



*“NMC is such an
important part of
the community”*

*–Peter DesLauriers
orthopaedic surgery patient*

{ Keeping you active }
we do that here

“

Brought my daughter into the ED Thanksgiving morning. Was out in less than an hour. Very nice, caring and professional. Thank you!!! —Paula Minch

Both of my children were born in the birthing center and the care I received was above and beyond!! The staff was amazing! —Barbie Perez

I was very pleased and impressed with my level of care while I was an unexpected inpatient at NMC. In particular, the initial care I was given due to a severe allergic reaction saved my life. —Excerpt from patient survey

”

Hello, and welcome to your community hospital, Northwestern Medical Center. We have much to offer and hope you will find this guide helpful in learning more about us.

what's inside...

A sampling of our services and practices, as well as unique aspects of Northwestern Medical Center that make it a truly special organization. As always, for more information, please visit our website: Northwestern.org or call our Community Relations staff at 802-524-1280.

Experience the NMC Patient Portal

For your convenience, NMC has made patient health information accessible to all patients, allowing you to safely view your up-to-date health records, medication history, upcoming appointments, billing information and more. By giving patients the resources to better track their health information online, we are providing an extra tool to keep you healthy and happy.



Online access to your health records at
NorthwesternMedicalCenter.org/portal

*Contact NMC or your provider
for more information.*

Back in action: *Joint replacement frees DesLauriers from pain*

Peter DesLauriers spent a decade in pain from a knee injury he suffered in college. This injury, among a few others, led him to Dr. Robert Beattie, a surgeon with Northwestern Orthopaedics. Over the years, DesLauriers established a strong relationship with Dr. Beattie, who always took a patient-first approach. “His friendly professionalism instills confidence,” DesLauriers says, to the point where he felt he wasn’t just seeing a doctor, but getting care from a trusted friend.

After years of regular injections that only offered temporary relief, Dr. Beattie recommended joint replacement surgery and DesLauriers was confident he’d have a good outcome. Within two months he was back to what he felt was full function; free of the nagging pain he’d had for so long. “He is tremendously skilled, tremendously gifted,” DesLauriers said about Beattie’s skill as a surgeon. After his total knee replacement, he finally feels good enough to run, jump and even play basketball with his kids and his grandchildren without a touch of pain.

“To me, it’s truly a miracle.”

{“We can get the best right here.”}

—Peter DesLauriers

*Peter with a few of
his grandchildren—
(l to r) Mia, CC, Owen,
Forrest & Pilot*





Northwestern Georgia Health Center

Excellence in Family Practice.

Our well-established Family Practice team takes a comprehensive approach to the care of patients of all ages that often spans generations within a family.

4178 Highbridge Road, Georgia | 752-1930



Northwestern Urology Services

Northwestern Urology is a collaborative effort between Northwestern Medical Center and the University of Vermont Medical Center. The practice offers a full range of treatment options for the evaluation and treatment of many urologic conditions, including treatment for bladder cancer, urinary stones, vasectomies, incontinence, kidney disorders, kidney cancer, prostate cancer and infertility.

