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Atlantic General Hospital & Atlantic General Health System



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From the President

Welcome to this year's Spring edition of care. Together. As this spring has rolled in, I have been reminded often of the true nature of the season. Barren trees are revitalized with lush greenery, local wildlife is stirring, sidewalks and roadways fill with residents enjoying the long-missed warmer weather, and visitors and 'snowbirds' are returning to enjoy all that our community has to offer. In short, it's a season of change. It's a time when we are provided the opportunity to reflect on the past, reimagine a vision for the future and refocus our ambitions in the present.

This sentiment remains true for Atlantic General Hospital and Health System. When looking back at our recent accomplishments, the construction and opening of the new Gudelsky Family Medical Center certainly stands out. The Ocean Pines facility, housing Atlantic General Primary Care, Atlantic General Diabetes and Endocrinology Center, Atlantic General Pediatrics, Atlantic

General Gastroenterology, and a second outpatient diagnostic center for labs and x-ray, opened its doors in December. More recently, a second location of AGHRx RediScripts Pharmacy was established within the center. Since the opening of the Gudelsky Family Medical Center, hundreds of patients have received accessible, high-quality care right in the convenience of their own community.

In addition to the new facility, we are pleased to have improved access to gastroenterology care on Delmarva by welcoming Dr. Scott Itzkowitz to our health system.

We feel very fortunate to have been given the opportunity to bring this much-needed, diverse range of healthcare services to Ocean Pines and surrounding areas, and are sincerely grateful for the support from our donors who helped make this vision a reality.

Since my last message, Atlantic General Hospital's Joint Surgery Center was also awarded the Joint Commission's Gold Seal of Approval for total hip, knee

and shoulder replacement surgeries. The Gold Seal is a testament to the Joint Surgery Center's continued dedication to improving patient safety and providing quality care, and we would like to commend all those involved in earning this exceptional distinction.

While I am excited about all that has been accomplished in recent months, there is always more to be done. In the upcoming weeks, months and years, we will continue to improve upon the care and services we provide, guided by the organization's Fiscal 2024-2026 Strategic Plan.

For Atlantic General Hospital and Health System, this includes continuing to improve upon our operational efficiency and quality of care, increasing accessibility to our services and providers within Atlantic General Health System, nurturing a workforce strategy that supports our mission, transforming our revenue and cost structure to advance our mission, and achieving high reliability and organizational excellence. Our plan for the coming years will remain anchored in these five pillars while we continue to develop new goals that propel us toward our desired outcomes. You can find this strategic plan on our website at www.agh.care/strategy.

We are excited for all the



opportunities that the future holds for both Atlantic General Hospital and Health System and the Delmarva community.

As we reflect on the past and reimagine a vision for the future, it's important to not lose sight of what matters the most in the present. And, for Atlantic General Hospital and Health System, that is you – the patients we serve. Every day, in every department across the organization, our driving motivation is to provide the best possible care to each member of our community and all those who visit. We are proud to serve you, and cherish every interaction we are provided. Thank you for entrusting us with your healthcare needs.

Onward and upward,

Don Owey, MBA, FACHE
President & CEO
Atlantic General Hospital & Health System



When to Start Colorectal Cancer Preventive Screening: 45 is Now the Magic Number



By Scott Itzkowitz, D.O.
Board-Certified Gastroenterologist

A lot of people think of age 50 as the magic number for getting a first colonoscopy, but earlier is better, according to the U.S. Preventive Services Task Force (USPSTF). In May of 2021, the USPSTF moved the recommended age for colon cancer screening from 50 to age 45.

The recommendation is for all adults without symptoms, personal health history of colon polyps or family health history of genetic disorders that increase risk, the task force has noted.

Though the USPSTF is an independent, volunteer group of health experts in a range of specialties, its recommendations carry weight. For example, the Affordable Care Act linked USPSTF recommendations with its insurance coverage requirements.

The task force does not have enough evidence to show benefits to moving the screening age even lower but called for additional research. The American Cancer Society was already recommending screening this younger age group, having altered its recommendations in 2018 to include those age 45 to 49.

The changing USPSTF recommendations will mean less confusion about which recommendation to follow as

well as insurance coverage for screening at an earlier age.

