

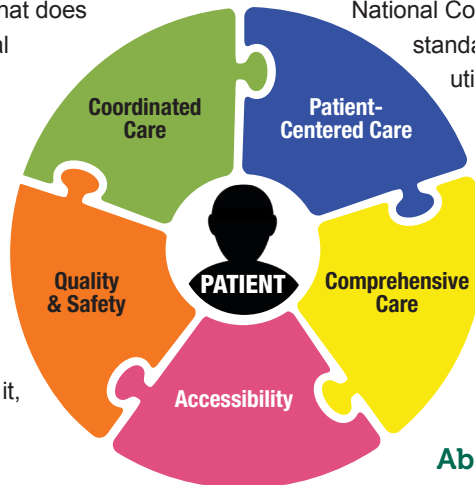


communitycare

Primary Care Clinic Achieves Patient-Centered Medical Home Recognition

The Clifton-Fine Hospital Primary Care Clinic has recently been recognized under the National Committee for Quality Assurance Patient-Centered Medical Home program! What does this mean to you? A Patient-Centered Medical Home (PCMH) is a model of care focused on putting the patient at the center of the care team. As your PCMH, the Primary Care Clinic is transforming the delivery of care by strengthening the relationships between patients and providers, and coordinating your care with a team that is committed to your healthcare needs. Our goal is to provide our patients with the care they need, when and where they need it, how they want it, and in a way they can understand.

As a recognized medical home, the Clifton-Fine Hospital Primary Care Clinic has demonstrated the key elements and characteristics of the medical home model of care. This



model combines teamwork and information technology to improve care, improve patients' experience of care and reduce costs. The

National Committee for Quality Assurance (NCQA) PCMH standards are focused on the patient's access to care, utilizing a team-based care approach, providing population health management and care management support, coordination of care and transitions between care settings, and finally, measuring performance and completing quality improvement activities. These things embody what it means to be a medical home and require the entire team, from reception, to nursing, to providers, to all be involved and contributing members in the care of the patient.

About PCMH Recognition

"NCQA Patient-Centered Medical Home Recognition raises the bar in defining high-quality care by emphasizing access, health information technology and coordinated care focused on patients,"

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Prepared for an Emergency!

Clifton-Fine Hospital is ready for the unexpected! As your community hospital, we will play an essential role should a natural disaster or other emergency situation strike our community. Therefore, each year, we participate in several emergency preparedness drills that allow us to test the effectiveness of our response plans.



Thank you to the Clifton-Fine Central School students pictured here, all of whom role-played as patients during the hospital's March infectious disease drill. These students are members of the National Honor Society and Junior National Honor Society.

In early March, Clifton-Fine Hospital participated in an exercise designed to test and improve our response to an outbreak of an infectious disease, such as Ebola, within our community. Emergency responders treated volunteers who pretended to be victims. While the incident was not real, the response activities during the exercise were practiced in a manner that was as realistic as possible.

Within a 3.5 hour timeframe, the hospital treated fourteen patients for a variety of problems, including both typical Emergency Room conditions and patients who presented themselves with the possible infectious disease. Star Lake Fire and Rescue also participated, bringing a total of four patients in by rescue.

The drill tested our ability to handle a surge of patients presenting at the Emergency Room, set up a Hospital Incident Command, and work with partner agencies such as the St. Lawrence County Department of Health, the NYS Department of Health, and local fire and rescue. It was carefully planned to take place without interruption to actual patient and visitor access to the hospital or to patient care. The infectious disease drill was part of statewide exercise.



Dear Friends and Neighbors:

Welcome to the summer edition of *Community Care*, a publication designed to provide health and wellness resources to our community as well as an overview of recent hospital activities. There's so much to share, as **great things are happening at Clifton-Fine Hospital!**

Earlier this year we welcomed a new emergency room provider, Jacquie Snyder, RPA-C, to our medical staff. She has over 25 years of experience in a wide variety of specialties, including primary care, nephrology, infectious disease and emergency medicine. You can read more about Jacquie in our Q & A on page 3.

We also have two new behavioral health providers joining our primary care team. These additions allow us to provide new services that will further meet the healthcare needs of our community. I am extremely pleased to welcome Brandy Baillargeon, a psychiatric nurse practitioner, to our Primary Care Clinic.

I would also like to congratulate the providers and staff at the Primary Care Clinic for their recent, national recognition as a Level III Patient-Centered Medical Home. A medical home is a best-practice model of delivering patient-centered, team-based, comprehensive primary care focused on quality

outcomes. In order to achieve this recognition, the clinic had to meet over 100 required standards and undergo validation by a third-party review. This team effort was months in the making and I am extremely pleased to announce this recognition.

In closing, I would like to recognize our Board of Directors, the Wilderness Health Care Foundation and our Hospital Auxiliary for their hard work and dedication to our hospital. The Wilderness Health Care Foundation recently awarded the hospital \$100,000 towards our much needed parking lot replacement, which is currently underway. Additionally, the Hospital Auxiliary raised funds to provide new mattresses for all of our patient beds in long-term care. Funding for these projects was made possible through the generosity and support of each of YOU in our community.

