



**Patient and Family Centered Care:  
All Hands (and Paws) On Deck!**

# Well Aware

is published by

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## About the Cover

FMH Patient Brian O'Brien enjoys a visit from Bentley, one of the hospital's therapy dogs, and his owner and handler Dolly Sullivan. Bentley and 11 other Wags for Hope therapy dogs are part of the hospital's ongoing commitment to provide patient- and family-centered care. (See story on page 12.)



## A MESSAGE FROM THE PRESIDENT

We are committed to meeting the health and wellness needs of Frederick County. One of the ways we serve our community is to recruit physicians who provide specialty care that is difficult to access. In this issue you'll meet our newest Monocacy Health Partners provider group. Our Otolaryngology (Ear, Nose, and Throat) physicians bring much needed ENT care for everything from treating sinus headaches to advanced surgical procedures.

Our network of Monocacy Health Partners collaborate to provide primary and specialty care to our patients, and they work together to solve complex problems. You can read more about the collaboration between our ENT and Sleep Medicine physicians in this issue.

Learn more about the wide range of services we offer and your access points for healthcare. Monocacy Health Partners patients can now access care for minor concerns online, from the comfort of home. And you can read about Wags for Hope therapy dogs. These friendly therapy dogs and their trainers bring comfort to our patients, visitors, volunteers, and staff. We are so thankful for the work they do.

Yours in good health,

Tom Kleinhanzl, President and CEO  
Frederick Regional Health System



## Did You Know?

**MHealth is now available!** MHealth is the mobile app to FMH's CareTrack Patient Portal. MHealth provides you with secure, convenient access to your health information via your smartphones and tablets. With a few easy clicks, you can review lab and radiology results, upcoming appointments, medication record and allergy lists, visit history, and more.

Access to the MHealth App is available at no charge through the Apple Store and Google Play. For the optimal experience, mobile devices need to be iOS 10+ or Android 5+. Download the app, enable it to access your location, and it will display Patient Portals near you. Simply select FMH and log in using your FMH CareTrack username and password.



# DOING YOUR BODY GOOD: TIPS TO INCREASE ACTIVITY

Life is busy, and fitting in exercise can be tough—but well worth it. There's plenty of evidence that getting 60 minutes of activity every day can stave off everything from obesity to mood swings to Alzheimer's Disease.

If the idea of getting an hour of activity every day is daunting, try thinking about exercise differently. Let go of the idea that exercise is something that requires special clothing, expensive equipment, or a trip to the gym. Use these tips to divide your daily 60 minutes into smaller increments that fit naturally into your daily routine:

- **Wear work-out clothes to bed** While it's true you don't need special clothes to exercise, there's something to be said about waking up ready to move. Roll out of bed and spend 10 minutes marching in place while you wait for the coffee to brew.
- **Stand up** Sitting neutralizes your muscles, tightens connective tissues, constricts circulation, and slows down metabolism. Just making the conscious decision to stand instead of sit burns 1.36 more calories more per minute.
- **Sit on the floor** Get off the sofa. Do some stretches or strengthening exercises on the floor while you watch TV or talk on the phone.
- **Park further away** Just a few minutes of walking increases your body's levels of GLUT4, a substance that encourages calories from food to be stored in muscle cells rather than as body fat.
- **Take the stairs** You've heard this one before, but don't disregard it. The vertical component of stair climbing burns twice as many calories as walking and helps develop glutes, quadriceps, and calf muscles.
- **Find drop-in classes** Boredom is the enemy of daily exercise, so keep it fresh. Visit [recreator.com](http://recreator.com) and search "Drop Ins" for a list of the City of Frederick's affordable, drop-in classes including Yoga, Spin, and Pilates.
- **Dance** Find your jam and move to it. You don't need a partner. Just find a track or two that makes you want to dance and get moving!
- **Do your chores** Doing the laundry, vacuuming, taking out the trash, or mowing the lawn add little bouts of physical activity to your day that increase your body's need for oxygen and burn extra calories. Speed them up a bit for an extra boost.



5

**Eat 5** or more fruits and vegetables every day.

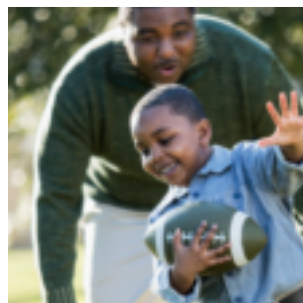
- Choose fresh, frozen or canned.
- Eat fruit instead of drinking fruit juice.



2

**Limit: 2 Hours** or less of recreational screen time every day.

- No screen time for children under age two.
- No TVs, computers or games where you sleep.



1

**Play: 1 Hour** or more of physical activity every day.

- Choose toys and games that promote physical activity.
- Make family time active time.



0

**0 sugary drinks:** More water and lowfat milk.

- Stop choosing sugary drinks.
- Choose water and 1% milk instead.

Ready to take the first step toward enhancing your health and wellness and reducing your risk of chronic disease? Visit [livewellfrederick.com](http://livewellfrederick.com) to learn how you and your family can live healthier together.