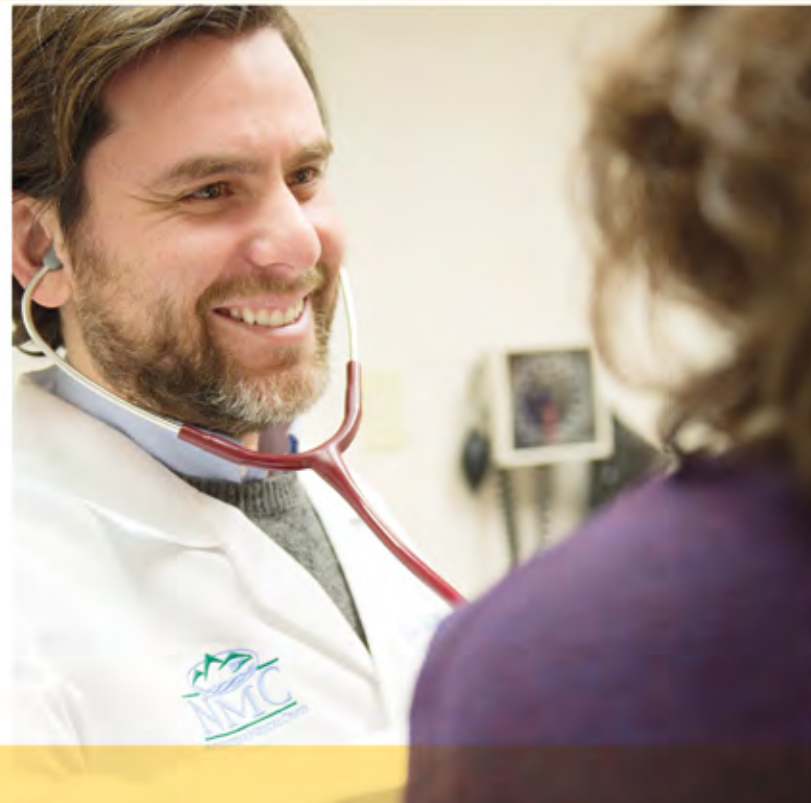
Doctors' Office Commons | 524-0719

Northwestern Primary Care

Caring for Our Community.

This growing practice features a blend of highly experienced and committed primary care providers and has recently expanded to offer evening hours and walk-in availability to better meet the needs of our busy community.

Cobblestone Health Commons | 524-8805



Emergency Department

Our Emergency Department provides life-saving care around the clock to meet the emergent medical needs of our community. That said, it is important to remember that non-emergent care is best provided by your primary care provider. If your primary care provider is unavailable, then the Northwestern Urgent Care in both Georgia and St. Albans are well-established options for convenient non-emergent care.

If you are having a medical emergency, please call 911.

NMC Main Campus

Northwestern Occupational Health

Keeping Workers Healthy in Our Community.

A healthy workforce is an important component of a healthy business. We provide a comprehensive range of customizable services to employers, including:

- Injured worker care
- Pre-employment exams
- Outpatient physical therapy
- Hearing testing
- Drug & alcohol testing
- On-site prevention services
- Work rehabilitation program
- Behavioral medicine
- Functional capacity evaluations
- Department of Transportation (DOT) exams

**Cobblestone Health Commons &
Northwestern Urgent Care in Georgia | 524-1223**



Northwestern Orthopaedics

Restoring Function, Enhancing Lives.

Our highly experienced surgeons and physician assistants provide a personalized team approach to non-surgical and surgical solutions for a comprehensive range of musculoskeletal issues, with areas of specific expertise including:

- Sports Medicine
- Carpal tunnel surgery
- Knee surgery
- Total joint replacement
- Spine surgery

