

YOUR health MATTERS

By Wilkes Regional Medical Center




Wilkes Regional
Medical Center
Caring for our community

Exceeding expectations



J. Gene Faile

It is indeed a pleasure visiting with our patients. I often stop in patients' rooms to see how they're doing, but sometimes patients

request to meet with me. Last month, a patient insisted I meet with him before he was discharged.

Naturally, I was curious about why he was so adamant I meet with him. "These nurses are outstanding," he told me. "They are the friendliest, most caring nurses who have ever cared for me. I have stayed in many hospitals over the years, and they are the best, the very best. I wanted to tell you that before I'm discharged."

I thanked him for his kind comments and stopped by the nurses' station to share them with the staff. After returning to my office, I realized how often we hear words of thanks from our former patients or their family members. They call or send letters to share with us their deep appreciation for the difference we have made in their lives through the excellent care we provide in the most caring way.

Our standard of excellence is the foundation for the delivery of care at Wilkes Regional Medical Center as we strive to deliver only the very best healthcare services with respect, warmth and kindness.

Best regards,

J. Gene Faile, FACHE

President and Chief Executive Officer
Wilkes Regional Medical Center

When you need care now

Accidents happen and not always at convenient times. That's when Urgent Care of West Park can help. The facility provides prompt care for a wide range of illnesses and injuries—with no appointments needed—during times that work for you.

Designed to be an alternative to emergency care after normal physicians' office hours, Urgent Care of West Park offers treatment for ear infections, eye infections, fever, sore throat, swelling, minor cuts and burns, sinusitis, bronchitis and other medical problems. The center is staffed by Becky Shatley, F.N.P.-C.; Gary Nichols, P.A.-C.; Binal Ladani, M.D.; and Ken Curl, M.D. The center also offers X-ray services and blood work.

"The goal of Urgent Care of West Park is to give people who can't see their family physicians after hours or on weekends access to healthcare without having to go to the emergency department," says J. Gene Faile, FACHE, President and CEO

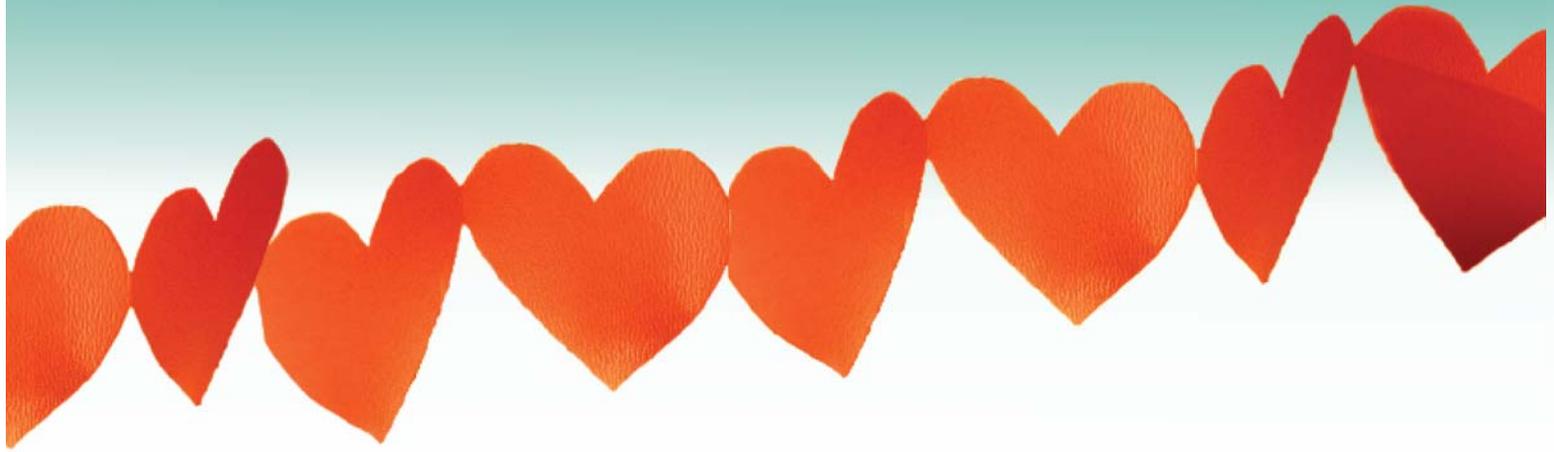
of Wilkes Regional Medical Center. The center surpassed first-week expectations by seeing more than 70 patients, and new weekday hours are a success. The center now operates from 5:30 p.m. to 9:30 p.m. during the week. "This gives people a little more time to get to the center after work or school," says Faile.