# TREATING THE EAR, NOSE, AND THROAT

Imagine having frequent sinus headaches so painful that you couldn't finish reading a book or complete a project at work? What if every spring brought a wave of allergies so severe you didn't even want to go outside? And if a constant ringing in your ears kept you from hearing conversations clearly, might you be tempted to avoid social gatherings altogether?

These are only a few of the conditions that bring people to the offices of Dr. Jared Tompkins and Dr. James Oberman at Monocacy Health Partners Otolaryngology (Ear, Nose, and Throat) Care. Both certified by the American Academy of Otolaryngology and the American Board of Otolaryngology, Dr. Tompkins and Dr. Oberman are specially trained to diagnose and manage diseases and disorders of the sinuses, larynx, ears, mouth, and various structures of the face and neck. You can read more about the physicians, the conditions they treat, and the procedures they perform at [monocacyhealthpartners.org/ent](http://monocacyhealthpartners.org/ent).

"The medical specialty is called 'otolaryngology,'" said Dr. Tompkins, "but most people just call us ENTs. When people ask us what we do, I tell them that we pretty much treat everything from the collarbone up, except for the brain and eyes."

While many patients see an ENT physician for conditions such as chronic nasal congestion, sinus headaches, and severe allergies, these specialists treat far more than that. Dr. Tompkins and Dr. Oberman are also skilled surgeons who perform extremely delicate operations to correct issues resulting from deformities, trauma, or other problems with the ears, nose, and throat including:

**Balloon sinuplasty**, an endoscopic procedure to clear blocked sinuses.

**Coblation electrocauterization** to remove tonsils and adenoids with less pain.

**Insertion of "ear tubes"** to alleviate chronic ear infections.

**Medical plastic surgery** such as widening nasal passages and repairing deviated septums to ease breathing problems.

**Cosmetic plastic surgery** such as rhinoplasty ("nose job"), blepharoplasty (treatment to correct drooping eyelids), or corrective reconstructive surgery following skin cancer removal.

**Procedures to correct sleep-disordered breathing**, nasal and airway obstruction, and snoring and sleep apnea.

**Removal of nasal polyps** as well as head, neck, and thyroid gland tumors.

Because restricted airways can lead to a potentially dangerous condition called sleep apnea, the ear, nose, and throat care physicians work closely with the sleep specialists at MHP Sleep Medicine to help determine the best course of treatment. You can read about how good communication between these practices led to the discovery of a potentially serious underlying chronic condition on page 6.

"We have the latest technologies and equipment to provide excellent quality care for both routine matters that effect the ear, nose, and throat as well as for more complex and difficult conditions," said Dr. Tompkins. "The practice will continue to grow and change as needed to stay innovative and in touch with the needs of this community."



Otolaryngologist Dr. Jared Tompkins examines a post-operative patient using a nasal endoscope, a medical device consisting of a thin, rigid tube with fiberoptic lighting cables that uses a video camera to project magnified images on a screen.

## Monocacy Health Partners Otolaryngology (Ear, Nose, and Throat Care)

7211 Bank Court, Suite 200  
Frederick, MD 21702  
240-575-2526

Open Monday-Friday,  
8:30 A.M.-4 P.M.

Are you ready to find lasting relief from ear, nose, and throat problems? Call Monocacy Health Partners Otolaryngology (Ear, Nose, and Throat) Care at 240-575-2526 to schedule an appointment today.

# BETTER SLEEP MEANS BETTER HEALTH

Feeling sleepy during the day? It's possible that you're one of the tens of millions of people in the U.S. who suffer from irregular, insufficient, or poor-quality sleep—and that, say the experts, can pose a real danger to your overall health.

According to the sleep specialists at Monocacy Health Partners, if you wake up a lot during the night, snooze during the work day, or take an unusually long time to nod off at night, you may have a sleep disorder.

And if that's the case, bags under your eyes and constant yawning are the least of your problems.

“The long-term effects of disrupted sleep have been linked to a wide range of serious health consequences, including an increased risk of hypertension, diabetes, obesity, depression, heart attack, and stroke,” says Dr. Katherine Buki, MD, FCCP, FAASM, Medical Director of Frederick Memorial Hospital's Center for Advanced Sleep Studies.

A sleep study is a tool that the providers at MHP Sleep Medicine use to determine if a sleep issue or breathing problem is disrupting a person's nightly rest. A common and potentially dangerous culprit is obstructive sleep apnea (OSA), a condition that occurs when muscles relax during sleep, causing tissue in the throat to block the upper airway. This makes the diaphragm and chest muscles work harder to open the obstructed airway and pull air into the lungs. Breathing can resume with a loud gasp, snort, or body jerk, but not always; sometimes, there are no visible signs at all that breathing has been interrupted or that it has resumed.