Doctors' Office Commons | 524-8915

Northwestern Lifestyle Medicine

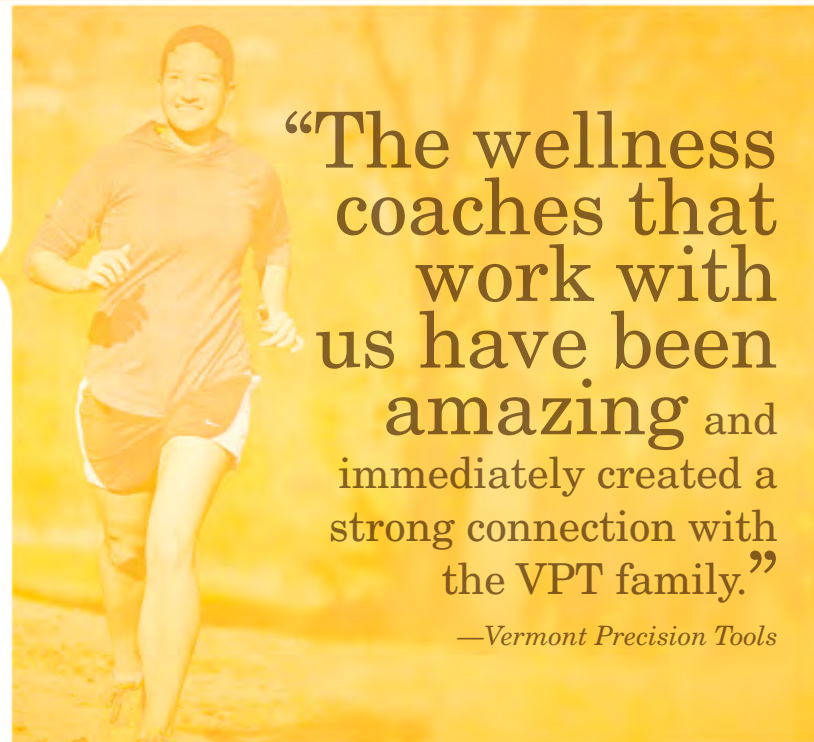
Your Partner in a Healthier You.

Focused on prevention, early detection and self-management of chronic conditions, we offer a variety of programs and services to help you live a healthier life — from educational seminars, group sessions and individual appointments to structured exercise programs, and more.

Here are a few of our offerings:

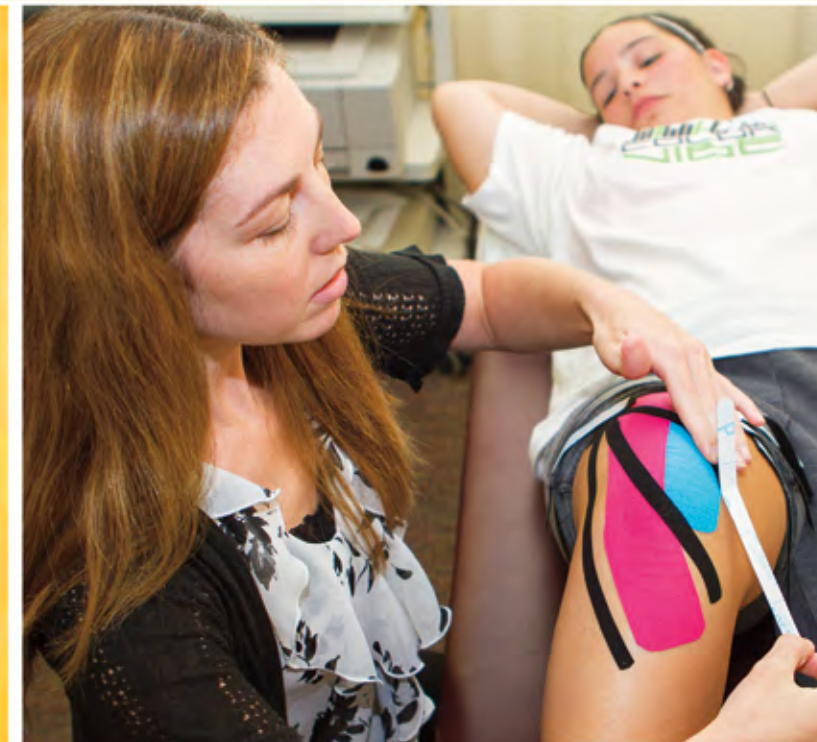
- Diabetes education
- Medical nutrition therapy
- Tobacco cessation

NMC Main Campus | 524-1219



“The wellness coaches that work with us have been amazing and immediately created a strong connection with the VPT family.”

—Vermont Precision Tools



Northwestern Physical Therapy

Keeping Our Community Strong.

As the largest team of Physical Therapists in the area, our passion is using evidenced-based practices to help our patients achieve a better quality of life through improved mobility and functional ability.

