

Building a healthy community

we do that here



Focused on your health...

our community, new beginnings, success, happiness, movement, adventure, strength, motion, education, excitement, philanthropy, improvements, fun, steps forward, fitness, friends, new programs, celebrations, well-being, family, action, nutrition, enjoyment, support, enrichment, healing, helping our neighbors, advancement, goodwill, emotion, motivation, joy, new members of the community, improved facilities, reaching our goals & setting new ones...*we do that here.*

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: NorthwesternMedicalCenter.org or call our Community Relations staff at 802-524-1280.

Breast cancer navigator supports area women

Meet Chelsea Mulheron

Heather Brigham and Alana Dion began their fight against breast cancer after their annual mammogram screenings revealed they needed to return for more testing. Fortunately, Brigham and Dion connected with NMC's Breast Care Nurse Navigator, Chelsea Mulheron. She was with them every step of the way, from that first phone call, through more screenings, radiologist appointments and biopsy procedures to coordination with primary care doctors, oncology consultations, surgeries, chemotherapy, and rehab.

Upon meeting Mulheron, both women were instantly comforted by the positive encouragement and loyal dedication she provided, and continued to deliver, through all the physical and emotional stages of cancer. "It just makes it easier to get through—knowing there's someone there taking care of it all and you don't have to boggle your mind about it," said Brigham.

A large part of Mulheron's job is to make the whole process easier for patients so they can concentrate on what's important—taking care of themselves, figuring out how to change their routines (for Brigham, it was farming, and for Dion, running a daycare) and staying strong and positive. As Brigham states, you have to keep living your life despite a diagnosis (and the side effects, such as hair loss, that come along). Dion added of the whole experience, "I truly feel I've had an angel on my shoulder. And," she said, pointing to Mulheron, "now I have an angel here."

It is a proud moment when Mulheron hears that both women spoke candidly, and bravely, about breast cancer. She knows 'this is a disaster in someone's world' and is honored to be a support mechanism to each individual breast cancer patient, making certain they know she's going to help them through.

"You have to live your life, despite a diagnosis."

"She's the one person I could go to."

—Heather Brigham

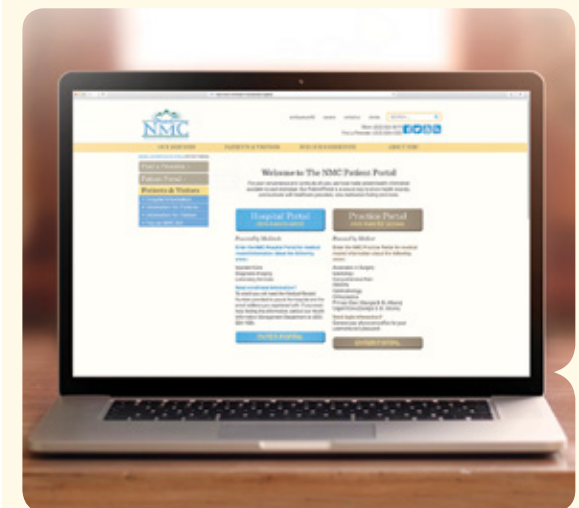
"She's just the kindest, most caring person I've ever met."

—Alana Dion



Experience the NMC Patient Portal

For your convenience, NMC has made patient health information accessible electronically, allowing you to safely view your up-to-date health records, medication history, upcoming appointments, billing information and more. We are pleased to give patients the resources to better track their health information online, 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.



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 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



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)

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.

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 deserve 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





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

“Dr. Brophey is top notch and treats each patient as he would his own family.”

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 of our surgeries are performed at NMC.

53 Fairfax Road, St. Albans | 524-4274

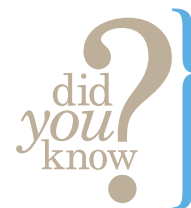


Northwestern Pulmonology

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



Have you **skin** checked **30** minutes, once a year, can save your life.
..... this year?



Northwestern Dermatology

NMC is proud to introduce local access to expert medical dermatology, making it easier for you to protect and care for your skin. Our new dermatologist, Dr. Stephanie Neider, provides comprehensive services, from early detection screenings and removal of skin cancers to treatment of all common skin conditions, cosmetic enhancements or surgery.