KNOW WHERE TO GO!



Where: 1900 West Park Drive in the Diagnostic Imaging Center in the West Park Medical Complex
Hours: Mon.–Fri., 5:30–9:30 p.m.; Sat.–Sun., 10 a.m.–6 p.m.
Call: 336-903-6840





Choosing hospice care

What sets hospice care apart from hospital care? Hospice programs emphasize pain management and psycho-social counseling rather than reversal of disease. When doctor and patient agree that medical treatment no longer offers hope of a cure or of prolonging life significantly, hospice care helps the patient live out his or her life as comfortably as possible.

People who have cancer make up about 85 percent of all hospice patients. Most are cared for at home by a team that includes physicians, nurses, social workers, clergy, volunteers and family members.

Every member of the team has an important role to play. Doctors and nurses provide medical assistance needed to make the patient more comfortable. Social workers help patients manage their financial and personal affairs, including funeral arrangements. Clergy members help patients and their families address the spiritual aspects of dying. Volunteers might look after the patient when family members aren't available and provide assistance with such things as errands and meal preparation. Family members are

taught to administer pain medication and provide personal care for their loved one.

Dispelling myths about cancer and pain is one of the hospice team's most important jobs. Contrary to what many people believe, dying from cancer doesn't have to be painful. In fact, pain relief is a central goal of hospice programs. The pain-relief system that they rely on includes a variety of medications, from aspirin to powerful narcotics like morphine. Usually, pain medication is given to the patient around-the-clock at regular intervals. Whenever possible, pain medication is given in the form of pills to spare patients the discomfort of frequent injections.

Conditions such as nausea, vomiting, constipation, weight loss, bedsores, pneumonia and urinary-tract infections, which are common among patients with

Hospice care helps patients live out their lives as comfortably as possible.

a life-limiting illness, are treated to make patients more comfortable.

A hospice program can't accept a patient unless he or she has been certified terminally ill by a physician. Most patients come to the program when they have six months or less to live.

Choosing hospice care helps families cope with losing a loved one. When a patient dies, family members find comfort in knowing that they helped to make his or her last days as easy as possible.

WHERE TO GET MORE INFORMATION

- WRMC Hospice Coordinator at **336-903-7736**
- The National Hospice and Palliative Care Organization at **1-800-658-8898**
- The Hospice Foundation of America at **www.hospicefoundation.org** or **1-800-854-3402**





Staying in the game

Take these steps to prevent exercise injuries

Many sports injuries are a result of training errors rather than accidents. Overuse, improper technique and overzealous activity account for many exercise ailments. But by exercising smart, you can avoid painful conditions like these:

- **TENNIS/GOLFER'S ELBOW.** Caused by repetitive use and poor technique, this overuse injury is characterized by tendonitis, or inflamed tendons, and can affect any joint. Work with a coach to learn correct postures, grips and technique for your activity.

- **SPRAINED ANKLE.** The ankles, knees and wrists are most vulnerable to sprains—injuries that occur when ligaments are overextended while stressing the joint, such as landing awkwardly or pivoting. A proper warm-up followed by stretching helps increase a joint's range of motion.

- **PULLED HAMSTRING.** Prolonged repetitive movement or a sudden and powerful contraction can tear or strain

muscles. Work to build muscle strength and prevent an imbalance between your hamstring muscles (in the back of the thigh) and your quadriceps (in the front of the thigh).

- **RUNNER'S KNEE.** Avoid this irritation of cartilage behind the kneecap by wearing good-quality running shoes designed for your foot type (high arch, low arch or neutral) and replace your shoes every 350 miles.

- **ACL INJURY.** Strains or tears to the knee's anterior cruciate ligament (ACL) happen when the knee twists while the foot is planted or when landing from a jump, common moves in basketball, soccer or volleyball. Build strength and flexibility in your leg muscles and learn and practice techniques.

