly."

To learn more, call 978-687-0156, ext. 2385 or visit steward.org/Cardiac-and-Vascular. Early morning and evening hours are available for your convenience. Cardiac rehabilitation is covered by most insurance plans with a referral.

Care for The Whole Person in Diabetes Treatment

New Endocrinologist to Spearhead Diabetes Care Center at Merrimack Valley Hospital

Board Certified Endocrinologist Neil Ravin, MD begins practice at Merrimack Valley Hospital and Holy Family Hospital in February. He will also help spearhead a new diabetes care center at Merrimack Valley Hospital.

Endocrinology deals with disorders of the endocrine glands and their associated hormones. Disorders occur when a hormone is either deficient or excessive in the bloodstream. The glands include the thyroid, pancreas, ovaries, testes, adrenals, and pituitary. The hormones include thyroid hormone, insulin, estrogen, progesterone, testosterone, cortisol, DHEA, and growth hormones among others.

Typical endocrine disorders are hyperthyroidism, hypothyroidism, diabetes, disorders of menopause, PMS, low testosterone levels, pituitary disorders such as growth hormone deficiency, and adrenal disorders such as Cushing's or Addison's disease.

By far, the most common disorder is diabetes and its incidence is growing. According to the American Diabetes Association, 25.8 million adults and children in the United States have diabetes and an estimated 1.9 million new cases are diagnosed in people 20 and older each year.

Common symptoms include frequent urination, excessive thirst and hunger, fatigue, blurred vision, unexplained weight loss, and tingling, pain, or numbness in the hands or feet. Chronically elevated blood sugars are a more potent player in the genesis of coronary artery disease than high cholesterol. Blindness from undiagnosed or under treated diabetes is a leading cause of blindness in this country. Among all causes of kidney failure, diabetes is near the top of the list.



Holy Family Hospital Endocrinologist Naaznin Lokhandwala, MD, will work with Neil Ravin, MD in Methuen as he builds his Haverhill practice.



Board Certified Endocrinologist Neil Ravin, MD begins practice at Merrimack Valley Hospital and Holy Family Hospital in February. He will also help spearhead a new diabetes care center at Merrimack Valley Hospital.

Dr. Ravin practiced endocrinology for 27 years in Washington, D. C. associated with the Georgetown University Hospital, and for the past five years he was director of the endocrine center at Portsmouth (NH) Hospital.

“Endocrinology involves caring for not only the disease, but the person,” said Dr. Ravin. “With the right medical education and guidance, most diabetic patients can learn to understand their diabetes well enough to manage it themselves and reduce its complications.”

The Haverhill Diabetes Care Center will be part of the Steward Diabetes Care Program which helps patients better manage their disease. Nationally recognized by the American Diabetes Association, it already exists at Holy Family Hospital in Methuen. Dr. Ravin will work with Endocrinologist Naaznin Lokhandwala, MD in Methuen while he builds his Haverhill practice and his patients can use the Methuen program until the Haverhill center is open.

For more information or to make an appointment with Dr. Ravin, please call 978-912-7450.

“Endocrinology involves caring for not only the disease, but the person. With the right medical education and guidance, most diabetic patients can learn to understand their diabetes well enough to manage it themselves and reduce its complications.”

*Endocrinologist
Neil Ravin, MD*

Steward Diabetes Care Program provides participants and their families with:

- Assessment by a certified diabetes educator
- Instruction in self blood glucose monitoring and insulin administration
- Nutrition assessment and recommendations by a registered dietitian/certified diabetes educator
- Small group or individual classes
- Individualized nurse consultations
- Monthly diabetes education and support groups

Steward Methuen Pediatrics has a New Address!



The Steward Methuen Pediatrics team includes nurse practitioners, medical assistants and our pediatricians, from left to right: Bronie Gorelik, MD; Rex Pajela, MD, Medical Director; Hannah Galvin, MD and Rebecca Konieczny, MD.