Sleep studies are typically done in a lab setting, but in some cases, a Home Sleep Apnea Test (HSAT) is appropriate. Our HSAT equipment includes a band that is placed around the head that has sensors to detect position, oxygen saturation, pulse, and snoring. A sleep test done in a lab measures all these things as well as brain waves, leg movements, sleep staging, and other parameters. Based on your medical history, the results of your sleep study, and any additional clinical testing required, the MHP Sleep Medicine team will create a plan to help you take control of your sleep health.



*Sleep Specialist Dr. Pallavi Reddy's discussion of a patient's sleep study results included an overview of the new more comfortable and compact Continuous Positive Air Pressure (C-PAP) units.*

## A Home Sleep Study: How It Works

- Pick up the portable monitor and step-by-step instructions.
- Before bed, attach the band around your head that will measure your sleep position, oxygen saturation, pulse, and snoring. Place the airflow sensor under your nose and turn on the monitor. You can call a tech support number at any time if you have questions.
- Return the device the next day.
- Discuss results and possible treatments with your sleep specialist at your follow-up appointment.

Monocacy Health Partners  
Sleep Medicine  
7211 Bank Court, Suite 230  
Frederick, MD 21703  
301-662-8119

If you're experiencing symptoms of a possible sleep disorder, call MHP Sleep Medicine at 301-662-8119 to get started on your way to better sleep and better health!



## STACIA'S STORY

The providers at Monocacy Health Partners Sleep Medicine and Otolaryngology (Ear, Nose, and Throat) Care often work together to determine the best course of treatment. For patient Stacia Sims, this collaboration was the key to understanding a lifelong problem, finding a diagnosis, and getting on the right path to treatment.

Chronic congestion, ear infections, and sinus issues had been 47-year-old Stacia Sims's constant companions since she was a little girl. When she began experiencing disruptions in her sleep patterns as a young adult, she first thought they were just the latest manifestations of her lifelong ear, nose, and throat issues.

However, when she had a sleep study done in Pennsylvania nearly 10 years ago, it revealed an additional issue. Stacia was also experiencing nightly episodes of sleep apnea, a condition that occurs when the upper airway becomes blocked repeatedly during sleep, reducing or completely stopping airflow. To prevent the airway from collapsing, Stacia's doctor prescribed a CPAP machine.

Although it provided some relief at first, Stacia stopped using the CPAP when her chronic sinus infections made it intolerable. Soon, her fatigue, sore throat, headaches, and snoring returned.

When Stacia moved to Frederick last year, she knew she needed to be reevaluated. She made an appointment with Angela Algire, PAC, at Monocacy Health Partners (MHP) Sleep Medicine, located at FMH Crestwood. After a new sleep study, Angela referred Stacia to Dr. James Oberman, one of the physician's at MHP's Otolaryngology (Ear, Nose, and Throat) Care, for a follow-up and custom-fitting of a SomnoGuard®, an oral appliance for the treatment of sleep apnea.

As part of his evaluation, Dr. Oberman did some additional testing. A blood test revealed that Stacia has Wegener's polyangiitis, a rare autoimmune condition that attacks the sinuses and lungs.

"Communication between Angela and Dr. Oberman was so important," says Stacia. "They both took the time to look at all the aspects of my case, and that proved to be the key to solving the bigger issue of what was going on with me."

"With treatment, my prognosis is very good, but had it not been diagnosed now, it might have been a different story," she adds. "I will always be grateful to Angela and Dr. Oberman for diagnosing the disease when they did."



*Patient Stacia Sims Sleep saw sleep specialist Angela Algire, PAC at Monocacy Health Partners Sleep Medicine practice for treatment for her sleep apnea.*



*Additional testing ordered by Dr. Oberman revealed that Stacia has a rare autoimmune condition that attacks the sinuses and lungs.*

# WHEN YOU NEED A JOINT REPLACEMENT, CHOOSE WISELY

According to the American Joint Replacement Registry, more than a million Americans opted for joint replacement surgery in 2017. By 2030, that number is expected to quadruple—and patients under 60 will likely account for more than half of that growth.

If you're fortunate, you may be able to head off a total or partial joint replacement with non-operative treatments under the expert guidance of your orthopaedic surgeon. However, if the time comes when surgery is recommended, one of the best things you can do is have your procedure at a hospital that has a dedicated center and team specifically designated for joint replacement, recovery, and rehabilitation.

The Joint Works program at Frederick Memorial Hospital was developed in 2005 and has a long track record of quality clinical care and outstanding patient satisfaction. Advances in medical and surgical care, the design of specialty programs, and individualized patient- and family-centered care models have rapidly improved the recovery process for joint replacement patients. Length of stay for each patient varies, but the program's thorough preparation makes it possible for some patients to return home the same day as their surgery, while others return home in less than 24 hours.

Basics of the program include:

- A three-hour educational class for patients, family, and friends before surgery to learn about the procedure, goals, and expected recovery process.
- Dedicated care team of expert clinical professionals.
- Individualized care plan for goals, expectations, and gentle exercises to increase strength and flexibility.
- A carefully designed course of individual and group therapy that increases socialization among patients, changing a potentially frightening experience into one that is more satisfying.



