



133 Fairfield Street  
Saint Albans, VT 05478

524-5911  
Northwestern.org

“At Northwestern Medical Center, our entire team is committed to patient satisfaction and being responsive to patient and community feedback. It is something we take very seriously, both the positive comments which celebrate great care and recognize individuals for going above and beyond, and the constructive observations that identify opportunities to improve.”

— Jill Berry Bowen, NMC CEO



{Creating a healthier community}  
*we do that here*





“

I couldn't have asked for better care,  
no question about that. —*Lee Berthiaume*

We were absolutely floored by the kindness  
and attentiveness of not only the wonderful  
birthing center nurses, but every employee  
and volunteer we interacted with. —*Stuart Wilkins*

(brought) my sick 7-year-old in to see the doc in the middle of the night.  
We were checked in, seen and had our medicine  
within 30 minutes. Awesome! —*Shoshawna Mastin*

We feel lucky to have this hospital  
in our community. —*Alisha Sawyer*

”

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](http://Northwestern.org) or  
call our Community Relations staff  
at 802-524-1280.*





## 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 Walk-in Clinic

*Urgent Care Association of America Member.*

Our Walk-in Clinic, located just off Exit 18 on I-89, helps us better serve busy individuals, families, commuters and area businesses. With short wait times, we offer care for non-emergent needs for anyone over the age of two — no appointment needed.

- Flu & colds
- X-rays & stitches
- Urinary tract infections
- Adult immunizations
- Sprains & possible fractures
- Skin irritations & minor burns
- Sports & DOT physicals
- Mammograms

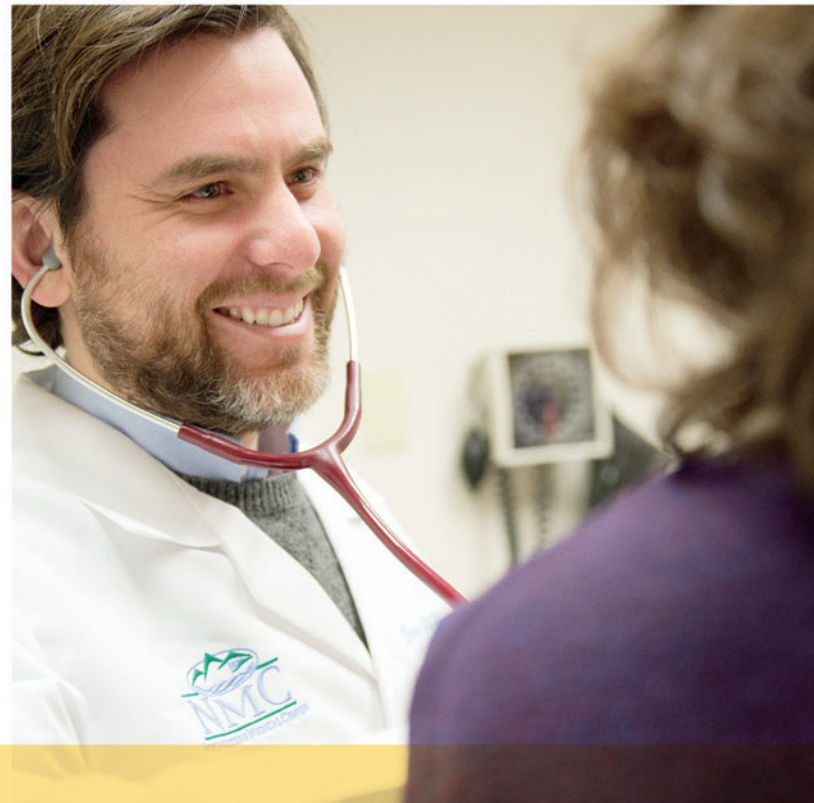
**927 Ethan Allen Highway (Route 7), Georgia | 524-8911**

## Northwestern Primary Care

*Caring for Our Community.*

This growing practice features a blend of highly experienced and committed new primary care providers that 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 Walk-in Clinic is a well-established option for convenient non-emergent care.

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

**NMC Main Campus**



## 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 imagined 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**

“The nurses were so incredibly compassionate and helpful that we felt like royalty.”

—Stuart Wilkins





## 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 Walk-In Clinic | 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**