Steward Methuen Pediatrics (formerly Holy Family Pediatric Health Center) has relocated to the new, modern medical office building at 380R Merrimack Street, Suite 3B in Methuen. The team provides newborn, child and adolescent (through age 18) health and medical services, including well baby care, sick child care and immunizations.

“We are committed to making sure that every child’s needs come first,” said Rex Pajela, MD, Medical Director. “We are excited to be practicing from our new location and are committed to providing every patient with the most up-to-date, safe, efficient, quality health care services available, right in their own neighborhood.”

Steward Methuen Pediatrics is Accepting New Patients

**380R Merrimack St., Suite 3B
Methuen, MA 01844**

Free parking and bus route access

Conveniently located on the Merrimack Valley Regional Transit Authority (MVRTA) bus route 01 servicing Methuen, Haverhill and Lawrence.

Hours:

Monday, Thursday and Friday: 8 am - 5 pm
Tuesdays: 8 am - 6:30 pm
Wednesdays: 8 am - 6 pm

To schedule an appointment, or for more information, please call 978-687-6355 or visit steward.org/HolyFamily/MethuenPediatrics.

Caring for Kids During Cold and Flu Season

Each season we find ourselves carefully watching our children as we try to determine, or perhaps decipher, whether they have a cold or the flu. Here are some helpful tips for diagnosis and recovery from the pediatricians at Steward Methuen Pediatrics.

Is it a cold or the flu (Influenza)?

A healthy child will get about 8-10 colds a year. In addition to the runny or stuffy nose, these viruses can also cause a fever, sore throat, cough or hoarseness. Sounds a bit like the flu, but not quite.

The flu (influenza) is a “bad cold” caused by a virus that infects the nose, throat, and air passages to the lungs. This virus typically causes a stuffy nose, sore throat, and cough – all symptoms of a cold. With the flu, your child will likely experience muscle aches, a headache, fever, and chills.

How can you take care of your child?

- **Runny nose.** If your child has a lot of clear discharge from the nose, it’s best to gently blow their nose one nostril at a time to prevent ear popping. For babies, use a soft rubber suction bulb to take out the mucus.
- **Stuffy nose.** Most stuffy noses are blocked by dry mucus. Nose drops of warm tap water or saline can help. Use over-the-counter saline nose drops (such as Ocean). Put 3 drops in each nostril. (For children younger than 1 year old, use 1 drop.) Have the child blow or use the suction bulb. Use a wet cotton swab to remove sticky mucus. A cool mist humidifier can also help.
- **Aches and fever.** Give your child acetaminophen (Tylenol) or ibuprofen (Advil or Motrin) for a fever. Do not give ibuprofen to babies under 6 months. Do not give aspirin at all.
- **Sore throat, cough or hoarseness.** Drinking plenty of fluids is important. You may also use cough drops for children 6 years and older. Children older than one may have 2 tsp of honey and warm chicken broth can also be helpful. Do not use cough medicine or decongestants without consulting your child’s physician.

How long does the cold or flu and its associated symptoms last?

Usually the fever lasts less than 3 days, and all nose and throat symptoms are gone in a week. A cough may linger for up to 3 weeks.

Call your child’s doctor right away if your son or daughter:

- Has a hard time breathing, even after you’ve cleared the nose.
- Starts acting very sick (doesn’t want to eat or drink, is lethargic).
- Is younger than 3 months and has a fever of 100.4.
- Is younger than 6 months and has a fever of 101.
- Is older than 6 months and has a fever greater than 101 that lasts more than 3 days.

Call your child’s doctor during office hours if:

- Nasal discharge does not improve after 10-14 days.
- The eyes get yellow discharge.
- An earache, sinus pain or pressure is present.
- You have other questions or concerns.

As a parent, you know your child best. If the symptoms persist and your son or daughter doesn’t respond to treatment, consult your doctor. It’s always best to be cautious and ask questions. With your information and our medical expertise, we can overcome the virus and get your child back to their usual happy, healthy self.