On behalf of all of us here at Clifton-Fine Hospital, I would like to wish you and your family a safe and healthy summer.

Best wishes,

Robert Seamon
Chief Executive Officer

Primary Care Clinic Achieves Patient-Centered Medical Home Recognition

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says NCQA President Margaret E. O'Kane. "Recognition shows that Clifton-Fine Hospital's Primary Care Clinic has the tools, systems and resources to provide its patients with the right care, at the right time."

To earn recognition, which is valid for three years, Clifton-Fine Hospital's Primary Care Clinic demonstrated its ability to meet the program's key elements, embodying characteristics of the medical home. NCQA standards align with the joint principles of the Patient-Centered Medical Home established with the American College of Physicians, the American Academy of Family Physicians, the American Academy of Pediatrics and the American Osteopathic Association.

Your Patient-Centered Medical Home

It's not a place... it's an enhanced partnership with your primary care provider.

In the past, primary care was centered around a yearly doctor's appointment that could leave you feeling a bit on your own in the time in-between. Patients often found themselves wondering about important aspects of their health, and providers were not set up to succeed in their efforts to coordinate personalized care for their patients.

A major reason for this gap was the lack of communication and coordination among providers and across sites of service. That's why Clifton-Fine Hospital's Primary Care Clinic, like many medical centers throughout the country, has adopted a better way to care for our patients.

Today, our patients benefit from a healthcare model that brings together a coordinated team led by a primary care provider.





Meet the Provider: Jacquie Snyder, PA

Ms. Snyder is the newest full-time member of our provider team at the Clifton-Fine Hospital Emergency Department. **Our Emergency Department is available 24 hours a day, 7 days a week, typically with minimal wait times.**

Medical school:

Physician Assistant Program
– University of Southern
California Medical School,
Los Angeles, CA

Additional Training:

PA Surgical Residency –
King/Drew Medical Center,
Compton, CA

Certification:

National Commission on
Certification of Physician
Assistants (NCCPA)



Q. How would you describe being an Emergency Medicine provider?

A. It is always challenging, because you never know what is going to come in. Quite often, we see a patient on what might be the worst day of his or her life. This is very important for every healthcare provider to remember because an Emergency Department can be a very frightening place for individuals that don't spend a great deal of time in them. Our approach can totally change a patient's experience.

Q. What should people know about Physician Assistants (PAs)?

A. A PA is not a physician, and no PA should ever try to suggest otherwise. We also don't necessarily "assist" physicians. Instead, each PA has a supervising physician and he/she is ultimately responsible for overseeing us and the care that we deliver to our patients. A PA's training typically mimics the third and fourth years of medical school and is extremely fast-paced.

Q. What do you find most gratifying about being a Physician Assistant?

A. Sitting with a patient, hearing his or her complaint, and then explaining to him/her what might be going on, and how we might be able to address the issue is a total pleasure for me. I enjoy connecting with the patient and his/her family and helping them through whatever the presenting problem may be.

Q. What impresses you most about Clifton-Fine Hospital?

A. I love the patient-focused environment. It reminds me of the way the field of medicine used to be; personal, compassionate, and individualized. When I saw the little pull-cord by the door, just outside the Emergency Department, I fell in love.

Q. What do you like to do in your free time?

A. I have a beautiful daughter who is fifteen, and that age keeps me on my toes when I'm not working. I also have animals that keep me grounded and relaxed. I adore the outdoors, which I partake in by hiking, swimming, cliff-jumping, boating, waterskiing, wake-boarding, snowboarding, snowshoeing, sledding, camping, backpacking, bodysurfing, and surfing (which I haven't done for years, but plan to try out again so I can teach my daughter this summer). When I am home relaxing, I like to listen to music while drawing or painting. I also enjoy working in my vegetable, berry, flower, and herb gardens.

Our RESPONSIBILITIES:

- To listen to your questions and concerns and to explain diseases, treatments, and results in a way that you can easily understand.
- To coordinate your overall care, sending you to trusted specialists, if needed.
- To provide you with clear instructions about your treatment plan and goals at every visit.
- To provide you with self-management support through self-management tools, educational materials and access to our patient portal.
- To provide equal access to care for all patients regardless of source of payment.

Your RESPONSIBILITIES:

- To ask questions and be active in your care.
- To provide your health history, and other important information, including any changes in your health.
- To call our office first with your health concerns, unless it is an emergency.
- To inform us whenever you utilize any other health system, such as the emergency room or a self-referral to a specialist.
- To participate in and have a clear understanding about your treatment plan and future health goals.



Wilderness Health Care Foundation



\$100,000 Committed to Critical Repaving Project

The Foundation has committed \$100,000 toward Clifton-Fine Hospital's repaving project being completed this summer. The parking lots and Emergency Department entrance area had reached a critical point of necessary repair for the safety and comfort of patients, staff and visitors. Large potholes and crumbling pavement presented a hazard to those entering the hospital using canes, crutches, walkers and wheelchairs. It was also a rocky and uncomfortable transfer for emergency patients arriving via ambulance or transferring via helicopter.