- **STRAINED BACK.** Doing too much too soon with unconditioned muscles can leave your back in spasms. Since your back and abdominal muscles work together, build strength and flexibility in both those muscle groups.



WELCOME OUR NEW SURGEONS

Steven R. Anderson, M.D., and John B. Hubbard, M.D., orthopedic surgeons, are the newest members to join the WRMC community at Orthopedic Specialists of Wilkes. They provide general orthopedic care with an interest in reconstructive and replacement surgery, trauma and sports medicine. Dr. Hubbard has special interests in minimally invasive techniques and ligament reconstruction in the knee, while Dr. Anderson has been trained to perform minimally invasive surgery and computer assisted total joint replacement. To make an appointment, call Orthopedic Specialists of Wilkes at **336-903-7845**.

ORTHOPEDIC CARE IN YOUR NEIGHBORHOOD

Wilkes Regional Medical Center is pleased to provide more healthcare options to the community at Orthopedic Specialists of Wilkes, located at 1917 West Park Drive. To learn more or to make an appointment, call **336-903-7845**.



Build strength and flexibility in your leg muscles and learn and practice techniques.

Is it benign or cancerous?

Less-invasive breast biopsy has the answer

The thought of finding a breast lump is frightening to most women, and understandably so. The good news: Four out of five breast lumps investigated turn out to be noncancerous. For women faced with a suspicious mammogram or small breast lump, advanced treatments help doctors get the information they need while returning patients to their everyday lives sooner.

IF YOU FIND A LUMP

If you find a lump in your breast, your first step should be to make an appointment with your physician. He or she will do a clinical breast exam to evaluate the lump and may recommend one or more of the following:

- **MAMMOGRAPHY**, or breast X-ray.
- **ULTRASOUND**, to determine whether

the lump is a fluid-filled cyst or a solid mass.

- **FINE-NEEDLE ASPIRATION**, performed in your doctor's office using a thin needle to draw fluid out of the lump. If the fluid is bloody or if the mass is solid, your doctor may recommend biopsy.

- **STEREOTACTIC BIOPSY**, performed with a thin needle that takes a small tissue sample for analysis

- **SURGICAL BIOPSY**, usually performed on an outpatient basis to remove all or part of the lump.

A LESS-INVASIVE BIOPSY

Stereotactic breast biopsy obtains tiny samples from abnormal areas found on a mammogram. Computer-guided imaging locates a sample of suspicious breast tissue, and a small needle removes it.