Key services include:

- Manual therapy
- Aquatic therapy at Branon's Pools
- Orthotic fabrication
- Incontinence training
- Pediatric & geriatric rehabilitation
- Lymphedema therapy

**Cobblestone Health Commons,
Community Health Center in Enosburg
& Northwestern Urgent Care in Georgia | 524-1064
Cambridge Health Center | 644-8317**

Northwestern Obstetrics & Gynecology

*Caring Partners in Each
Woman's Journey.*

Our highly experienced team offers a wide range of healthcare services for women of all ages; from personalized and compassionate care to welcoming babies into the world to ensuring women have access to state-of-the art gynecologic care.

We also work closely with NMC's Family Birth Center and key community partners to provide an innovative approach to prenatal care, fostering Healthy Beginnings for expectant families.

Doctors' Office Commons
524-BABY (2229)

Family Birth Center

Every baby is a new beginning — a new chapter in a family's life. Our Family Birth Center provides you with the birthing experience you want with private rooms, concierge service, skin-to-skin bonding, breastfeeding support, and more. And, for those rare instances when even more specialized care is needed, we have a strong relationship with the neonatal center in Burlington. Your journey is unique and we're here to make it memorable.

To get to know us better, please schedule a tour of the Family Birth Center by calling 524-1040.

NMC Main Campus | 524-1040

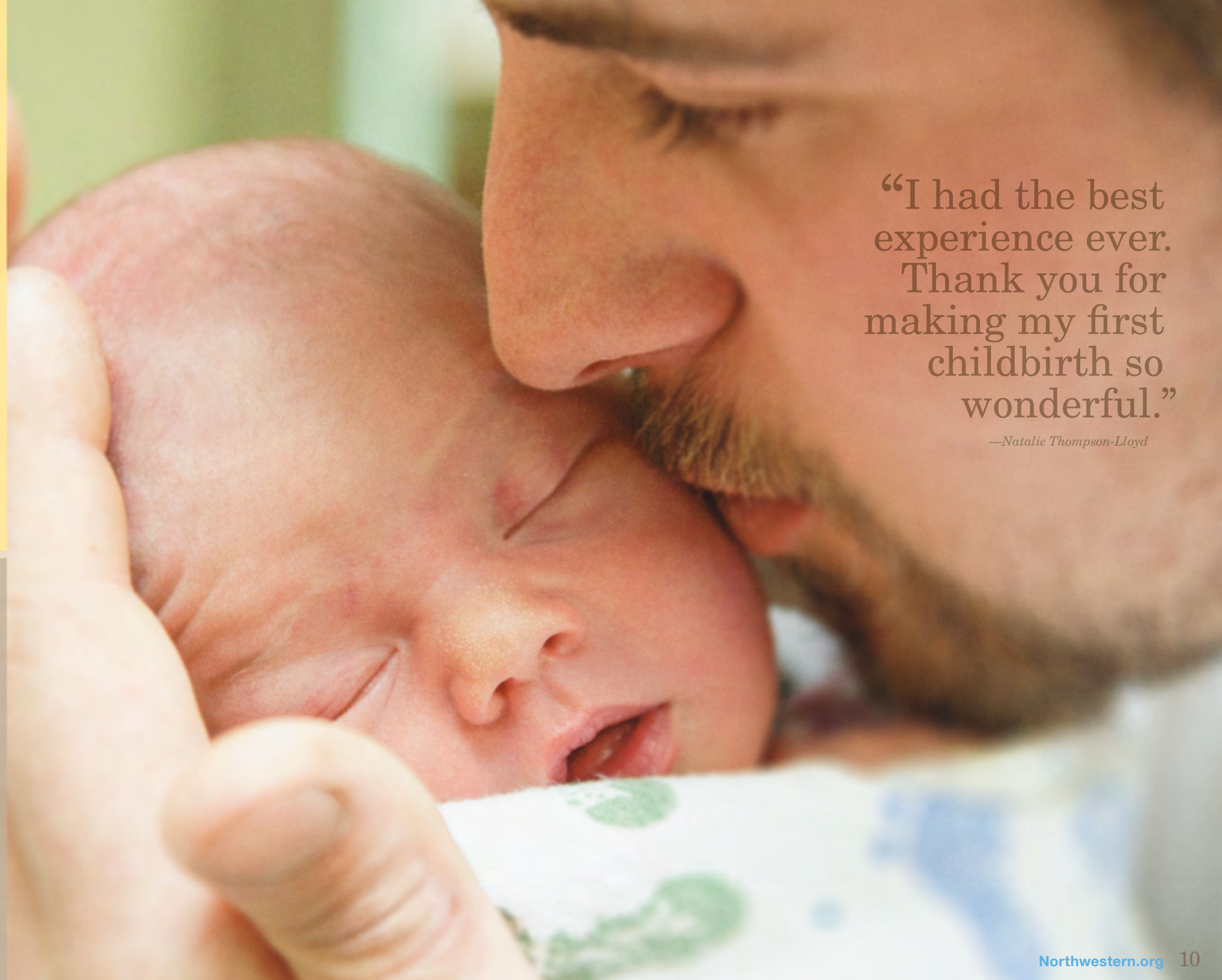
healthy  beginnings
*new connections.
exceptional care.*