A local company, Sheehan Dinneen, Inc. out of Potsdam, broke ground on the project in June. They recycled the existing material as part of the repaving effort. In addition, a dirt service road was also paved as part of the project, providing smoother deliveries and an additional access point to the hospital.

The Foundation's Philanthropy Committee worked closely with Clifton-Fine Hospital leadership and Board members to make a carefully informed recommendation to the Foundation Board. After extensive discussion the Foundation Board voted unanimously to approve the contribution to the project. Now complete, the paving will last approximately 20 years, providing safe and comfortable access for the community.

Foundation Chair Honored at Women of Distinction Awards Dinner

Annette Craig, Chair of the Wilderness Health Care Foundation Board of Trustees, was one of 30 Women of Distinction recognized by State Senator Patty Ritchie for their contributions to the region. The recognition took place at a ceremony held on the evening of May 25th at the Riveredge Resort in Alexandria Bay.

The "Women of Distinction" program honors outstanding leaders who are achieving success in their careers, devoting time to volunteer causes in their communities and more.

"From those who are breaking glass ceilings in their careers and others who give countless hours to local volunteer organizations, to women holding elected office and those who have met life's challenges head on with strength, grace and determination, this year's honorees represent a wide variety of ages, talents and professions," said Senator Ritchie. "While they are all unique, they have one very important thing in common - and that's that they have made a difference in the lives of so many people in our region."

Mrs. Craig is actively engaged in volunteer work in the Clifton-Fine community and beyond. She not only serves as Board Chair of the Foundation, but also as a Damoth Fund administrator and as secretary for the Common Ground Alliance. The Wilderness Health Care Foundation, Clifton-Fine Hospital and Clifton-Fine community are grateful for her volunteer spirit as a positive ambassador of our area.

Contact Us

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Executive Director
Wilderness Health Care Foundation
315-848-4284
foundation@cfhis.org



Inaugural Clifton-Fine Health & Wellness Fair a Success

The Wilderness Health Care Foundation's Wellness Committee, in cooperation with Clifton-Fine Central School & Clifton-Fine Hospital, debuted the Clifton-Fine Health & Wellness Fair on June 3rd.

Lisa Brooker, Director of Laboratory Services, talked with attendees about the hospital's Community Sharps Disposal program.

Endowment Fund Supports Healthcare in Our Region ... Now and Forever!

The Wilderness Health Care Foundation is excited to have a non-profit partnership with the Northern New York Community Foundation to support our mission and purpose of assisting Clifton-Fine Hospital to improve lives with better healthcare close to home. Our partnership with the Community Foundation provides increased stability, visibility and permanence throughout the Adirondack region.

For close to 90 years, the Northern New York Community Foundation has supported a variety of human service organizations, programs and initiatives that have enhanced the quality of life for residents in St. Lawrence, Jefferson and Lewis counties. Through the generosity of charitable donors, the Community Foundation is able to make a strategic investment in an organization like the Wilderness Health Care Foundation, and make a positive impact in our community.

Our non-profit partnership with the Northern New York Community Foundation now allows donors to support the Wilderness Health Care Foundation and Clifton-Fine Hospital through the Wilderness Health Care Foundation Endowment Fund at the Community Foundation.

Why is the "Wilderness Health Care Foundation Endowment Fund" important?

- Your gift directly supports the mission and purpose of the Wilderness Health Care Foundation and Clifton-Fine Hospital.
- You may give in many ways: Cash, check, online, stock, or through your legacy plans.
- Every gift is responsibly stewarded by the Northern New York Community Foundation.
- Your contribution is a belief in the value and future of healthcare in our region!

Please make gifts payable to the Northern New York Community Foundation and write "Wilderness Health Care Foundation Endowment Fund" on the memo line. Your contribution is tax deductible to the fullest extent allowed by law. You may mail your gift to: Northern New York Community Foundation, 131 Washington St., Watertown, NY 13601.

In addition to displays from participating organizations, there were educational activities, children's games and healthy snacks to enjoy. Clifton-Fine Hospital served as the keystone partner organization, hosting a meet and greet with new providers, Erin Birchenough and Jacquie Snyder. The hospital also offered free blood pressure screenings, service line information and an interactive hand-washing demonstration. Clifton-Fine Hospital's affiliate, Samaritan Medical Center, was also on hand to present on wound care, cancer prevention and their Cancer Nurse Navigator program. Other participants included: ANCA, Beltone Hearing, Bountiful Harvest,

6th Annual Charity Golf Tournament Tees Off August 5th



The Wilderness Health Care Foundation's 6th Annual Charity Golf Tournament, scheduled for Saturday, August 5th at the Clifton-Fine Golf Course in Star Lake, is aiming to be another record-



2016 team of Mark Hall, John Leroux, Mark Bickelhaupt and Drew Bickelhaupt

setting fundraising event. The tournament contributes to the Foundation's charitable goals, helping to fund important patient equipment, infrastructure, and improvement projects needed to maintain and expand services at Clifton-Fine Hospital.

The Annual Charity Golf Classic is the Wilderness Health Care Foundation's

largest fundraising event of the year. Thanks to generous golfers and sponsors, last year's tournament raised a record-breaking \$16,000.