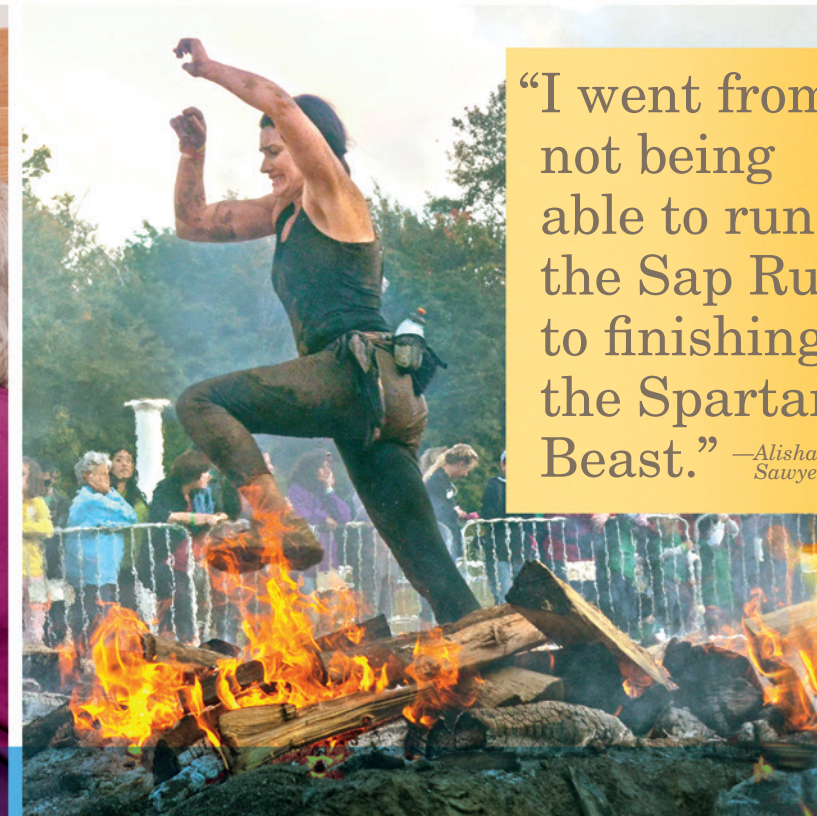
## Northwestern Lifestyle Medicine

*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
- Cardiac rehabilitation
- Congestive heart failure case management
- Tobacco cessation

**NMC Main Campus | 524-8473**



“I went from not being able to run the Sap Run to finishing the Spartan Beast.” —Alisha Sawyer

## 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 Walk-In Clinic | 524-1064**





## Northwestern Cardiology

Northwestern Cardiology is a collaborative effort between NMC and Fletcher Allen Health Care, providing patients convenient access to medical cardiology services. Key services include:

- Appointments with the Cardiologist
- Nuclear stress testing
- Exercise stress testing
- Holter monitors
- Electrocardiograms (EKGs)
- Echocardiograms (ECHOs)

**NMC Main Campus | 524-8909**



With proper care, it only takes about 48 hours for the eye to repair a corneal scratch.

80% of vision problems worldwide are avoidable or even curable.

The muscles that control your eyes are the most active muscles in your body.

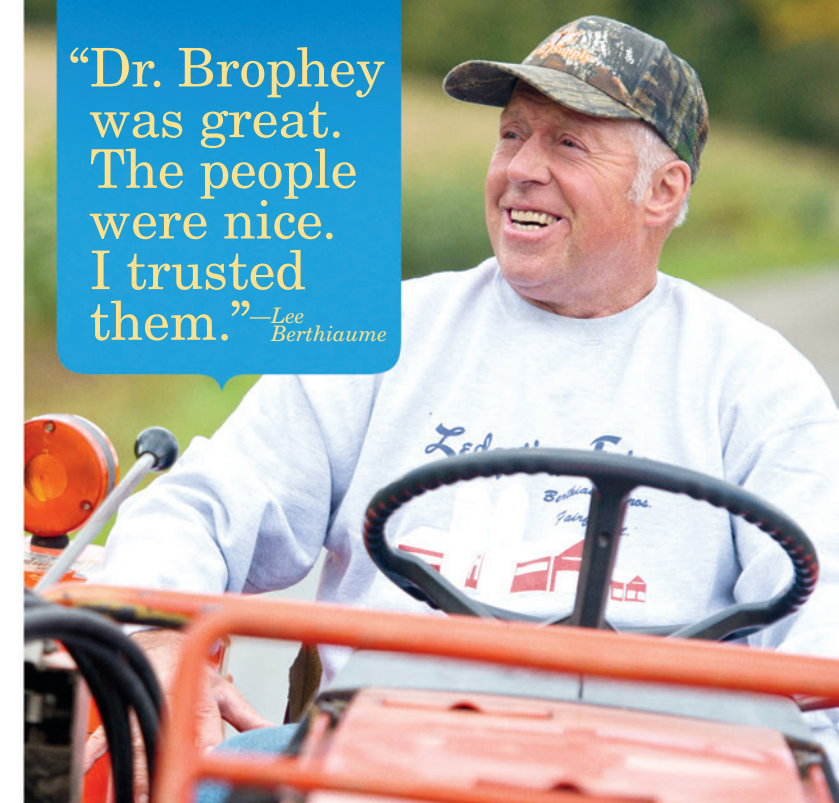
## Northwestern Ophthalmology

*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**

**“Dr. Brophey was great. The people were nice. I trusted them.”**—Lee Berthiaume



## 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**

## 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*

24  
*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**

Our MRI gives patients a more comfortable experience, with more room and reduced noise.



## 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**



## 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/StepDown Nurses' Station | 524-1039**



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:



**1,000** baby hats have been knitted by local volunteers in all sizes, shapes and colors to be worn by newborns following birth. They are another example of a community-based “labor of love” to help us welcome our newest community members.

### Concierge Service

Our Concierge team provides personal attention to patients and 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.