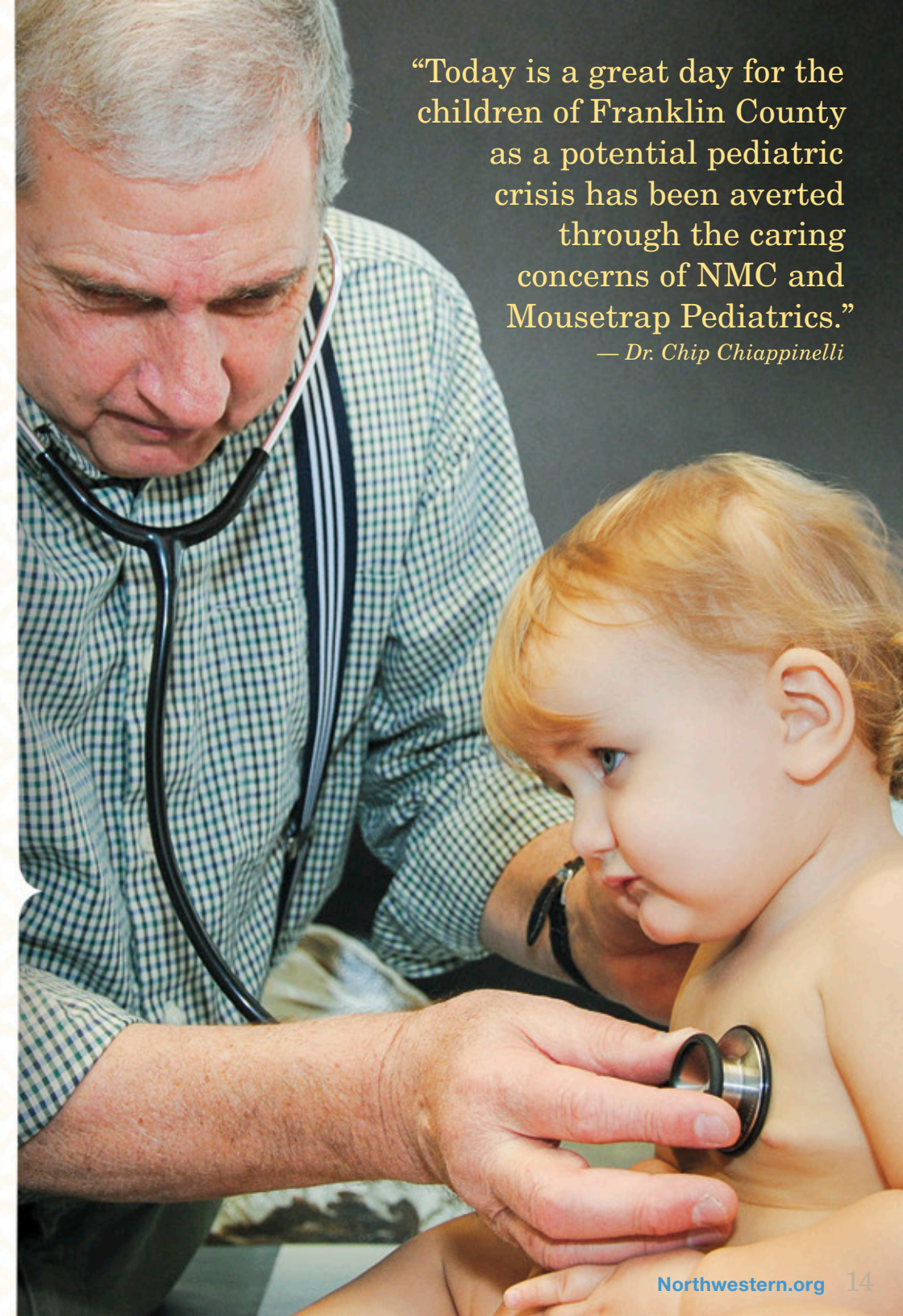
**128 Fisher Pond Road,
St. Albans
524-9707**

Northwestern Pediatrics

We are pleased to announce Northwestern Pediatrics as NMC and area physicians work together to help preserve and expand access to exceptional care for the children and youth of our community. We believe it is important that each child has a pediatrician and annual wellness checkups.

"We are very pleased to help retain these wonderful physicians within our community," said Jill Berry Bowen, CEO of NMC. "They have cared for the children and youth of our community for years and we are pleased to welcome them to our staff so that exceptional care can continue."

**Doctors' Office Commons,
12 First Street, Swanton,
& 44 Center Street, Enosburg Falls
527-8189**



"Today is a great day for the children of Franklin County as a potential pediatric crisis has been averted through the caring concerns of NMC and Mousetrap Pediatrics."
— Dr. Chip Chiappinelli

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, including 3D Tomosynthesis
- Stereotactic biopsy
- Ultrasound
- Nuclear medicine
- DEXA 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



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.