**“Joint replacement surgery can significantly improve the quality of life for patients who suffer with limited mobility and pain. If your quality of life has deteriorated because of a bad hip or knee, visit an orthopaedic surgeon with The Joint Works Program to learn about your options. You don't have to live in pain.”**

*— Dr. James M. Steinberg, Medical Director  
The Joint Works Program*

FMH Joint Works has earned the Aetna Institute of Quality designation as an Orthopaedic Care Total Joint Replacement Program and the National BlueCross and BlueShield Association's Blue Distinction Plus Center of Excellence for Hip and Knee Surgery. To learn more about FMH Joint Works, contact Program Coordinator Angie Michael at 240-566-3785 or [amichael@fmh.org](mailto:amichael@fmh.org).



# A TEAM OF EXPERTS, A SINGLE APPOINTMENT, ALL THE SUPPORT YOU NEED

One in eight women will be diagnosed with breast cancer in her lifetime. But there is some good news. A mammogram can detect cancer early—when it's most treatable—with ever-increasing accuracy and reliability. In many cases, a mammogram can show changes in the breast up to two years before they can be felt.

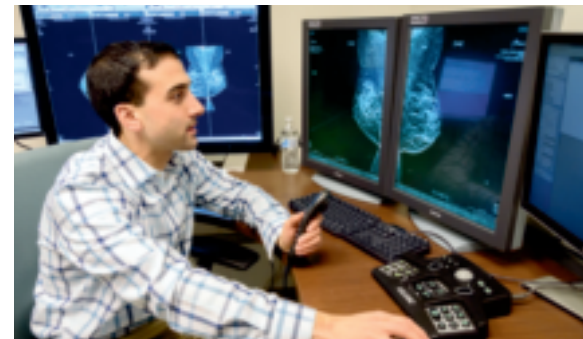
At FMH Rose Hill and FMH Crestwood, we offer the Genius™ 3D Digital Mammography exam, providing the safest, most accurate, and most comfortable mammogram possible. Using the latest technology in breast imaging, radiologists are able to see the breast tissue layer by layer, in greater depth and clarity.

**Leading-Edge Technology** Our equipment operates with C-View software. This software reconstructs the traditional four-view mammogram from the 3D images. This approach results in no increase of radiation to the patient as compared to the standard 2D mammograms.

**Risk Assessment** We also use a breast cancer risk assessment tool to help identify patients who are more likely to have an inherited cancer syndrome or who are at increased risk for developing breast cancer in their lifetimes. These patients are referred to their primary care physicians to discuss the benefits of a more thorough risk assessment.

**More Comfortable** FMH Crestwood and FMH Rose Hill imaging is the first local provider to use the SmartCurve™ system during the compression portion of the mammogram. This curved design mirrors the shape of a woman's breast, reducing pinching and applying uniform compression for added comfort. This technology has been shown to improve comfort in 93% of patients.

**Peace of Mind** Waiting for results can be one of the most stressful parts of getting a mammogram. When you have your mammogram done at an FMH location, you'll receive your imaging results the very same day. An onsite Board-certified radiologist will review your images to determine if additional mammogram images or a breast ultrasound is needed. These additional images and/or exams can be performed the same day. If an aspiration or biopsy is recommended, one of our certified breast imaging navigators will discuss your results with you, explain anything recommended by the radiologist, and help facilitate the process for you.



*As of November 5, 2018, FMH launched a new program for patients who do not wish to obtain a physician order prior to receiving a screening mammogram. Patients aged 40 and older who are due for their annual screening may request an appointment at FMH Crestwood or FMH Rose Hill without an order. If the patient does not have a provider, a certified breast imaging navigator will assist the patient in obtaining one after the mammogram. Since this is a screening exam, any additional exams or images would be scheduled after speaking with the patient's provider.*

It's important to remember that the very best defense against breast cancer is early detection obtained through an annual mammogram. Visit [fmh.org/breastscreening](http://fmh.org/breastscreening) or call 240-566-3400 to schedule an appointment today.





# DIAGNOSING AND TREATING LYMPHEDEMA: THE EARLIER, THE BETTER

A diagnosis of cancer is life-changing, and for many, the side effects that come with cancer treatment can be life-changing as well.

One possible side effect is lymphedema, the swelling that occurs when the normal drainage of lymphatic fluid is disrupted. Lymphedema specialists at FMH Rehabilitation Services are using a highly sensitive, non-invasive scale to detect lymphedema up to 10 months earlier than when a patient will typically notice symptoms.

According to Kelly Gilmartin, Frederick Memorial Hospital's Outpatient Rehabilitation Manager and Physical Therapist, patients who receive surgical treatment or radiation therapy for breast cancer are at the highest risk for developing this painful and sometimes debilitating condition.

"Many people who have cancerous tumors in the breast removed also have lymph nodes taken out to see if the disease has spread," she explains. "In addition, these patients often need radiation therapy to the chest or underarm area. When surgery or radiation cut off or damage the patient's lymphatic system, it can cause fluid to back up into the body's tissues, causing lymphedema."