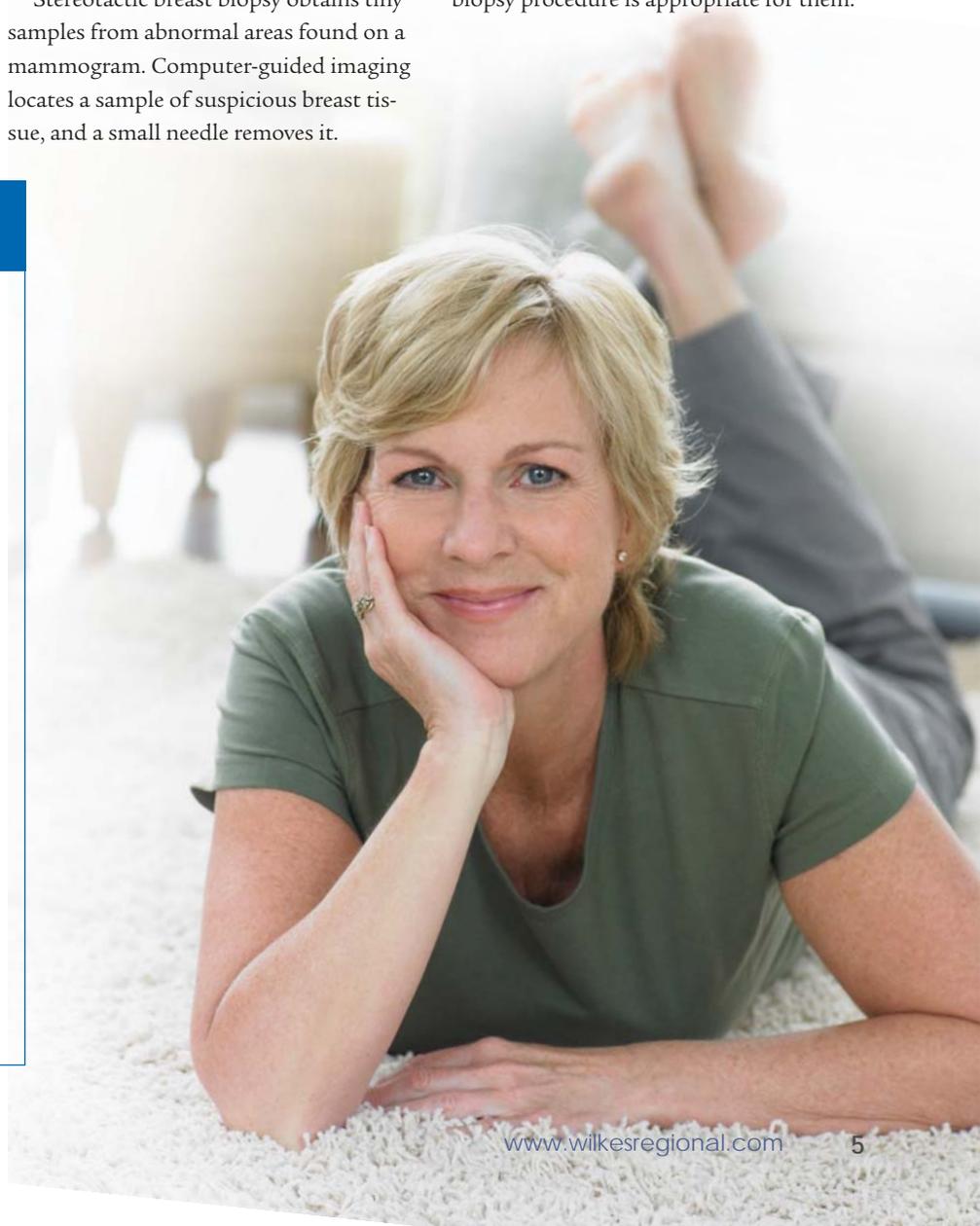
This outpatient procedure requires no hospitalization or surgical incisions and is performed using only local anesthesia. Research shows that mammography is an excellent way to detect breast abnormalities, but in many cases it's not possible to tell from the imaging studies along whether a growth is benign or cancerous. Stereotactic breast biopsy may be used in these cases to determine the tissue sample's health.

As with any breast biopsy procedure, stereotactic breast biopsy procedures may present risks. Patients should consult their physician to see which type of breast biopsy procedure is appropriate for them.

SCHEDULE YOUR MAMMOGRAM

Don't forget to make time for one important date: your yearly mammogram. The American Cancer Society recommends every woman age 40 or older get a yearly mammogram, although more frequent testing may be required if you've had breast cancer or have a strong history of it in your family.

To schedule your mammogram at Wilkes Regional Medical Center, visit www.wilkesregional.org or call 336-903-X100 today.



Take stroke seriously

Stroke is a leading cause of death and the No. 1 cause of physical disability in the United States. This attack on the brain occurs when normal blood supply to the brain is interrupted either because arteries supplying the brain with oxygen-rich blood become blocked by a blood clot (ischemic stroke) or as the result of a leaking or ruptured blood vessel in the brain (hemorrhagic stroke). No one should take this serious health threat lightly.



STRIKING SUDDENLY

Anyone at any age can have a stroke, but you can fight stroke by being aware of your risk factors, which include:

- ← age (75 percent of strokes occur in adults over 55)
- ← gender (stroke is more common among men until age 75)
- ← race (African-Americans are at higher risk than other ethnic groups)
- ← smoking
- ← a previous stroke or transient ischemic attack (TIA)
- ← a family history of stroke or TIA
- ← excess alcohol consumption
- ← excess weight or obesity
- ← diabetes
- ← high blood pressure
- ← undesirable cholesterol levels
- ← atrial fibrillation (a type of irregular heartbeat)
- ← lack of exercise

FAST TREATMENT

Prompt treatment is key to giving patients a better chance of remaining independent or even recovering completely. In an effort to provide faster treatment when it matters most, Wilkes Regional Medical Center (WRMC) has partnered with Wake Forest University-Baptist Hospital to provide robotic telestroke service within the WRMC emergency room. The telestroke service

allows a WRMC emergency physician to have immediate, 24/7 access to a highly-trained neurologist at Baptist who can help make critical decisions during stroke screening and treatment. Patients have the benefit of seeing, interacting and talking with a university-based neurologist. Patients diagnosed with stroke and given stroke treatment medications are transferred to Baptist for safety and further monitoring.