We'll Keep You Healthy No Matter Where You Travel

If you are traveling abroad, whether to China on business, Africa for charity-related work or India for pleasure, consider consulting the International Travelers' Clinic at Merrimack Valley Hospital, which provides pre-travel evaluation, counseling and immunizations for international travelers.

The specialty of travel medicine was developed to prepare and protect the increasing number of people who travel, for business or pleasure, to those international destinations that are still considered biological risks.

Immunizations available include chicken pox, hepatitis A and B, influenza, Japanese encephalitis, measles, mumps, rubella, meningitis, polio, rabies, tetanus, typhoid, and yellow fever.

Immunization is also provided for people who simply need to update their immunizations as long as they have a prescription from their health care provider.

Robert Voight, MD, medical director of the Clinic, has provided evaluation and counseling to international travelers since 1987.

Dr. Voight, who is board certified in internal medicine and occupational medicine, has been awarded the Certificate of Knowledge in Travel Medicine by the International Society of Traveler Medicine.

Dr. Voight, medical director of the Occupational Health and International Travelers' Clinic at Nashoba Valley Medical Center, is now opening a satellite office in Haverhill.

"Over one million people continue to lose their lives to malaria each year but to protect against that disease, for example, immunization is simply not enough. A traveler must take pills before, during and after the trip to an area where malaria is prevalent," said Dr. Voight. "This is one example of how an expert in the field of travel medicine can help protect travelers from infectious disease."

The International Travelers' Clinic at Merrimack Valley Hospital can help you prepare for your business travels, or that round-the-world trip of a lifetime.

For more information or to schedule an appointment, please call 978-784-9328 and be sure to mention you wish to have your appointment at the Merrimack Valley Hospital site.



Jennifer Watson, LPN, gives a vaccine to an employee readying for travel.

Keeping Employees Safe in the Workplace



Members of Dr. Voight's existing team in the Occupational Health and International Travel Clinic are, from left, Sarah Newell, MA; Marcia Estes, RN, COHN; Jennifer Stanton, RN, CCM; Robert Voight, MD; Jennifer Watson, LPN; and receptionist Cathy Regan.

Greater Haverhill employers now have the prevention services, treatment regimens and health management tools they need to keep employees healthy and safe in the workplace.

Merrimack Valley Hospital is now home to an Occupational Health Clinic that works exclusively with employers to help manage workplace health and safety issues.

The clinic offers Department of Transportation (DOT) exams; Class 1, 2 and 3 Federal Aviation Administration (FAA) physical exams; pre-employment exams, municipal exams, fitness-for-duty and return-to-work physicals, OSHA medical

surveillance exams, screenings, injury treatment, physical and occupational therapy programs, pre-placement physicals, vaccinations, employment travel medicine, functional capacity exams, training programs, AED programs, ergonomics, consulting and medical directorship.

Also offered are drug and alcohol testing with timely results and full medical review officer services.

The team, which includes Sarah Newell, MA; Marcia Estes, RN, COHN; Jennifer Stanton, RN, CCM; Jennifer Watson, LPN; and receptionist Cathy Regan, is lead by Medical Director Robert Voight, MD, who is board certified in internal medicine and occupational medicine.

They welcome the opportunity to work with local municipalities and employers to help meet their occupational health needs. They can help develop customized physical examinations, including visual, audio, strength, and flexibility testing, as well as cardiology, laboratory, and radiology services, as needed.

"Together we can help businesses and municipalities decrease costs for Worker's Compensation by managing work-related injuries and ensuring workplace safety and injury prevention," said Dr. Voight.

Immunizations and medical surveillance are also offered. Available employment immunizations include hepatitis A, hepatitis B and influenza. Medical surveillance is available for occupational exposures to lead, asbestos, silica, mercury, other chemicals and heavy metals, and tuberculosis screening.

For more information or to schedule an appointment, please call 978-784-9328 and be sure to mention you wish to have your appointment at the Merrimack Valley Hospital site.