Our program is designed to help improve healthy outcomes for moms and babies, combining group-based care with traditional one-on-one visits with your delivering physician. Focused on you and your baby's health, our goal is to offer you a rich learning environment that makes your journey through pregnancy easier and more fulfilling.

The program also provides you with the opportunity to meet the full Northwestern OB/GYN team, as they each lead a portion of the program. You will also visit the NMC Family Birth Center, where we will care for you during labor and after delivery.

“I had the best experience ever. Thank you for making my first childbirth so wonderful.”

—Natalie Thompson-Lloyd





Northwestern Cardiology

Northwestern Cardiology is a collaborative effort between NMC and the University of Vermont Medical Center, providing patients convenient access to medical cardiology services.

Key services include:

- Appointments with the Cardiologist
- Nuclear stress testing
- Exercise stress testing
- Outpatient holter monitors
- Electrocardiograms (EKGs)
- Stress echocardiograms (ECHOs)

Cardiac rehabilitation is also available through NMC.

NMC Main Campus | 524-8909

“Thank you again for all you did to help our little girl beat the odds. We owe you a huge debt of gratitude.”

—Northwestern Ophthalmology patient's father

Northwestern Ophthalmology

Your Vision, Our Mission.

We provide timely access to a comprehensive range of eye care services, including diabetic eye examinations, cataract surgery and the treatment of macular degeneration. We offer a needleless approach to anesthesia for certain cases and all our surgeries are performed at NMC.

53 Fairfax Road, St. Albans | 524-4274

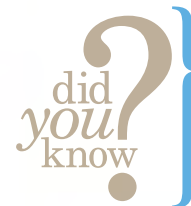


Northwestern Pulmonology

Located in the main hospital building at NMC, Northwestern Pulmonology provides treatment for a variety of respiratory problems, including:

- Chronic Obstructive Pulmonary Disease (COPD)
- Asthma
- Shortness of breath

NMC Main Campus | 524-8909



According to the American Lung Association, Chronic Obstructive Pulmonary Disease is the third leading cause of death in the US.

Northwestern Associates in Surgery

Collaborative, Comprehensive, Compassionate.

Our experienced general surgeon specializes in breast surgery, laparoscopy, upper endoscopy, and colonoscopy, as well as a wide range of other procedures. These surgeries are conducted here at NMC, where we win national awards for patient satisfaction, as well as having a rate of infection significantly lower than national averages.

Doctors' Office Commons | 524-8974





3000+
Surgeries a year

21
Surgeons

9
Specialties

Northwestern Surgical Services

At NMC, many of our surgical procedures are minimally invasive — which means that our surgeons make smaller incisions, allowing for quicker recovery times. Plus, they perform those surgeries here at NMC, where we've won national awards for patient satisfaction, as well as having a rate of infection significantly lower than national averages.