Until recently, lymphedema wasn't diagnosed until it was visible—and beyond the point of treating it most effectively. Thanks to a new technology called SOZO, available at FMH Rehabilitation Services, physical therapists can quickly and painlessly determine a breast cancer patient's normal percentage of bodily fluid prior to surgical or radiation treatment.

"We are very pleased to be able to bring this cutting-edge technology to our patients in Frederick County," said Richard Stieglitz, Director of Rehabilitation Services. "It makes a huge impact on early detection, diagnosis, and treatment within the lymphedema population, including women who are battling breast cancer."

Read more about how one woman is working with the lymphedema specialists at FMH Rehabilitation to detect, diagnose and treat the possible onset of lymphedema as early as possible by visiting [fmh.org](http://fmh.org) and searching **SOZO**.



Lymphedema specialist Kim Brown discusses lymphedema management options with a patient.

Signs and symptoms of lymphedema:

**Swelling**

**Skin feels taut**

**Sensation of fullness**

**Pain**

**Cording**

**Reduced flexibility**

**Limited mobility**

## Managing Lymphedema: How a Physical Therapist Can Help

The therapist's goal is to educate patients on recognizing the signs of lymphedema, managing its symptoms, and maintaining a self-care plan. In its early stages when swelling is mild, lymphedema can often be managed with self-massage and compression garments. For severe swelling, a physical therapist may use a treatment called "complete decongestive therapy" which includes

- Manual lymphatic drainage, which feels like a light form of massage and helps improve the flow of lymph fluid.
- Compression bandaging to reduce swelling
- Sequential pumping
- Exercise
- Compression garments

Once the affected part of the body has decreased to the desired size, the physical therapist will develop a home management plan for the patient that includes exercise, compression garments, and sequential pump.

# HAPPY AND HEALTHY HAS ITS REWARDS

Are you interested in learning how to take a more active role in your health and wellbeing?

Join FMH Select to access great benefits for members, including discounts, events, and activities for every lifestyle and schedule. Membership is completely free and open to people of all ages!

As a member of FMH Select, you'll enjoy:

- Discounted services on fitness classes/memberships, cooking classes, recreation programs, massage, and much more, from our featured vendors, including:

**Alicia L/The Boutique**  
[alicial.com](http://alicial.com)

**Ananda Shala Yoga, Pilates & More**  
[anandashala.com](http://anandashala.com)

**Anytime Fitness**  
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**Bike Doctor Frederick**  
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**Club Pilates South Frederick**  
[clubpilates.com](http://clubpilates.com)

**CycleFit Frederick**  
[cyclefitfrederick.com](http://cyclefitfrederick.com)

**FMH Auxiliary Gift Shop and Select Seconds Thrift Store**  
[fmh.org/SelectSeconds](http://fmh.org/SelectSeconds)

**FMH Center for Diabetes and Nutrition Services**  
[fmh.org/Services/Diabetes](http://fmh.org/Services/Diabetes)

**The Kitchen Studio**  
[kitchenstudiofrederick.com](http://kitchenstudiofrederick.com)

**LaVida Massage**  
[LavidaMassageFrederickMD.com](http://LavidaMassageFrederickMD.com)

**Maximum Fitness**  
[maximumfitness24.com](http://maximumfitness24.com)

**OrangeTheory Fitness**  
[frederick.orangetheoryfitness.com](http://frederick.orangetheoryfitness.com)



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[pedegoelectricbikes.com](http://pedegoelectricbikes.com)

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**Terrace Lanes**  
[terracelanes.com](http://terracelanes.com)

**Therapy Box**  
[therapybox.org](http://therapybox.org)

**Tiffany Staley**  
[massagebook.com/Frederick~Massage~tastaley](http://massagebook.com/Frederick~Massage~tastaley)

Visit [fmh.org/select](http://fmh.org/select) for a full list of vendors and discounts.

- 20% off yoga at ProMotion Fitness+, located at FMH Crestwood.
- VIP access to upcoming events hosted by Frederick Regional Health System, including members-only lunches and a variety of other activities throughout the year.
- Free subscription to our FMH Select newsletter filled with health and wellness news.

Start enjoying the rewards of a happy, healthy lifestyle today! Register at [fmh.org/select](http://fmh.org/select) or call 240-379-6031.

# THE CARE AND SERVICES YOU NEED AT FMH TOLL HOUSE

FMH Toll House is located across the street from Frederick Memorial Hospital on the corner of West 7<sup>th</sup> Street and Toll House Avenue. Conveniently located with plenty of free parking, FMH Toll House currently houses Immediate Care, outpatient lab services, Monocacy Health Partners (MHP) Primary Care, CARE Clinic, and Hood College's Student Health Services. Additional MHP specialty practices are scheduled to move in this summer.



FMH Toll House at 501 West 7<sup>th</sup> Street. For best access to the building, use the Toll House Avenue entrance.