It's not too late to join us!

- Have a team or just love to play golf? Sign up now and enjoy a fun filled day on the course while also supporting a great cause!
- Join dozens of community residents and businesses by contributing to the tournament and to Clifton-Fine Hospital, be it by sponsoring a hole, making a direct donation, or offering a gift certificate or items for our raffle!

For more information, please call the Foundation Director at 315-848-4284 or visit cliftonfinehospital.org.

Clifton-Fine PTO, Cornell Cooperative Extension, Fidelis, Health Initiative, Irish Hill Farm, Lions Club, Otto's Abode, Weight Watchers and the Wild About Fitness Club.

This event took place alongside the Clifton-Fine School's annual "Spring Fling" fundraiser which had a pancake breakfast, craft vendors, games, tumble and cheer performances, a chicken BBQ, a car wash and plenty of activities for families to enjoy.



Lyme Disease on the Rise in New York State

How to Stay Tick Free This Summer

Any nature lover will tell you

that the threat of Lyme disease is more than a little unsettling. And it's a threat that's increasing. Thanks to the recent mild winter and growing deer and mice populations, experts have predicted a boom in the number of ticks this year and, most likely, a rise in incidents of Lyme disease across New York State.

Lyme disease is a bacterial infection caused by the bite of an infected deer tick. Untreated, the disease can cause a number of health problems, including fever, rash, joint pain, fatigue and, at times, serious joint and nervous system complications. The good news is that patients treated with antibiotics in the early stage of the infection usually recover rapidly and completely.

Awareness is crucial. Here's how you and your family can steer clear of ticks – and what to do if you get one.



Information courtesy of the New York State Department of Health.

Know Your Enemy

Deer ticks live in shady, moist areas at ground level. They will cling to tall grass, brush and shrubs, usually no more than 18-24 inches off the ground. In your own yard, you can reduce the possibility of ticks by keeping the lawn mowed and edges trimmed; clearing brush, leaves and tall grass around the house, and at the edges of gardens and stone walls; stacking woodpiles away from the house and preferably off the ground; and locating swing sets and other play equipment in sunny, dry areas of the yard.

Dress Smarter

When outside in potential tick hot spots, wear long sleeves and pants, socks and shoes that cover your entire foot. Tuck pant legs into socks or boots and shirt into pants. Wear white or light colors so ticks are easier to spot.

Check Yourself

Giving yourself a total-body tick check and showering right away after outdoor activities is the single most effective method for prevention of Lyme disease. Ticks like to hide behind ears, on the scalp and in armpits and the groin.

Remove Ticks Safely

If you DO find a tick attached to your skin, don't panic. Not all ticks are infected, and your risk of Lyme disease is greatly reduced if the tick is removed within the first 36 hours.

- Use a pair of pointed tweezers to grasp the tick by the head or mouth parts right where they enter the skin. DO NOT grasp the tick by the body.
- Pull firmly and steadily outward. DO NOT jerk or twist the tick.
- Place the tick in a small container of rubbing alcohol to kill it.
- Clean the bite wound with rubbing alcohol or hydrogen peroxide.

Watch for Symptoms

Monitor the site of the bite for the next 30 days. Not everyone gets the "bull's-eye" rash that can accompany a Lyme-infected tick bite, but if you develop a fever, stiff neck, fatigue, body aches and/or joint pain, contact your doctor immediately.

LTC Resident Celebrates 100th Birthday!



Doris Tuttle (L) is pictured with staff member Nicole Gooder, CNA.

Family, friends, staff members and fellow residents recently gathered at Clifton-Fine Hospital (CFH) to help Doris Tuttle celebrate her 100th birthday. Born on May 1, 1917, Mrs. Tuttle lived in Gouverneur for many years before coming to reside in CFH's long-term care unit. She married Ben Tuttle in January of 1934 and together they had five children. Mrs. Tuttle was well-known for helping her neighbors by driving them to various appointments and errands. She is most proud of being part of the "Pine Hill Birthday Club" for 40 years. Mrs. Tuttle's hobbies still include bingo, but she misses being out running the roads.



Mrs. Tuttle poses with family members and friends at her birthday celebration.

New Telestroke Program Makes Every Minute Count

When it comes to stroke, time is brain; making speed a critical component of treatment. That's why Clifton-Fine Hospital is teaming up with Upstate University Hospital's Comprehensive Stroke Center to launch a new program that uses telemedicine videoconferencing technology to diagnose and treat strokes.

Now, when a patient arrives at Clifton-Fine Hospital's Emergency Department (ED) with what the healthcare team determines are symptoms consistent with stroke, this new technology will connect the patient in Star Lake with a Syracuse-based Upstate University neurologist.

The telemedicine equipment enables the neurologist to view the patient's CT scan, examine the patient and talk with him or her, providing an expert consultation right at the bedside. It also allows the Clifton-Fine and Upstate providers to work together in real time to quickly assess the patient's condition and determine immediate treatment actions.



Stroke Symptoms & Warning Signs

If you or someone you know is experiencing signs of a stroke, seek medical attention immediately!