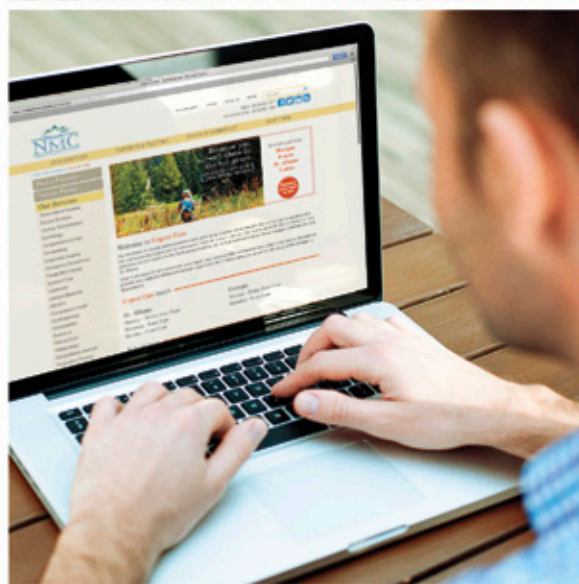
NMC Main Campus | 524-1073



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

When life doesn't go as planned, count on us to get you back in action within an hour—*no appointment necessary*. 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. Use our new online tool to find out exactly how long the wait time is at our St. Albans and Georgia locations. Check the time, reserve your spot 'in line' and we'll be ready when you get here!

- 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**

Inside your stay

With our patient-centered and family-like atmosphere, we strive to always make your experience truly exceptional.

Concierge Service

In pursuit of exceptional care for every patient, our concierge team gives personal attention to patients, their families and visitors. They help answer questions, lessen concerns, read with patients, support families, book lodging, arrange celebrations, and more—no task is too small.



did
you?
know

You can send
a handwritten
patient card
using our
website!

We welcome you to send a free, customized card to a friend or loved one at Northwestern Medical Center. To send a card and brighten their stay, simply fill out the form online and our concierge team will handwrite your message and deliver your card—visit northwestern.org to send yours today!

Room service from our Courtyard Café

Our chefs and culinary team prepare delicious, healthy, “room service” meals so our patients can choose (within dietary guidelines) 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.

Inpatient Care

When you are recovering under our care, you are our number one priority. Our inpatient team includes physicians, nurses, respiratory therapists, physical therapists, pharmacists, dietitians, social workers and discharge planners working together to provide you exceptional care.

NMC Main Campus

Med/Surg Nurses’ Station | 524-1038

ICU/Step Down Nurses’ Station | 524-1039

Hospitalist Team

A hospitalist is a medical provider who is focused on the health and wellness of patients during their hospital stay. The hospitalist team works hard to coordinate care collaborating closely with community primary care providers before, during, and after admission to ensure the best possible patient care.

Hospitalist | 524-8866

Care Management Team

Our committed teams of registered nurses and social workers are by your side to help navigate and coordinate all facets of your care. We are available in a crisis, or to answer your questions about insurance, community resources, chronic conditions, or even housing and financial assistance.

Care Management | 524-1082

Volunteers

Volunteers contribute more than 20,000 hours per year to support our mission. For more information on volunteer opportunities, please call our Volunteer Services Office.

Volunteer Services Office | 524-1055



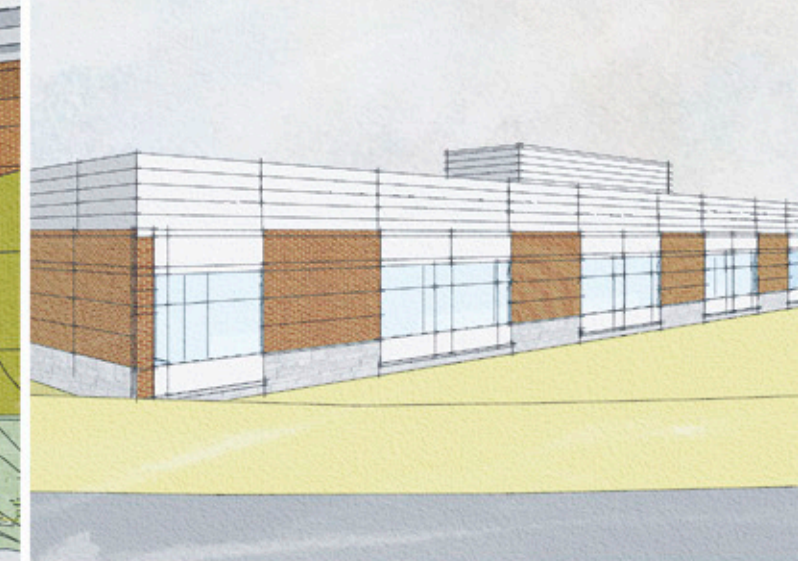
RENOVATED MAIN ENTRANCE & CLINICAL SPACES



MEDICAL OFFICE BUILDING



PRIVATE ROOMS & MEDICAL/SURGICAL UNIT



As we look to the future, we are compelled to address the following changes in healthcare and our community:

1. Healthcare has changed dramatically in the past several years, as reform inspires new and better ways to deliver care.
2. Our community's demographics reflect an aging population whose healthcare needs have also changed.
3. The transition from inpatient to outpatient care continues and promises to accelerate even more quickly in today's environment of improvement and reform.