### Improving Community Health

We are deeply committed to helping improve the quality of life in our community. Through our Lifestyle Medicine Department and in collaboration with a broad array of partners, we seek to engage our community in:

- Increasing physical activity
- Improving healthy eating
- Eliminating tobacco use
- Managing stress
- Managing chronic conditions
- Achieving a healthy weight

Check out our website and the local media to see what is happening near you!

### Truly a Community Hospital

The first hospital in our community was established in 1883 through the generosity of Chauncey Warner and, for more than 100 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.







For more information on any of our services, practices or programs, please visit our website: { [Northwestern.org](http://Northwestern.org) }

Nationally Recognized Care

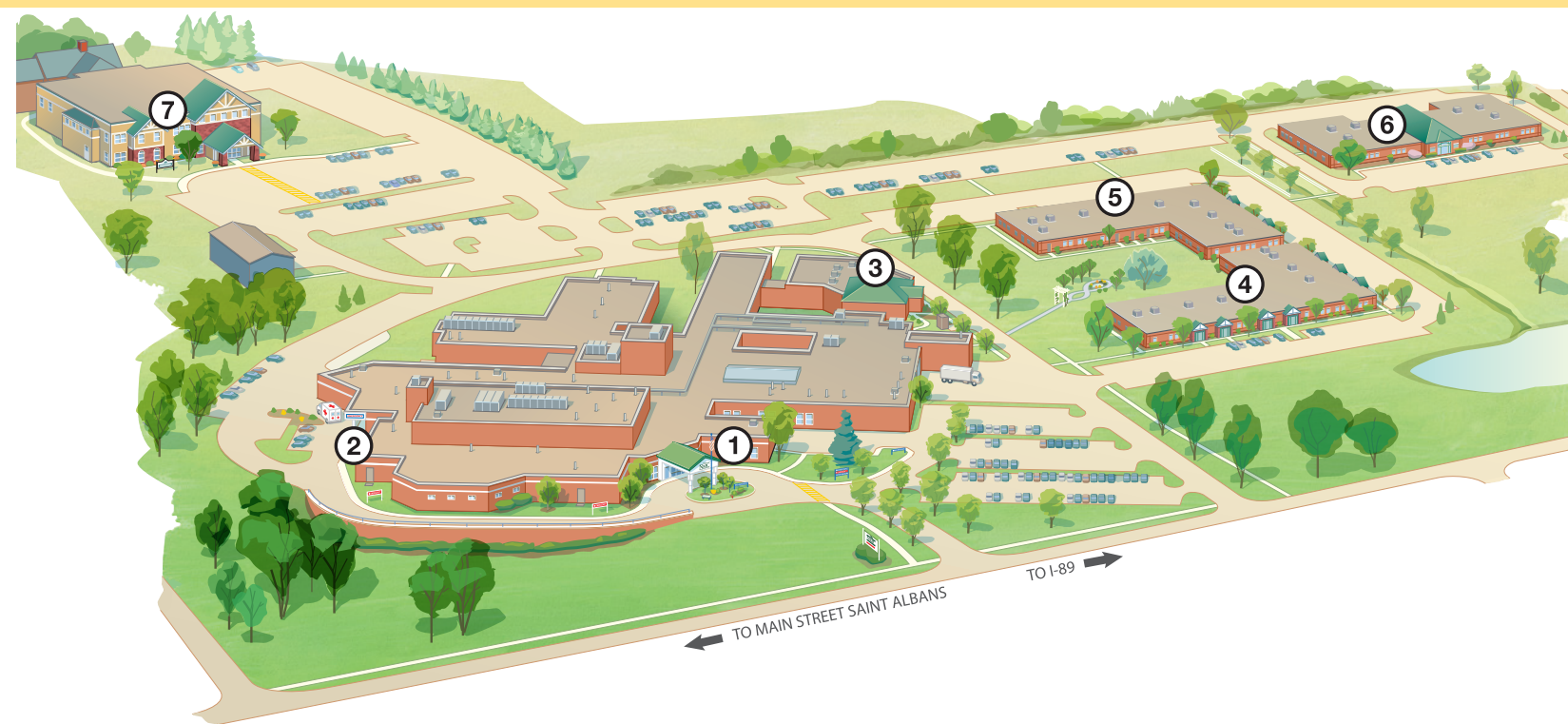
For six years running, our staff has earned national Avatar awards, which recognize hospitals across the nation that rank in the top 5% for outstanding patient satisfaction. While this award is a testament to the quality of our team, we couldn't have done it without the support and feedback of our community. Thank you!

{Work. Play. Live}  
*we do that here*

We believe where there is more community, there is more caring. And, our community starts with our people who work here. We provide a supportive and collaborative environment that truly values the bonds among all those we work with. Come check us out.

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  
Fletcher Allen Dialysis  
Fletcher Allen Neurology  
Fletcher Allen Urology
- 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**

NMC Services:  
Rehab Services  
Cardiac Rehab  
Lifestyle Medicine  
Diabetes Services  
Tobacco Cessation  
Nutrition Counseling  
Northwestern Occupational Health  
Northwestern Primary Care  
Fletcher Allen Ear, Nose & Throat