F.A.S.T. is an easy way to remember the sudden signs of stroke:



Face Drooping

Does one side of the face droop or is it numb? Ask the person to smile. Is the person's smile uneven?

Arm Weakness

Is one arm weak or numb? Ask the person to raise both arms. Does one arm drift downward?

Speech Difficulty

Is speech slurred, are they unable to speak, or are they hard to understand? Ask the person to repeat a simple sentence, like "the sky is blue." Is the sentence repeated correctly?

Time to call 9-1-1

If the person shows any of these symptoms, even if the symptoms go away, call 9-1-1 and get them to the hospital immediately.

Beyond F.A.S.T. – other symptoms of a stroke that you should know:

- Sudden numbness or weakness of the leg
- Sudden confusion or trouble understanding
- Sudden trouble seeing in one or both eyes
- Sudden trouble walking, dizziness, loss of balance or coordination
- Sudden severe headache with no known cause

**Courtesy of the American Heart Association*

The telemedicine connection can be made within minutes, which is critical because there is just a three to four hour window of time after the onset of a stroke when a patient can receive intravenous tPA, a drug that breaks up blood clots and restores blood flow to the brain. Many people miss this key brain-saving treatment because they don't seek care at a hospital right away after experiencing stroke symptoms.



Clifton-Fine Hospital's emergency medicine physicians, Dr. George Snicer (L) and Dr. Jerry Bartleson (R), pose with the new telestroke equipment.

"Almost two million brain cells die every minute when a patient is having a stroke," says Dr. George Snicer, Clifton-Fine Hospital ED physician. "Once you lose those brain cells you can't get them back, so it is important to make a diagnosis and administer treatment as soon as possible. Having access to an Upstate neurologist who is miles away at a moment's notice can make all the difference in the world to the outcome of the patient."

Upstate University Hospital is the only Comprehensive Stroke Center in the region as delegated by DNV Healthcare, a national hospital accrediting body. It is also a New York State Department of Health-designated primary stroke center. Both of these designations speak to the high level of stroke care available at Upstate.

Clifton-Fine Hospital's telemedicine equipment was funded by grants secured by the Fort Drum Regional Health Planning Organization (FDRHPO).

Annual Garage Sale Raises \$1,075!

In June, Dorothy Adams held her annual garage sale at her home in Oswegatchie. This year she raised \$1,075 for the Long-Term Care residents' activities fund. This helps to pay for additional activities such as shopping trips, weekly band concerts and other fun events. Mrs. Adams (center) presents a check to John Burns (L), Clifton-Fine Hospital Board Chair and LTC volunteer, and Robert Seamon (R), CFH CEO.

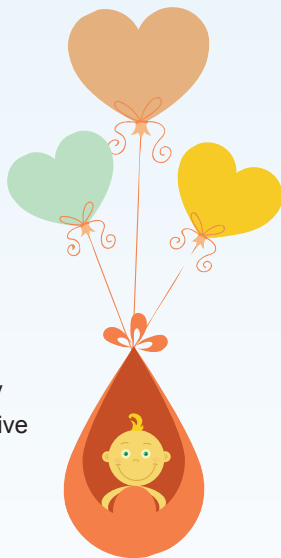


In 2015, Samaritan was one of the first hospitals designated as a Blue Distinction Center for Maternity Care by Excellus BlueCross BlueShield – a direct result of their commitment to providing the highest quality care for both mothers and babies.

When You're Expecting, Count on Samaritan to Deliver

Having a baby is one of the most exciting times in your life. Whether this is your first pregnancy, or your fifth, you can trust Samaritan Medical Center to make your little one's arrival a truly special and personal experience.

The Maternity Place at Samaritan has an exceptional program that includes a newly renovated labor and delivery area, extensive labor pain management options, 24 hour anesthesia coverage, pull out sleep chairs for partners, minimal visitation limitations, special infant security features and a caring, experienced nursing team that works closely with physicians and midwives. Together they deliver and care for 1,700 babies on average each year.



Part of this care is Samaritan's family-centered philosophy that focuses on the needs of the mother, the baby and the new family. Mothers and babies are cared for as a "couplet" by the same nurse, in the mother's room, to encourage parenting skills and promote bonding. During the hospital stay, nurses teach new families the basics of infant care, from how to feed and diaper their newborn to when to call the doctor. Samaritan's team of nurses and lactation consultants are also available to assist mothers and babies with breastfeeding. They make it their job to make you feel comfortable caring for your newborn and yourself.

To learn more about The Maternity Place at Samaritan Medical Center, visit samaritanhealth.com/maternity or call 315-785-4050.

Helping the Tiniest Patients

Every parent dreams of having a healthy baby. And while things don't always go exactly as planned, the incredible team of professionals at Samaritan Medical Center's Level II Neonatal Intensive Care Unit (NICU) is prepared to increase the chances of healthy outcomes for North Country babies.