NMC Main Campus | 524-1073

“Just want to give a shout out to the especially great staff in the Surgery Center. Their super bedside manner, professionalism, and the kind and caring atmosphere was greatly appreciated. They were FANTASTIC!”

—Kelly Croft

Diagnostic Imaging

Our Diagnostic Imaging department offers high-tech digital technology and frequently, same day or next day service.

Key services include:

- Large-bore MRI •
- CT scan •
- X-ray •
- Mammography •
- Stereotactic biopsy •
- Ultrasound •
- Nuclear medicine •
- Bone density •
- Echocardiography •

NMC Main Campus | 524-1058

Northwestern Comprehensive Pain Management

In response to community need, we have established our Comprehensive Pain practice to help individuals cope with chronic pain, including interventional pain services and a specialized approach to addiction issues.

19 Catherine Street, St. Albans | 524-8809

You,
can't
fight
it
unless
you
find
it.

We believe early detection of breast cancer makes all the difference. To provide you with a more comfortable mammogram we are equipped with the innovative, softer, warmer, *Women's Touch MammoPad*. If it has been a year since your last screening, *please visit us*.



Convenient Hours

Monday–Friday:
Open from 6am to 6pm
Saturday:
Open from 8am to 12pm

Laboratory Services

Our Laboratory professionals help your provider understand what is going on inside your body. We feature convenient hours, including early mornings and after work, plus Saturday mornings. Our full-service Laboratory conducts nearly 300,000 tests per year, and is accredited by the College of American Pathologists.

NMC Main Campus | 524-1070



Medical/Surgical & Intensive Care

Whether you are recovering from surgery or a serious illness, our staff is here for you at every step. Our Hospitalists ensure there is always a specialist on duty whose focus is solely on caring for patients during their hospital stays. Our team of devoted nurses, and clinical and support personnel throughout the hospital, maintain a tireless focus on our mission of providing exceptional care for our patients.

NMC Main Campus
Med/Surg Nurses' Station | 524-1038
ICU/Step Down Nurses' Station | 524-1039
Hospitalist Team | 524-8866



Because you've got a life to get back to. *{and you can trust us to help}*

When life doesn't go quite as planned, count on us to get you back in action within an hour. As an integrated complement to your relationship with your Primary Care provider, Northwestern Urgent Care offers access to exceptional care during evening hours, on weekends and when your primary care provider is not available. Quick, quality care, on your schedule, from the people you know and trust — *no appointment necessary.*

- Moderate fever
- Colds, cough or flu
- Bruises & abrasions
- Skin irritations
- Minor cuts & burns
- Eye, ear or skin infections
- Sprains & strains
- Urinary tract infections
- Respiratory infections
- Allergies
- Sports injuries
- X-rays
- Stitches

2
locations
for greater
convenience



St. Albans

Located on the NMC Campus
Cobblestone Health Commons
260 Crest Road
St. Albans, VT 05478



Georgia

South off I-89, Exit 18
927 Ethan Allen Highway (Rte. 7)
Georgia, VT 05468

Hours

Monday–Friday: 8 am to 8 pm
Saturday: 9 am to 5 pm
Sunday: 9 am to 3 pm



Hours

Monday–Friday: 8 am to 7 pm
Saturday: 8 am to 5 pm



For more information, call **(802) 524-8911** or visit **NorthwesternUrgentCare.org**

Rising to Meet the Challenge

NMC and our community partners are engaging our community in improving health and well-being through an innovative new program called Rise VT. Join the movement that recognizes and supports sustained efforts toward:

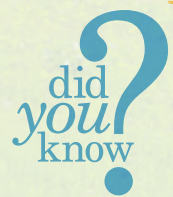
- Moving more
- Eating healthy
- Reducing stress
- Being tobacco-free

Check out risevt.com to learn more!