Because we are determined to be a leading catalyst for the future of healthcare in our region, we must adapt our aging infrastructure to address these changes and equip us for a new era. Simply, we must offer greater access to care in more efficient, flexible and contemporary facilities.

Jill Berry Bowen
RN, Chief Executive Officer

Master Facility Plans & Community Benefit

Increased outpatient services

Forecasts indicate a national increase of 23% in outpatient care as the population ages and as medical care evolves. NMC will enhance its outpatient services with three interrelated projects: (1) a renovated main entrance for improved patient drop-off and efficient access to more centralized registration; (2) new clinic space for Cardiology, Pulmonology, Obstetrics and Gynecology, and Medical Clinics to better meet the evolving needs of our community; and (3) an attached medical office building to be a co-location of multiple practices and function as a highly-efficient, collaboratively-shared space, facilitating a common standard of care and culture.

Private rooms for medical & surgical units

A hospital is the place where patients and their families, caregivers and leaders come together for the common purpose of restoring a patient to good health. The issues each of these parties face all come into sharp focus in the patient room. Advancing technology, infection control, restfulness, patient and family experience, and caregiver efficiency are all significantly improved by having private rooms and maximize our healing environment.

“With the vote of confidence on this project we will be here for the long-term, continuing to pave the way for the best healthcare system that is accessible to all, providing the highest quality and the lowest cost possible.”

– Jill Berry Bowen



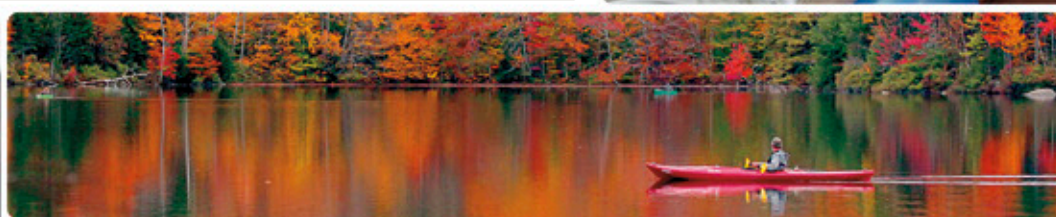
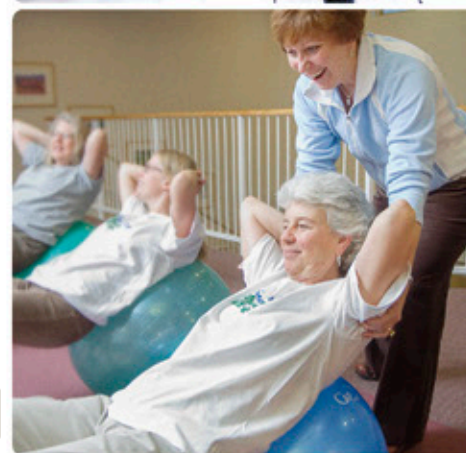
Meet NMC & Vermont

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.

For more information on any of our services, practices or programs, please visit our website:

{ 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.



Award-winning service

Northwestern Medical Center strives to always deliver exceptional care and, it's our team of hard working and dedicated professionals who make that happen. In 2015, NMC earned honors from Avatar Solutions, recognizing our dedication to service excellence. We take great pride in being honored in a field of our peer community hospitals around the country and know it is our team commitment and passion that makes such accolades possible.

Contributing to our efforts

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.

Development Office | 524-8467

NORTHWESTERN MEDICAL CENTER'S 2015 AVATAR AWARDS

include:

Exceeding Expectations
Best Overall Performer
Most Improved Ambulatory Surgery





▶ EMBRACING HEALTHY LIFESTYLES

Good health is the key to a happy life. RiseVT is a movement towards better health for people of all ages in Franklin and Grand Isle Counties. Joining RiseVT will give you tools, support, reward, and recognition for moving more, eating well, and connecting with your community.