The NICU is a special place, where Samaritan cares for its tiniest patients – babies delivered at 32 weeks and older that need a

Preparing for Pregnancy, Labor & Beyond! Childbirth Education at Samaritan

The Maternity Place at Samaritan Medical Center offers many resources and classes to moms and dads. To attend any or all of our classes, call The Maternity Place at Samaritan Medical Center at 315-785-4050 for dates and times.



The Pregnancy Workshop

To be taken between the first trimester and second trimester.

Learn about your developing baby, the physical and emotional changes that mom will experience, and ways to deal with pregnancy discomforts. Get hints about nutrition, exercise and preparing for your new arrival.

Two-hour class • 5:00 - 7:00 pm one Sunday per month • FREE to everyone

Co-Sponsored by The Maternity Place, North Country Prenatal Perinatal Council, March of Dimes and Excellus Blue Cross.

Breastfeeding and Caring for New Families Classes

To be taken after the first trimester. Feel free to sign up for just one part, but we hope you'll take both!

PART 1: Breastfeeding Basics - Topics include how to get the best start, achieving a good latch, positioning, establishing a good supply, and managing common challenges. Provides information on community resources and basic information for choosing a pump and returning to work. Fathers and support persons encouraged to attend.

9:30 am until 12:00 pm on scheduled Saturdays or 6:00 pm until 8:30 pm on scheduled weeknights • FREE to everyone

PART 2: Caring for New Families - Learn about the mother and baby unit at Samaritan Medical Center. Topics include: how to care for yourself and your newborn, bathing and diapering, circumcision care, safety, when to call the doctor, the difference between the baby blues and postpartum depression and more. Fathers and support persons encouraged to attend.

1:00 pm - 3:00 pm on scheduled Saturdays • FREE to everyone



little extra care before they can go home. Samaritan's 24-hour neonatology coverage is unique to Northern New York. In fact, it is the only Level II NICU north of Syracuse.

Recently renovated, the NICU features 12 private rooms that promote family bonding time, advanced monitoring equipment and a family room for parents to spend the night.

Transforming Labor & Delivery

Believing that every new mother and her baby deserve a birthing experience that's second to none, Samaritan Medical Center is excited to announce a complete remodel and expansion of its labor, delivery and recovery suites. The eight newly refurbished



Once complete, Samaritan's new labor & delivery suites will offer plenty of space for family members to attend the birth.

private rooms will now be large enough to comfortably accommodate family members who are present for the birth. Each will have its own Jacuzzi tub, bathroom and other amenities. Much of the necessary medical equipment will be hidden within wood cabinets and other home-like furnishings.

At the same time, Samaritan has also added a second operating room to accommodate both scheduled and unscheduled Cesarean-section births. These operating rooms are designed to provide convenient access for dad, as well as a direct visual line between mom and baby.

The newly renovated Labor and Delivery area, which is scheduled for completion in late summer, is the first step towards Samaritan's planned Center for Women & Children. As construction continues, Samaritan will be renovating and expanding its mother/baby area and relocating its Pediatric Unit to the same floor as Maternity in order to provide an environment that appeals to the needs of women, children and families.



The Picture of Health: Clifton-Fine Hospital Provides Upgraded CT Scans

Many times, the diagnosis and treatment of an illness or injury starts with an imaging test. This is why Clifton-Fine Hospital proudly offers a wide range of imaging and radiology services, including x-ray, ultrasound, bone density scans and CT scans. It's also why we recently upgraded our imaging capabilities by purchasing a Philips Brilliance 16-slice CT scanner. The biggest advantage of this newer scanner is an almost 40% reduction in radiation exposure compared to our previous model. It is ideally suited for routine CT studies.

Even if you are not a patient of our Primary Care Clinic, you can still take advantage of our outpatient Imaging Services. Simply ask your provider to send the order to us and we will make sure the results are returned.

What is a CT Scan?

Computed tomography, more commonly known as a CT or CAT scan, produces detailed, 3D images of any part of the body and can show bone, soft tissue, and blood vessels all at the same time. A CT scan is frequently used to diagnose fractures and other injuries, examine organs, and detect abnormalities such as pulmonary embolisms, blocked blood vessels, aneurysms, bowel obstructions or tumors. CT scanning is painless, noninvasive and accurate.

Imaging Services

315-848-2099, ext 221

Monday - Friday 8:00am - 5:00pm

Prepared Childbirth Class

What is labor exactly? How can I stay as comfortable as possible? Find out in this course designed to be taken near the seventh month of your pregnancy. Topics include: relaxation and pain control options for labor, how to stay comfortable and healthy during those last weeks, stress reduction techniques and a tour of The Maternity Place.

9:30 am - 1:30 pm one Sunday per month

• FREE to everyone



Infant/Child Heartsaver Class

This course, which teaches CPR and how to help a choking infant or child, is designed for expectant parents, but open to anyone wishing to learn the techniques.

2:00 pm - 4:00 pm one Sunday per month

• FREE to everyone

Information Security & Healthcare



Health is of importance to many, if not all of us. Sometimes we only consider our health when we start feeling sick, maybe a cold or a virus troubles us and then we are reminded of what good health really means. But what happens when a virus attacks your computer? Your data can be lost or worse, stolen. Sadly, a trend emerging in the digital age is “breaches”, or unauthorized access, of personal information and the healthcare industry has become a target in the recent years.