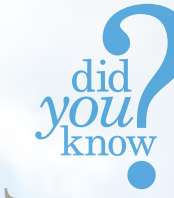
Truly a Community Hospital

The first hospital in our community was established in 1883 through the generosity of a donor and, for more than 125 years, gifts have helped our hospital provide exceptional care. We celebrate contributions of all sizes and deeply appreciate each donor. If you would like to discuss a gift to Northwestern Medical Center, please call our Development Office at 524-8467. In addition, volunteers contribute more than 18,000 hours per year to support our mission. For more information on volunteer opportunities, please call our Volunteer Services Office at 524-1055.

*deeply
rooted in our
community*



NMC serves approximately 14,300 meals each month to patients, in our Courtyard Café, at catered events and to the community through the Meals on Wheels program.



NMC's Restaurant and Catering Department teams up with our Family Birth Center to send every new family home with an insulated lunch bag filled with a take-home meal to make life a little easier for new parents and their bundles of joy.

With our patient-centered and family-like atmosphere, we strive to make your experience as pleasant as possible. Here are highlights of this approach in action:

Concierge Service

Our Concierge team provides personal attention to patients, their families and visitors. No task is too small. They help answer questions, lessen concerns, read with patients, support families, book lodging, arrange celebrations, and more — all in the pursuit of exceptional care for every patient.

Room Service

Our chefs and culinary team prepare delicious, healthy, “room service” meals so our patients can choose (within dietary guidelines, of course) what they would like to eat, how much they want, and when they would like it! With daily Chef specials and frequent fresh local produce, our meals draw rave reviews while supporting our patients’ healing.



For more information on any of our services, practices or programs, please visit our website: { Northwestern.org }

Meet NMC

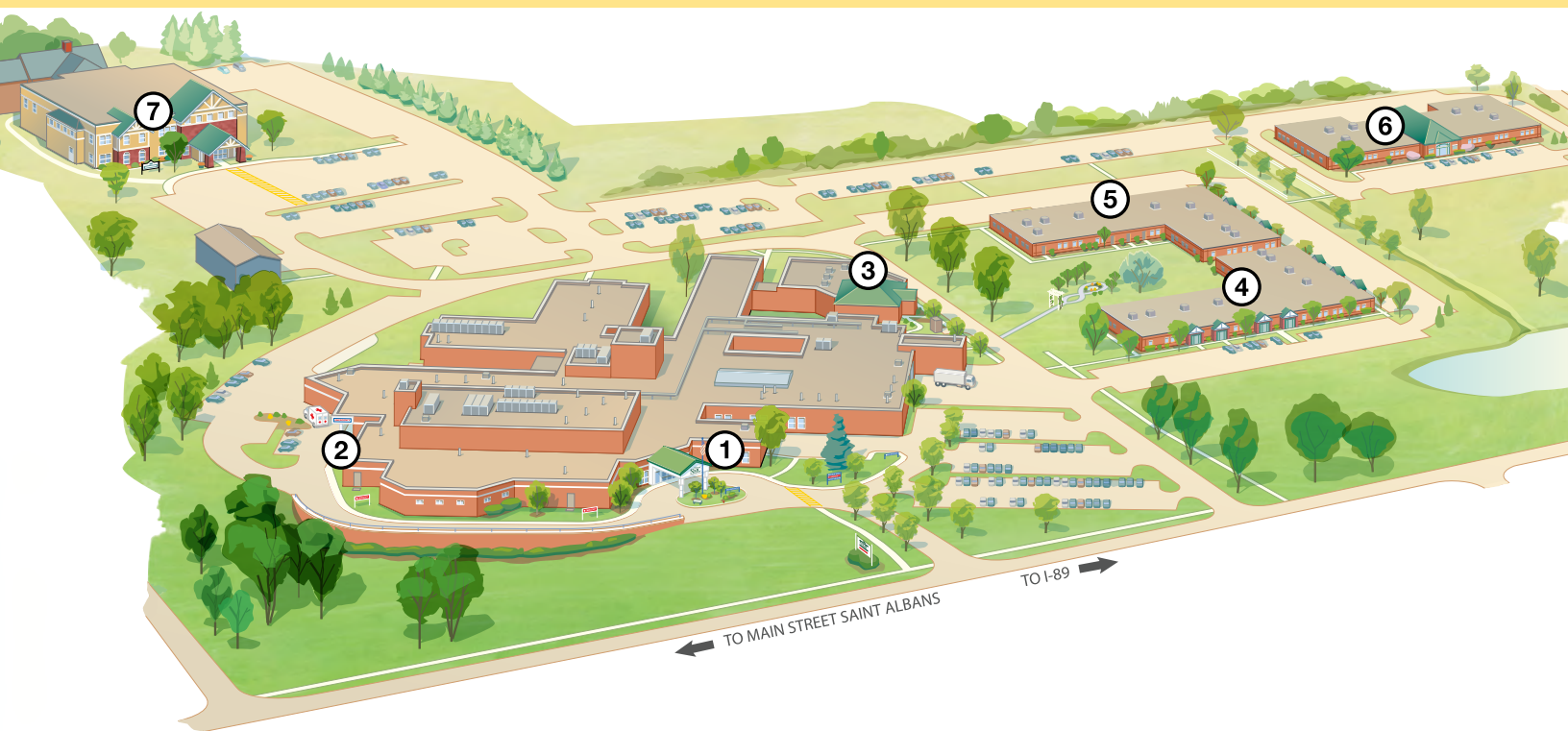
A place where collaboration, caring and community meet innovation, fresh ideas and the opportunity to grow. Whether you're growing your career, a program you're passionate about, or a family—you'll find support and encouragement here. We strive to build long lasting relationships that bring a sentiment of home to our workplace.