New Physicians Caring for Our Community

We are pleased to welcome a number of primary care physicians and specialists to the Holy Family Hospital and Merrimack Valley Hospital medical community:



Farah Mullah, MD
PCP, Family
Medicine

Office Location:
1 Branch St.,
Methuen, MA 01844
Board Certification:
Family Medicine
**Areas of Special
Interest:** Chronic
illness, preventative
medicine, women's
health
Languages in

Addition to English: Hindi
*Affiliated with Holy Family Hospital and Steward
Medical Group*



Neil Ravin, MD
Endocrinology

Office Location:
Merrimack
Medical Center,
62 Brown St.
Suite 405,
Haverhill, MA
01830
**Board
Certifications:**
Internal Medicine,
Endocrinology
Areas of Special

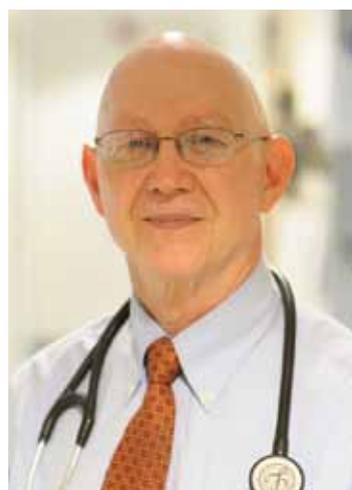
Interest: Thyroid nodules, thyroid cancer,
osteoporosis, male hypogonadism
*Affiliated with Merrimack Valley Hospital, Holy
Family Hospital and Steward Medical Group*



**Shruti
Biyani, MD**
OB/GYN

Office Locations:
Salem OB/
GYN at 56 Stiles
Road, Suite 104
in Salem, NH.
**Areas of Special
Interest:** High and
low risk obstetrics;
adolescent
gynecology;
urogynecology;

advanced laparoscopic, minimally invasive and
robotic surgeries
Languages in Addition to English: Hindi, Gujarati
*Affiliated with Holy Family Hospital and
Steward Medical Group*



**Robert
Voight, MD**
Occupational
Health/ Travel
Medicine

Office Location:
Merrimack Valley
Hospital, 2nd floor
Board Certification:
Internal Medicine,
Occupational Medi-
cine, Certificate of
Knowledge in Travel

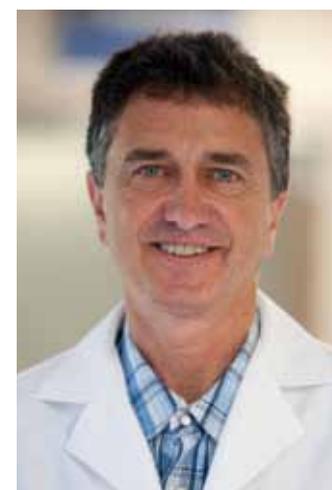
Medicine by the International Society of Traveler
Medicine
Areas of Special Interest: International travel
medicine
*Affiliated with Merrimack Valley Hospital and
Steward Medical Group*



**Scott
Thompson, MD**
Orthopedic
Surgeon

Office Location:
Associates in
Orthopedics,
288 Groveland
Street, Haverhill,
and 231 Sutton
Street in North
Andover.
**Areas of Special
Interest:** Sports

medicine and orthopedic trauma surgery
*Affiliated with Merrimack Valley Hospital,
Holy Family Hospital and the Steward Health
Care Network*



**Norman
Miller, MD**
Gastroenterology

Office Location:
Merrimack Valley
Gastroenterology,
Merrimack Medical
Center, 62 Brown St.
Suite 503,
in Haverhill.
Board Certification:
Gastroenterology
**Areas of Special
Interest:** Colon

health, GERD, irritable bowel syndrome
*Affiliated with Merrimack Valley Hospital and
Steward Medical Group*

STEWARD

DOCTORFINDER™

All of the physicians are now accepting patients.
Please call DoctorFinder™ at **1-800-488-5959**
for more information and to schedule an appointment.