Telestroke services allow WRMC patients to have access to a university-based neurologist.

SIGNS OF STROKE

Stroke symptoms and warning signs include:

- sudden severe headache
- sudden weakness or numbness of the face or extremities on one side of the body
- difficulty walking, loss of coordination or dizziness
- trouble seeing in one or both eyes
- sudden confusion, trouble speaking or understanding



DON'T DELAY!

Stroke is a medical emergency; call 911 immediately if you or someone close to you experiences stroke symptoms. Learn more about the telestroke program and stroke prevention by visiting www.wilkesregional.org.



Get ready for baby

Start your family at New Beginnings Birthing Center



Wilkes Regional Medical Center (WRMC) has a proud tradition of serving women and children in north-western North Carolina, a tradition that continues to evolve today with the New Beginnings Birthing Center.

At the New Beginnings Birthing Center, we offer some of the most comprehensive prenatal, labor and post-delivery care for women and their families. We feature prenatal classes and Lamaze; labor and delivery in the same suite; Jacuzzi tubs and specialized care for compromised newborns.

ADVANCED CARE CLOSE TO HOME

Designed to offer the area's most innovative labor and delivery care, the New Beginnings Birthing Center provides the latest in medical technology and expertise for expectant mothers. Mother and baby

are constantly monitored and anesthesiologists are available around the clock to administer pain medications and epidurals as needed. For patients who require a Cesarean birth, surgery can be performed in the labor and delivery suite without moving the mother to another floor.

Each of the seven family-oriented labor and delivery rooms are equipped with special home-like touches to make everyone feel comfortable, including a contemporary décor, sleeping space for husband or birthing partner, private bathroom with shower and Jacuzzi tub, television, VCR/DVD player, glider rocker and private telephone. Following delivery, new mothers are moved to one of 11 postpartum rooms to continue their recovery.

EXPERT CARE

The obstetrical nursing staff at the New Beginnings Birthing Center has the experience and dedication required to care for the tiny miracles that arrive each day with more than 450 combined years of experience. Every obstetrical nurse is certified in neonatal resuscita-

tion. Additionally, several are certified in advanced obstetrical services, including neonatal nursing, labor and delivery and breastfeeding.

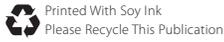
Our obstetrical nurses have both the medical and practical experience needed to care for expectant mothers. The staff's longevity demonstrates their commitment and dedication to the medical center and the community. The obstetrical unit has a very low staff turnover which contributes to its consistently high ranking on patient satisfaction surveys. And the New Beginnings Birthing Center's primary focus is on the expectant mother and her baby, the medical staff at Wilkes Regional Medical Center can meet the needs of your entire family.

SIGN UP FOR BIRTHING CLASS!

For more information about these or any other parenting classes, call Wilkes Regional Medical Center's New Beginnings at **336-651-8547**.

New Beginnings Birthing Center provides the latest in medical technology.

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www.wilkesregional.com



Physician directory

ANESTHESIOLOGY

Richard Barber, M.D.	336-651-8500
William Henrick, M.D.	336-651-8540
Jorge Hernandez	336-651-8540
V.O. Roberson, M.D.	336-651-8521

CARDIOLOGY

William Scarpa, M.D.	336-903-2900
Julian Thomas, M.D.	336-903-2900
Thomas Vybiral, M.D.	336-667-1001

DERMATOLOGY

Alan Fleisher, M.D.	336-667-6444
David Spencer, M.D.	336-667-3708

EMERGENCY SERVICES

Jonathon Kelly, M.D.	336-651-8100
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EAR, NOSE AND THROAT

Barry Ellis, M.D.	336-838-7758
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FAMILY PRACTICE