Where you can be the difference.

Join the Northwestern Medical Center family, where we consistently earn top honors for patient care and continually look for new and innovative ways to improve. Be part of a team where you can make a difference, all while enjoying the quality of life Vermont provides.

CareersatNMC.org

NMC is an Equal Opportunity Employer that promotes a smoke-free, drug-free environment. All new employees will be subject to a pre-employment health screening and drug test.



Hospital Campus Map

- ① **Main Hospital Entrance**

 - Patient Registration
 - Surgical Services
 - Cardiology Services
 - Pulmonology Services
 - Diagnostic Imaging
 - Medical/Surgical Unit
 - Intensive Care Unit
 - Laboratory
 - Courtyard Cafe
 - Family Birthing Center (Upstairs)
- ② **Emergency Entrance**
- ③ **Conference Center Entrance**
- ④ **Doctors' Office Commons Building #1**

 - Franklin County Surgical Associates
 - Northwestern Associates in Surgery
 - Northwestern Orthopaedics
 - VT Center for Cancer Medicine
 - University of Vermont Medical Center Dialysis
 - Northwestern Urology Services
- ⑤ **Doctors' Office Commons Building #2**

 - Northwestern OB/GYN
 - Mousetrap Pediatrics
 - Franklin County Pediatrics
 - St. Albans Primary Care
- ⑥ **Northwestern Counseling & Support Services**
- ⑦ **Cobblestone Health Commons**

 - Northwestern Urgent Care
 - Northwestern Primary Care
 - Northwestern Occupational Health
 - NMC Services:
 - Rehab Services
 - Cardiac Rehab
 - Lifestyle Medicine
 - Diabetes Services
 - Tobacco Cessation
 - Nutrition Counseling



133 Fairfield Street
Saint Albans, VT 05478

524-5911
Northwestern.org

“ You can expect to receive quality care in a healing environment. We understand that you are entrusting your care into our hands and are honored to hold that responsibility. To that end, our staff is committed to going to great lengths to not only provide you with exceptional medical care, but to do so in a way and in an environment that facilitates your healing. ”

—Jill Berry Bowen, NMC CEO