New Office Locations



Maysabel Aponte, MD
PCP, Internal Medicine

Office Location: Primary Care of Haverhill, Merrimack Medical Center, 62 Brown St. Suite 200 in Haverhill.
Board Certified: Internal Medicine
Areas of Special Interest: Diabetes,

hypertension, nephrology and women's health
Languages in Addition to English: Spanish and American Sign Language
Affiliated with Merrimack Valley Hospital and Steward Medical Group



Marcia Chatfield, DO
PCP, Internal Medicine

Office Location: Advanced Internal Medicine, Merrimack Medical Center, 62 Brown St., Suite 200 in Haverhill.

Board Certified: Internal Medicine
Areas of Special Interest: Adults with autism, hypertension, preventive care
Languages in Addition to English: Portuguese and Spanish
Affiliated with Merrimack Valley Hospital and Steward Medical Group



William Ingram, MD
PCP, Internal Medicine

Office Location: Advanced Internal Medicine, Merrimack Medical Center, 62 Brown St., Suite 200 in Haverhill.
Board Certified: Internal Medicine

Areas of Special Interest: Prostate cancer, heart disease, nutrition
Affiliated with Merrimack Valley Hospital and Steward Medical Group

Claudia Gabrielle, MD (formerly Claudia Trombly) and Michael Stein, MD have Merged Practices and Relocated

NEW OFFICE LOCATION:
Steward Primary Care of Southern New Hampshire, 22 Keewaydin Drive, Salem, NH

Affiliated with Holy Family Hospital

Sarah Shadallah, NP; Charleen Thorburn, PA; Amy Bennett, NP; and Paul Jones, NP have joined them at this modern, newly constructed center specifically designed to create a convenient experience for your health care needs:

- Dedicated practice areas for each physician and their teams
- 24 private exam rooms
- Expansive waiting and registration area for your comfort and privacy
- On-site blood draw services for testing needs
- Handicap accessible first-floor suite
- Uninterrupted coverage throughout the week
- Convenient hours Monday through Friday, 8 AM – 6 PM



Have Your Prescription Filled Before You Leave the Hospital

Holy Family Hospital patients who require a prescription can now have it filled at the Methuen Family Health Center pharmacy, located within the hospital at 70 East Street. The pharmacy is open Monday through Friday, 8:30 am to 5 pm. Bilingual staff are available. To speak with someone at the pharmacy, please call **978-682-3850**.

Dear Neighbor,



Caring for our communities in the new world of health care is an inherent focus for everyone at Merrimack Valley Hospital and Holy Family Hospital. At the forefront of our efforts is a constant commitment to provide safe, quality care and access to services that allow you to address your health care needs, and your families, while balancing the hectic schedule of life.

I am pleased to share that your community hospitals have both earned "A" grades in the most recent update to the Hospital Safety Score, which rates how well hospitals protect patients from accidents, errors, injuries and

infections. The Hospital Safety Scores is the highest national distinction of excellence awarded by The Leapfrog Group and is compiled under the guidance of the nation's leading experts in patient safety.

Both hospitals entered 2014 with five-star rating recognitions from Health Grades®, the leading national online resource that helps consumers search, evaluate, compare and connect with physicians and hospitals.

- Holy Family Hospital received the 2014 Distinguished Hospital for Clinical Excellence Award for the second year in a row, and was also recognized with the current 2013 Women's Health Excellence Award.
- Merrimack Valley Hospital received the current five-star award rating for gynecologic surgery for 2013.

I am extremely proud of the teams at both hospitals for achieving these quality accomplishments.

2014 also brings the addition of new health care services:

- Steward Express Care is now open and provides an excellent alternative to using the Emergency Room at either hospital for non-emergency needs.
- Merrimack Valley Hospital's Center for Behavioral Medicine is now offering three distinct services: The Center for Recovery and Wellness, The Senior Adult Behavioral Medicine Center and a Level IV Medically Managed Substance Abuse Detoxification Center.
- An International Travelers' Clinic and an Occupational Health Clinic, both led by Robert Voight, MD, are now open at Merrimack Valley Hospital.
- With the arrival of Neil Ravin, MD, Endocrinologist, we'll be expanding Holy Family's Diabetes Care Program and opening a second center at Merrimack Valley Hospital
- Our practices are also on the move. Steward Methuen Pediatrics has opened in a new, modern facility. Michael Stein, MD and Claudia Gabrielle, MD have merged their practices in Salem, NH, to create Steward Primary Care of Southern New Hampshire.