**Immediate Care** When the dog bites, the bee stings or you're just feeling bad, Immediate Care offers convenient walk-in healthcare Monday through Friday from 8 A.M. to 8 P.M. and Saturday and Sunday 8 A.M. to 6 P.M. Get prompt treatment of other non-life-threatening illnesses and injuries including:

**Allergic Reactions** ■ **Asthma** ■ **Broken Bones and Sprains** ■ **Burns** ■ **Cough** ■ **Eye Injuries** ■ **Fevers**  
**Lacerations** ■ **Rashes** ■ **Sore Throats** ■ **Sports Injuries** ■ **Physicals** (DOT, Sports, Pre-Op, Employment, School/Daycare)

**Outpatient Lab** Has your doctor ordered lab work? Get your blood drawn between 8 A.M. and 4:30 P.M. Monday-Friday (excluding holidays).

**Primary Care** Call 301-698-8374 to make an appointment with internist Dr. J.A. Saied at Monocacy Health Partners Primary Care.

## Coming This Summer!

**Monocacy Health Partners Orthopaedic Specialists** Appointments available with physicians specializing in total joint replacement, sports medicine, arthroscopic surgery, fracture care, hand surgery and bone and joint disease.

**Monocacy Health Partners Surgical Specialists** Appointments available for emergency and elective surgical procedures performed by Board-certified Monocacy Health Partners physicians.

For up-to-date information on FMH Toll House and all Frederick Regional Health Systems programs, services, and locations, visit [fmh.org](http://fmh.org).

# WAGS FOR HOPE BRINGS COMFORT AND HEALING

Bentley Sullivan is one of Frederick Memorial Hospital's most active volunteers. Like his counterparts, he is friendly and helpful to visitors, and he intuitively knows how to comfort patients and their families. He is always impeccably groomed, stays up to date on his immunizations, and is never without his FMH Volunteer badge.

Bentley has a lot in common with his fellow volunteers, but make no mistake—he is part of a very special group. Bentley is a Wags for Hope therapy dog, who—along with other specially trained dogs of all ages and sizes—is part of Frederick Memorial Hospital's commitment to provide patient- and family-centered care.

Wags for Hope is a local non-profit organization of volunteers who enjoy sharing their pets with others. To be a

part of the program, dogs must meet strict criteria for health, grooming, and behavior. Animals and their handlers must pass a Level I test in order to visit retirement homes, assisted living facilities, school and libraries, and the Level II test to work at hospitals.

“Studies have shown that interacting with a therapy dog provides patients with physical and emotional benefits,” says Bentley's owner and handler Dolly Sullivan, who is also a nurse and Frederick Memorial Hospital's Director of Service Excellence. “Floor nurses tell us that patients with high blood pressure frequently experience a healthy decrease while one of our dogs is in the room. We've also seen how they can help relax a scared child who needs to have a procedure. And there are just so many other ways we see their kind and caring natures at work...they can be a great diversion when patients or family members are anxious or concerned.”

Therapy dogs can assist in patient recovery and family care, but the benefits they bring to the hospital setting don't end there. Wags for Hope's canine crew and their humans are also helping doctors, nurses, and other staff at FMH relieve stress and fight burnout.

“Our therapy dogs have been a part of National Healthcare Week and Nurses Week for the past three years,” says Sullivan. “Our clinical staff tells us that just five minutes of affection from one of our dogs is the pick-up they need to keep going through a long shift with a smile.”



*Therapy dog Bentley Sullivan visits Kacie Donohue, RN, and Ashley Jordan, RN, at the Nurses' Station on his way to visit patients on 2-C.*

To read more about Wags for Hope at FMH, visit [fmh.org](http://fmh.org) and search *Therapy Dog*.

## GET CARE WHEN YOU NEED IT—ONLINE!

When you or your child is sick with something simple like a cold or a rash, the last thing you want to do is sit in a doctor's waiting room. Thanks to Monocacy Health Partners Virtual Visits, existing patients can skip the waiting room for the diagnosis and treatment of some common conditions.

Using your smartphone, tablet, laptop, or desktop computer, you will soon be able to get a consultation online with a licensed physician, nurse practitioner, or physician's assistant. These online consultations use sophisticated software to ask about your symptoms and give providers all the information they need to diagnose what's wrong and create an effective treatment plan. The cost for a Virtual Visit is \$25, payable with a credit card or a health savings/Flex spending account. You may submit your receipt to your insurance company, but we cannot guarantee that you will be reimbursed.

A provider will respond within one hour when you contact the service from 8 A.M.-7 P.M. Monday through Friday, or 8 A.M.- 5 P.M. on Saturday and Sunday. When you complete a visit after hours, you will receive a response the next business day.

If the care plan that results from your virtual visit includes prescriptions, our providers are licensed to prescribe certain non-narcotic medications. You are responsible for the cost of prescriptions, so you'll want to double-check that the pharmacy you select is within your covered insurance network.