This is why Clifton-Fine Hospital has partnered with Evident to provide a secure electronic health record (EHR) system. Evident was recently named the highest-ranking EHR vendor for rural hospitals for the 7th consecutive year by Black Book Rankings. They are a leading provider of patient-centered and community-focused electronic health record systems for more than 650 community hospitals in the United States and Canada.

How is your health information kept secure?

Clifton-Fine Hospital, in partnership with Evident, has established processes that follow the rules established through the Health Insurance Portability and Accountability Act of 1996 (HIPAA). HIPAA establishes national standards for the protection of certain health information and for shielding health information that is held or transferred in electronic form.

HIPAA puts some very specific rules in place about when, how, and what kind

of health information can be shared. It also makes sure that the person whose information may be shared is aware of that possibility. HIPAA protects the information in your medical records, including the talks between the doctor and the nurses about your treatment. It also protects your billing information and any medical information in the computer system of your health insurance company. The medical information that identifies you cannot be shared unnecessarily.

Today, providers are using clinical applications such as computerized physician order entry (CPOE) systems, electronic health records (EHR), and radiology, pharmacy, and laboratory systems. Health plans are providing access to claims and care management, as well as member self-service applications. All of these are protected by HIPAA as well.

What does this look like for you?

The privacy and security of patient health information is a top priority for patients and their families, healthcare providers and professionals, and Clifton-Fine Hospital. We know that patients today are actively involved in managing their health. Engagement with physicians is no longer limited to what happens in the hospital or doctor’s office. Patients can view their own

records and track results online. That’s the path to more personalized, effective healthcare. Your signed consent ensures that only those who should have access are allowed to view your information all while allowing you to securely view your health information when you need it.

The same safeguards we use can be followed by you at home.

- If you post health information online yourself — such as on a message board about a health condition, it is not protected by HIPAA. Never post anything online that you don’t want made public.
- If you have health information stored on your home computer or mobile device — or if you discuss your health information over email — simple tools like passwords can help keep your health information secure if your computer is lost or stolen.
- Safeguard your medical and health insurance information and shred any insurance forms, prescriptions, or physician statements.



August Lunch & Learn
THURS • AUG 24th
Starts at noon
Clifton-Fine Hospital Boardroom

Free and open to the public. Lunch is provided. Pre-registration is required due to space. Please call 315-848-5404 to register.

Annual Clifton-Fine Hospital Auxiliary Craft Fair
SAT • SEPT 9th
10:00 a.m. - 3:00 p.m.
Clifton-Fine Arena

Attendance is free to the public. Vendor cost: \$10.00 per table. Contact Ann Latremore at 315-848-2511 or Melissa Streeeter at 315-848-2565 with questions or to reserve a table.

September Lunch & Learn
THUR • SEPT 28th
Starts at noon
Clifton-Fine Hospital Boardroom

Free and open to the public. Lunch is provided. Pre-registration is required due to space. Please call 315-848-5404 to register.

Clifton-Fine Hospital Primary Care Clinic Now Offers Behavioral Health Services



**Brandy Baillargeon,
PNP-BC**

More big news from the Clifton-Fine Hospital Primary Care Clinic: we're introducing a new service for our community and welcoming a new provider. The Primary Care Clinic now offers mental health counseling, medication assessment and medication prescribing for our patients, provided by Brandy Baillargeon, PNP-BC.

Behavioral health services at Clifton-Fine Hospital (CFH) are provided in concert with primary care for mild to moderate mental health concerns. Regular primary care visits and a referral from your CFH Primary Care Clinic provider are required.

Why Integrate Behavioral Health?

The North Country Initiative DSRIP Community Needs Assessment identified the need to integrate primary care and behavioral health services. Mental illness is the single highest cause of preventable inpatient admissions and emergency department visits. Patients with mental illness and substance abuse issues are the most likely to have utilized the emergency department. Clifton-Fine Hospital receives over 200 visits annually due to mental illness; this is the highest in our region with 135 visits being the median. There is clear and compelling evidence that integrating primary care and behavioral health at the primary site of care for the patient is needed.

In any given year, approximately 13 million American adults have a seriously debilitating mental illness. Furthermore, unstable mental health can lead to suicide. The suicide rate for our region is nearly twice the New York State rate (13.8 vs NYS 7.8).

An individual's mental health is affected by a combination of factors, including biology (genes/brain chemistry), life experiences (trauma/abuse), and family history regarding mental health problems. Due to the complex interplay between these factors, it is especially important to recognize early warning signs, such as too much or too little sleep, rapid weight loss or gain, lack of energy and motivation in talking to people or participating in usual activities, or feelings of helplessness. It is crucial that we address potential psychological issues before they become critical, particularly because the greatest opportunity for prevention is among young people.

Clifton-Fine Hospital is integrating behavioral health within our primary care sites to meet this identified need for the populations we serve. It is anticipated that a psychiatrist will soon be available via telemedicine.