There's a lot happening here in the valley as Holy Family Hospital, Merrimack Valley Hospital and Steward Health Care collaborate to meet your health care needs today and into the future. You can read about all of these in this edition of Health Matters.

Thank you again for allowing us the privilege to care for you and many wishes for a happy and healthy year ahead.

Sincerely,

Lester P. Schindel



Calendar of Events

Meet the Expert Series at Merrimack Valley and Holy Family Hospitals

All seminars are free and open to the public. Free contact hours in nursing are also offered. For more information and to register, please call Jean at 978-420-1168 or email jean.macdougall-tattan@steward.org

FEBRUARY 4 Heartburn: When Will it End? Gastroenterologist Norman Miller, MD

6-7 pm, Merrimack Valley Hospital, 1st floor auditorium, 140 Lincoln Ave., Haverhill, 1 free nursing CEU

Continue Senior Lunch Series at Merrimack Valley Hospital

Lunch is \$5 and includes a full meal and presentation. For information and reservations, please call Katie at 978-521-8140 or email kathleen.helps@steward.org

March 4 Controversies in Endocrinology: Should we treat patients over 60 differently when it comes to osteoporosis, hyperthyroidism, diabetes and low testosterone levels?

Endocrinologist Neil Ravin, MD
1-2 pm, 1st floor auditorium, 140 Lincoln Ave., Haverhill

Continue Senior Supper Series at Holy Family Hospital

Supper is \$5 and includes a full dinner. For information and reservations, please call DoctorFinder™ at 800-488-5959.

February 26 3:30 to 5:00 pm, Auditorium, 70 East St., Methuen

April 23 3:30 to 5:00 pm, Auditorium, 70 East St., Methuen

SUPPORT GROUPS

Caregiver Support Group

For those caring for loved ones with memory loss. Third Wednesday of the month, 7-8:30 p.m., Merrimack Valley Hospital, 1st Floor Atrium, 140 Lincoln Ave., Haverhill, MA. For more information please call Patricia Lavoie, LICSW, facilitator, at 978-420-1162 or email patricia.lavoie@steward.org

The Angela Pisick Cancer Support Group

For patients, families and friends dealing with all types of cancer. 1st and 3rd Wednesday of each month from 6 to 7 pm at Holy Family Hospital. Please call 978-687-0156, ext. 2021 for information and prior to attending your first meeting.

Look Good...Feel Better

Through our partnership with the American Cancer Society, Holy Family Hospital hosts a free Look Good... Feel Better evening every other month. Women receiving chemotherapy or radiation treatments are invited to join a cosmetologist for an evening of hands-on beauty techniques. For more information on upcoming events, please call 978-687-0156, ext. 2021.

Diabetes Support Groups

Free support for individuals with diabetes offered at Holy Family Hospital. Groups take place from 10 to 11 am in the radiology class room. To register and for more information on upcoming groups, please call 978-687-0156, ext. 2161.

March 10 The Mediterranean Diet for Diabetes Management

Learn about the cardiac benefits of the Mediterranean diet, including information on plant-based protein & monounsaturated fats.

Childbirth Education Classes at Holy Family Hospital

For expecting and new parents, Holy Family Hospital offers a variety of educational classes, including:

- Lamaze Childbirth Education Program
- Baby Care Basics
- Breastfeeding
- Sibling Preparation Class
- CPR for Friends and Family

Complete class information, including a downloadable registration form, is available online at:

StewardHolyFamily.org/birthingcenter.

If you have questions or would like to speak with the childbirth education coordinator, please call 978-687-0156, ext. 2271 or email anne.bolis@stewardhollyfamily.org.