Not every condition can be treated with a virtual visit. If your health concern cannot be addressed this way, you may be directed to a Monocacy Health Partners location for care. If this happens, you will not be charged for the virtual visit.

"Virtual visits may not be for everyone, but they do offer a solution for mild symptoms and care management in low acuity cases," said Alex Nason, FMH Director of Innovation. "Consulting with the doctor from the comfort of your own home can save you significant time and money without compromising your care and treatment."



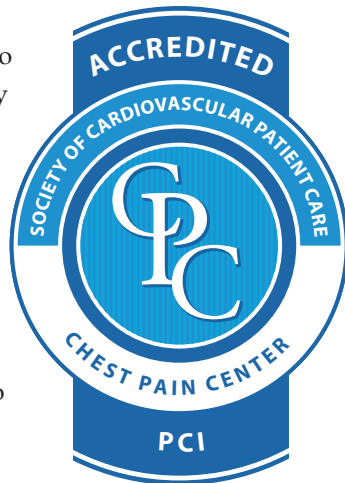
A variety of common complaints can be addressed online, including:

<b><i>Cold</i></b>	<b><i>Sinus infection</i></b>
<b><i>Influenza/Flu</i></b>	<b><i>Seasonal allergies</i></b>
<b><i>Diaper rash</i></b>	<b><i>Eczema</i></b>
<b><i>Diarrhea</i></b>	<b><i>Heartburn</i></b>
<b><i>Urinary tract infection</i></b>	
<b><i>Pink eye/Conjunctivitis</i></b>	

This service is available for Monocacy Health Partners Primary Care Patients only. Interested in learning more about Monocacy Health Partners virtual visits program? Visit [monocacyhealthpartners.org/virtualvisits](https://monocacyhealthpartners.org/virtualvisits).

# FMH CHEST PAIN CENTER EARNS HIGHEST ACCREDITATION

Did you know that most heart damage occurs within the first two hours of a heart attack? That's why if you or someone you're with experiences new or unexplained chest pain, do not wait to call 9-1-1. First responders will begin treatment immediately, even before you get to the hospital—so never drive yourself or someone else with chest pain to the hospital.



Once you arrive at the FMH Emergency Department, the team in the hospital's Chest Pain Center know how to evaluate, diagnose, and treat patients who may be having a heart attack—even when they don't display the usual symptoms. Located on the Cardiac Care Unit, the Chest Pain Center is a dedicated 24/7 clinical observation unit for patients who come to the hospital with low-risk chest pain.

According to Katie Hall, Program Coordinator at the FMH Center for Chest Pain and Stroke, these programs are rigorously reviewed every three years. The level of accreditation each program receives is based on stringent criteria, including how well its services are integrated with the local emergency medical system and the team's ability to assess, diagnose, and treat patients quickly, effectively, and appropriately. The FMH program recently received the highest level of accreditation from the American College of Cardiology.

"We are committed to providing the most advanced cardiac care possible to our patients," says Katie. "That takes a real team effort. This accreditation is validation that we go above and beyond to provide cardiac care that truly makes a difference in the lives of our patients."



## Lab Work: Getting it Done Behind the Scenes

Every hour of every day, more than a hundred employees of FMH Laboratory Services work to provide the information our doctors and providers need to make critical decisions about patient care. Last year alone, the FMH lab completed more than 3.4 million tests in the specialties of hematology, chemistry, microbiology, histology, cytology, blood banking, and more.

In addition to the main laboratory at the hospital, FMH has convenient patient service centers that offer comprehensive services, including blood work for pre-admission, outpatient surgery testing, and tests ordered by a patient's physician. All specimens collected at these sites are returned to the Frederick Memorial Laboratory several times a day for analysis and testing.

### FMH Crestwood

7211 Bank Court  
Frederick, MD 21703  
Monday-Friday: 7 A.M.-6 P.M.  
240-566-3410

### FMH Urbana

3430 Worthington Blvd  
Frederick, MD 21704  
Monday-Friday: 8 A.M.-4:30 P.M.  
240-566-3410

### FMH Rose Hill

1562 Opossumtown Pike  
Frederick, MD 21702  
Monday-Friday: 7 A.M.-6 P.M.  
Saturday: 7 A.M.-1 P.M.  
240-566-3410

### Mt. Airy Health & Wellness Pavilion

504 E. Ridgeville Blvd., Suite 105  
Mt. Airy, MD 21771  
Monday-Friday: 7 A.M.-5 P.M.  
Saturday: 8 A.M.-NOON  
240-566-3410

A heart attack occurs when blood flow to a part of the heart is blocked, causing damage to heart muscles. A stroke is also called a "brain attack," cutting off vital blood flow and oxygen to the brain. The FMH Chest Pain Center team is also helping to educate the Frederick community about the early warning signs and symptoms of stroke. To find out how to act fast against stroke, visit [fmh.org](http://fmh.org) and search **Act Fast**.