Learn more:
mentalhealth.gov

Fight Weight Gain with Healthier Choices

by Elizabeth Isenberg, MS, RD
Clifton-Fine Hospital Registered Dietitian

Once a healthy weight is achieved, it can be a struggle to maintain it. Making good choices related to both food and drinks can help prevent unwanted weight gain.

Making some of the following efforts can be helpful:

FILL YOUR PLATE WITH SOURCES OF FIBER:

This can include fiber from fresh vegetables and fruits, whole grains, and legumes. The fiber content keeps you feeling full and helps to stabilize blood sugar. Vegetables with high water and fiber content are known as high-volume. They help to fill you up, without adding a lot of calories. Choices include broccoli, carrots and cauliflower to name just a few. Try filling one half of your plate with vegetables at lunch and dinner. Replace grains with whole grains including whole wheat bread, brown rice and whole wheat pasta.

TRY A STEADY PROTEIN INTAKE: Include a protein source at all meals and snacks to help control your appetite. Healthy choices include lentils, nuts, seeds, and chickpeas. For animal protein, substitute skinless chicken, turkey breast and fish in place of red meat, processed meat, and full fat dairy.

DON'T DRINK YOUR CALORIES: Replace regular soda and juices with water, seltzer, and unsweetened tea and coffee. If you are drinking alcohol, watch the volume you consume (such as wine with dinner). Also, beware of gourmet coffee drinks, sports and energy drinks. Avoid an emphasis on fruit juices. The calories in juices can add up quickly. If drinking water seems boring, try adding some slices of citrus fruit (lime, lemon, orange) or some mint leaves to add interest and flavor.

Beverage	Serving Size	Calories
Soft Drinks	12-20 oz.	140-300
Sweetened Tea	12-20 oz.	125-250
Fruit Punch or Juice Drink	12-20 oz.	125-200
Coffee Drinks	12-24 oz.	150-600
Sport or Energy Drink	12-20 oz.	75-300

Clifton-Fine Hospital Patient Services

Primary Care Clinic

315-848-5404

The Clifton-Fine Hospital Primary Care Clinic is a convenient way to keep your entire family healthy. We provide a full range of services for patients of all ages. Now accepting new patients. Call today for an appointment.

Hours:

Monday - Friday: 7:00 a.m. – 6:00 p.m.

Emergency Department

Our Emergency Department is available 24 hours a day, 7 days a week, typically with minimal wait times.

Imaging (Radiology)

315-848-2099 ext. 221

We offer several different imaging modalities in a comfortable setting, including: Bone Density scans, CT scans, Ultrasound and X-ray.

Hours:

Monday – Friday: 8:00 a.m. – 5:00 p.m.

Ultrasound: Wed. 8:30 a.m. – 4:00 p.m.

Laboratory

315-848-3351 ext. 230

Our full service laboratory offers walk-in lab draws with very short wait times.

Hours:

Monday, Tuesday, Thursday, & Friday

7:00 a.m. – 5:00 p.m.

Wednesday:

6:00 a.m. – 5:00 p.m.

Saturday:

8:00 a.m. – 11:00 a.m.

(On Saturdays, please use the ED entrance and register at the Outpatient Lab.)

Physical Therapy

315-848-3351 ext. 281

We provide physical therapy services for inpatients, outpatients, swing bed patients and long-term care residents.

Hours:

Monday – Friday: 8:00 a.m. – 4:00 p.m.

We also provide the following services to our community:

Acute Inpatient Care

Long-Term Care

Swing Bed Program (Short-term Rehabilitation)



Clifton-Fine Hospital

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New Patient Portal Will Add On-Line Bill Pay

Connecting with Clifton-Fine Hospital has never been easier! Whether you're maintaining good health, recovering from a recent illness or injury, or managing a chronic condition, we want to make sure you have your most up-to-date medical information available to you. It's all part of our commitment to making our patients and their families more active participants in their own care.

Our new patient portal, which can be accessed from the homepage of our hospital website – cliftonfinehospital.org, includes multiple improvements and benefits:

• Access to Medical Records

Upon accessing the portal, you will have the ability to navigate to and review clinical data, including: demographics, discharge summaries, vital signs, care team, results, medications, medications administered, immunizations, allergies and any issues.

• Forgotten Password Assistance

Help options now provide the ability to change your password with ease from the log-on screen.

• Speed and Navigation Within the Portal

The portal has improved speed during log-on and when accessing the data within the portal.

• Online Bill Pay - COMING SOON!

You will be able to view and pay outstanding balances on your accounts as well as the accounts on which you are listed as the guarantor. You will also have the ability to pay the full balance on all accounts or individual visits, as well as make partial payments for each visit.

Through the Patient Portal you can also send a secure message to your provider, request an appointment and request prescriptions – easily, safely and according to your schedule. With your secure password, you can log into the online portal anytime, anywhere using a computer or smartphone with an Internet connection.

If you have not yet registered for our Patient Portal, you may do so by simply providing us with an email address to receive a sign-up link. Stop by our Registration Office during normal business hours or call 315-848-5404. If you do not have an email address, you can still use our Patient Portal. Visit Registration and one of our staff members will help you set up your account right there!