Sue Albert, M.D.	336-651-7450
Mira Boone, M.D.	336-667-4178
Mary Lou Church, M.D.	336-667-6363
Jeffrey Derick, M.D.	336-651-2980
Simret Dev-Raman, M.D.	336-903-7870
Henry Emery, M.D.	336-651-2980
Joseph Fesperman, M.D.	336-667-4178
Laura Hubbard, M.D.	336-696-2711
Binal Ladani, M.D.	336-903-7870
Ashton Molai, D.O.	336-838-4184
Joel Swofford, M.D.	336-651-2980

GASTROENTEROLOGY

T.J. Pulliam, M.D.	336-903-2944
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GENERAL SURGERY

Leonard Baugham, M.D.	336-667-4718
John Bond, M.D.	336-667-5146
Brad Huggins, M.D.	336-651-8700
Alan Keys, M.D.	336-667-9300
Jon Thompson, M.D.	336-651-8700

GYNECOLOGIC ONCOLOGY

Lawrence Nycum, M.D.	336-651-8384
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HOSPITALIST SERVICES

Hospital Inquiries	336-651-8100
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INTERNAL MEDICINE

Zbigniew Cichon, M.D.	336-838-1617
Kenneth Curl, M.D.	336-667-0335
Kenny Hefner, M.D.	336-651-2980
James Jewel, M.D.	336-651-2980
Thomas McMahan, M.D.	336-667-2634
Jerry Pinkerton, M.D.	336-838-9553
Dariel Rathmell, M.D.	336-903-2900
Michelle Redman, M.D.	336-667-0335
Sunita Singh, M.D.	336-667-5846
Lucian Sorescu, M.D.	336-667-1001
Bradley Templeton, M.D.	336-667-5296
Pradip Thakkar, M.D.	336-667-3222
Williams Watkins, M.D.	336-903-2900
Sherri Williams, D.O.	336-903-2900

NEPHROLOGY

Jean-Claude Hyppolite, M.D.	336-667-7995
Wolfgang Lohmann, M.D.	336-667-7995

NEUROLOGY

David Seales, M.D.	336-838-7111
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OBSTETRICS AND GYNECOLOGY

Michael Blackwell, M.D.	336-667-7171
Benion Horton, M.D.	336-667-2232
Michele Polidoro, M.D.	336-667-2232
Duane Smith, M.D.	336-667-8241

ONCOLOGY

Thomas Grote, M.D.	336-277-8877
Hugh Wallace, M.D.	336-277-8877

OPHTHALMOLOGY

John Oliver, M.D.	336-838-5121
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ORTHOPEDICS

Steven R. Anderson, M.D.	336-903-7845
Craig Bennett, M.D.	336-667-5039
John B. Hubbard, M.D.	336-903-7845

PATHOLOGY

Joanna Van Noy, M.D.	336-615-8561
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PEDIATRICS

Karolen Bowman, M.D.	336-667-6444
Kenny Hefner, M.D.	336-651-2980
James Jewel, M.D.	336-651-2980
Julie Koch, M.D.	336-903-0147
Jerry Pinkerton, M.D.	336-838-9553
John Pontzer, M.D.	336-903-0147
Anand Raman, M.D.	336-903-0147
Timothy Van Noy, M.D.	336-903-0147

PLASTIC SURGERY

Damno Anagnos, M.D.	828-268-0082
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PODIATRY

Walter Falardeau, D.P.M.	336-667-2015
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RADIOLOGY

Gregory Evans, M.D.	336-651-8100
Jack McLarney, M.D.	336-651-8100

THORACIC SURGERY

Bruce Walley, M.D.	336-651-8318
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UROLOGY

John Hettiarachchi, D.O.	336-838-5655
Donald Peterson, M.D.	336-838-4158

VASCULAR SURGERY

Brad Huggins, M.D.	336-651-8700
Jon Thompson, M.D.	336-651-8700

MAIN HOSPITAL NUMBERS

Credit and collections	336-651-3670
Diagnostic Center at West Park	336-903-7100
Diagnostic Imaging at WRMC	336-651-8441
Dialysis Center	336-667-3762
Education and Lactation Center	336-651-8547
Emergency Department	336-651-8100
Home Care	336-903-7700
Hospice of Wilkes	336-903-7700
Mammography	336-903-7130
New Beginnings Birthing Center	336-651-8547
Rehab Services	336-903-7850
Switchboard	336-651-8100