# FMH DEVELOPMENT COUNCIL VOLUNTEERS: CATALYSTS OF CHANGE

2019 marks the 30<sup>th</sup> anniversary of the founding of Frederick Memorial Hospital's Development Council. Since 1989, the FMH Development Council's dedicated volunteers have helped raise more than \$82 million in charitable contributions to fund hospital renovations, new construction, service line enhancements, and new and replacement medical technologies.

"In the late 1890s, Emma Smith raised the original \$8,000 needed to build the first portion of what was to become Frederick Memorial Hospital," said FMH Vice President and Chief Development Officer Robin Rose. "When it opened in 1902, it fulfilled her vision to create 'a place to care for the sick and comfort the injured' and relieved many of her fellow Frederick residents from the burden of having to travel long distances for care."

Within five years, Frederick's first hospital had doubled in size. Thanks to strong community support, that expansion has continued for well over a hundred years, helping to transform that first 18-bed hospital into an award-winning regional healthcare system serving the County's population of 255,000 and the surrounding area.

In 1987, FMH began discussing the idea of creating a Development Council to help educate individuals, businesses, foundations, and the FMH family about the need for ongoing charitable support. Retired businessman Charles L. Snyder agreed to chair the effort, and dozens of local community leaders stepped forward to become volunteer fundraisers and ambassadors for Frederick Memorial Hospital.

In 1989, the Development Council launched the 1902 Club. The inaugural members of the 1902 Club committed to making an annual gift to FMH at the \$100, \$250, and \$500 level. When a separate group of 19 agreed to pledge support to FMH at \$1,000 per year for a ten-year period, they became the inaugural members of the Order of the Good Samaritan. Thirty years later, the Order now has 813 members.

Today, the FMH Development Council is focused on growing membership in several giving clubs to support the hospital, including the Order of the Good Samaritan, the 1902 Club, the Corporate Honor Roll, A Caring Employee (ACE) Club, and Lasting Legacy, a program for those wishing to remember the hospital with an estate gift. Over the years, its volunteers have rallied community support for renovation and modernization campaigns like the Equation for Progress, Second Century/New Century of Caring, and Transforming Healthcare, and, most recently, raised more than \$21 million to construct the James M Stockman Cancer Institute through *The Time Is Now* Campaign.

"Charitable support has helped us remain an independent community hospital and allowed us to stay nimble and responsive when community health needs arise," said current Development Council Chair Karlys Kline. "We are grateful for the hard work of our Development Council volunteers, and for the continued generosity of our Frederick community."



For more information on the Development Council or to make a contribution, please contact the FMH Office of Development at 240-566-3478 or [donate@fmh.org](mailto:donate@fmh.org).

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**UPCOMING EVENTS:  
THE MORE YOU KNOW**

Interpreters are available upon request at least one week prior to the scheduled event by calling 240-566-4370. For more information, visit [fmh.org/calendar](http://fmh.org/calendar). • **ATENCIÓN:** si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-240-566-4370. • **ATTENTION:** Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 240-566-4370.

### National Women's Healthcare Week

May 12-18, 2019

During National Women's Health Week each year, millions of women take steps to improve their health. The week serves as a reminder for women to make their health a priority and build positive health habits for life. The 20th annual National Women's Health Week kicks off on Mother's Day, May 12, and is celebrated through May 18, 2019. Frederick Regional Health System will be participating by offering several events throughout the week. Learn more at [fmh.org](http://fmh.org).

### Flourish – National Cancer Survivors Day

Sunday June 2, 12 NOON-3 P.M. (Registration opens at 11:30 A.M.)

James M Stockman Cancer Institute

1562 Opossumtown Pike, Frederick MD 21702

Join us for lunch, fellowship, and an afternoon of wellness in recognition of National Cancer Survivors Day. This annual celebration of life is held in hundreds of communities across the country. Frederick County survivors and friends of survivors unite to show the world that life after a cancer diagnosis is a celebration.

**Free for one survivor and one guest;** \$10 for each additional guest. Visit [fmh.org/events](http://fmh.org/events), or call 301-418-6735 to register.

### Living Well Workshops

For date and location information, visit [fmh.org/livingwell](http://fmh.org/livingwell)

Living Well workshops offer free resources and guidance to those living with chronic conditions. Topics include managing health conditions; coping with pain and fatigue; communicating with family, friends, and medical providers about health concerns and needs; developing healthy eating and fitness habits; and more. For questions about the Living Well program, or to register for an upcoming workshop, please contact Sue Eyler at 240-566-4862 or [sleyler@fmh.org](mailto:sleyler@fmh.org).

### Advance Directive

No matter how young or old you are, one important way you can take care of yourself is to complete an Advance Directive. An Advance Directive is for everyone, not just patients facing a life-limiting illness or serious injury. Learn more at [fmh.org/acp](http://fmh.org/acp).

**Stay Connected** Get the latest news, sneak previews of upcoming events, and access to popular health tips by subscribing to our monthly email newsletter. Visit [fmh.org/subscribe](http://fmh.org/subscribe) and sign up today! Don't worry: we'll never share your email address with anyone else and you can unsubscribe at any time.

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