▶ WHO GETS INVOLVED

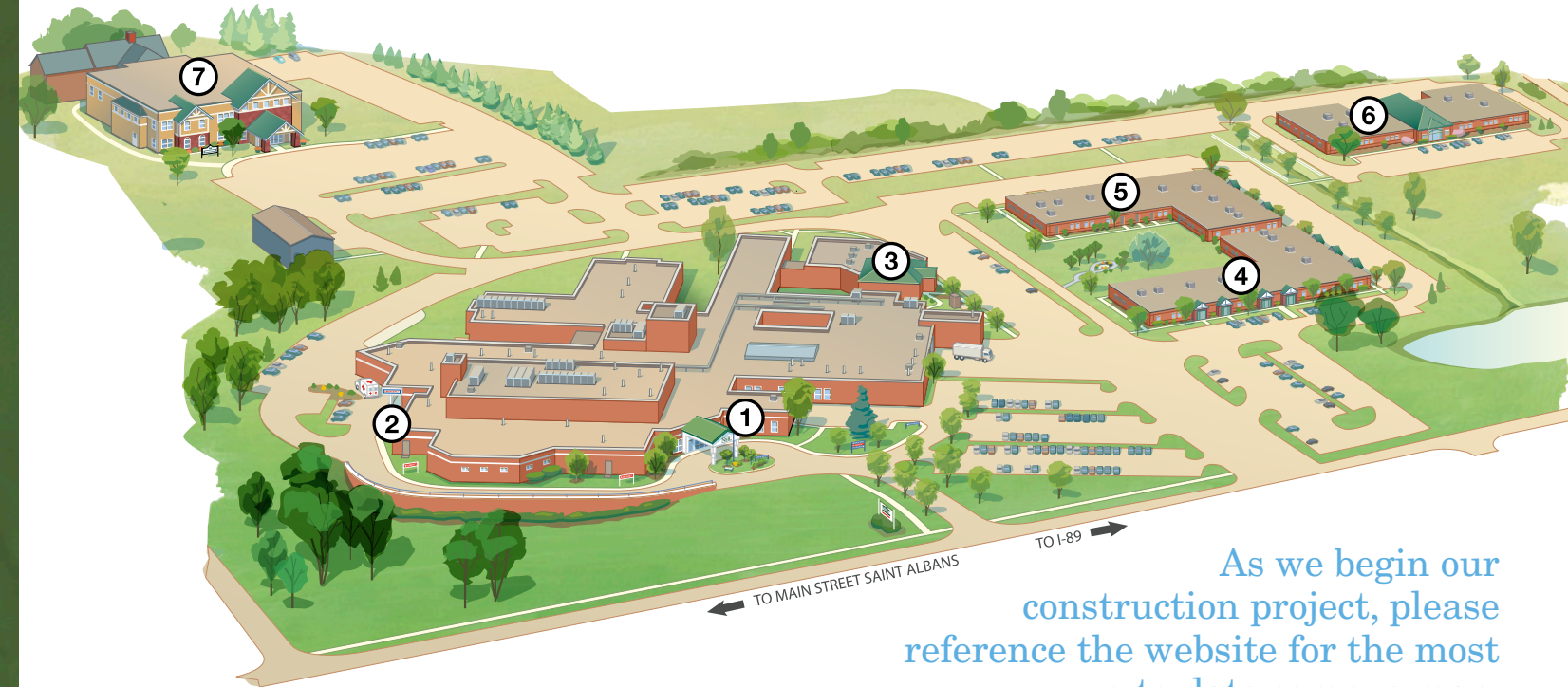
RiseVT targets four groups to most effectively reach deep into our community:

- **BUSINESSES:** building innovative, flexible worksite wellness programming
- **SCHOOLS:** tapping into the energy and spirit of our teachers, nurses and children
- **MUNICIPALITIES:** creating healthy environments and policy change to support them
- **INDIVIDUALS:** motivating change at home with healthy habit coaching

▶ KEY CONCEPTS

- **EAT WELL:** focus on fresh, healthy, local food choices
- **MOVE MORE:** encourage physical activity that fits into our lives
- **STRESS LESS:** learn to slow down, think deeply and enjoy life
- **BE TOBACCO FREE:** free yourself from smoking and open the door to better health
- **NURTURE CONNECTIONS:** enrich our lives through community spirit, collaboration, volunteering and fellowship connections

**JOIN THE
MOVEMENT
TODAY AND
FILL OUT A
SCORECARD @
RISEVT.COM**



As we begin our construction project, please reference the website for the most up-to-date campus map.

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
Northwestern 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

Northwestern Medical Center

“ 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