By some estimates, one-quarter to one-third of people in the already recommended age group of 50 to 75 aren't getting their screening on time, even though colon cancer is the third-leading cause of cancer death in the United States.

Black adults have particularly high rates of colon cancer and are more likely to die from the disease, so it's even more important that this group is screened regularly.

Also, people should talk to their doctors if they have a change in bowel habits, blood in their stools or darkening stool, which can be a sign of bleeding.

Several types of tests can screen for colon cancer. Some can be done at home, like send-away stool tests. Some can be done in a medical office. Patients can talk to their doctor to figure out the right test for them.

The task force recommended both direct visualization tests such as colonoscopy and stool-based tests. The cancer society also recommends a stool test or direct visualization test. Visualization tests also include sigmoidoscopy or CT colonography.

There isn't one answer for why more younger people are getting colon cancer, but risk can be reduced through diet and lifestyle changes.

What You Can Do to Reduce Your Risk of Colorectal Cancer

Certain risk factors for colorectal cancer cannot be avoided, like race or a family history of cancer. But, there are some things you can do to lower your risk:

- Eat lots of fruits, vegetables and whole grains
- Take control of your weight
- Get regular exercise, (150-300 minutes of moderate activity each week)
- Don't smoke
- Reduce or avoid consuming alcohol
- Get screened! Pre-cancerous polyps can be removed during a colonoscopy to prevent the disease.

Dr. Scott Itzkowitz provides care at Atlantic General Gastroenterology, in Ocean Pines. He recently joined Atlantic General Health System to improve access to vital digestive health services. Additional information about Dr. Itzkowitz can be found in the New Faces and Places section on page 6. To schedule an appointment, please call the office at 410-629-1450. ●



The Best Steps for Preventing and Treating Those Pesky Ear Infections

by Cristian Salgado, M.D.
Atlantic General Pediatrics

Frequent middle-ear infections are the nemesis of many parents and young children. Middle-ear

infections (or acute otitis media) are a leading cause of same-day doctor visits and one of the most common reasons for antibiotic administration in children. They occur when the air-filled space

behind the eardrum becomes infected and fills with fluid – which can cause pain, fever and obstructed hearing.

But there are steps to lessen them and, when they do occur, "less is more" is a better way to treat them.

A typical infection can begin with bacterial growth. Inflammation can lead to fluid buildup behind the

continued, p.14

ATLANTIC GENERAL PEDIATRICS OFFERS SAME-DAY SICK VISITS

If your child suddenly becomes sick and needs to be seen right away, know that we are here to help.

Our providers at Atlantic General Pediatrics, in Ocean Pines, Maryland, offer same-day sick visits during the week. What's more, if you have a concern after hours, there is always a provider on call to answer your questions and provide recommendations. As a provider of Atlantic General Health System, they will have access to your child's medical history to offer the best advice. The office is currently accepting new patients. **To schedule an appointment, call 443-728-1004.**



Cristian Salgado, M.D.
(Habla español)



Laura Stokes, D.O.



Anita Pascucci, D.O.



Carrie Dawes, CPNP

To Our Volunteers: *Thank You!*

Scientific studies and anecdotal evidence alike point to the health benefits of volunteerism for those who offer their time, effort and expertise to a worthy cause. And, while it may seem obvious, here at Atlantic General Hospital and Health System, we want to acknowledge that what our volunteers do on a daily basis contributes greatly to the health of our not-for-profit organization. We literally could not operate at the level our community and patients rely upon without the assistance of our Auxiliary and Junior Auxiliary volunteers.

They answer phones and greet patients; provide warm blankets, beverages and other comforts to those who need them; process and sort mail; hold fundraisers to support critical programs like our nursing scholarship fund; perform clerical duties; serve as community ambassadors and so much more. Each year, they contribute roughly 30,000 hours to Atlantic General, the equivalent of more than \$570,000 in staff salaries and benefits. And, we



cannot thank them enough!

In April, we publicly celebrate all those who donate their time and energy to Atlantic General Hospital and Health System during National Volunteer Week. But, the teams and departments our volunteers assist thank their lucky stars for the helpful presence year-round. ●

If you are interested in joining the Atlantic General Hospital Auxiliary, our coordinated group of volunteers, you can apply online at www.agh.care/volunteer. Or, call 410-641-9678 for more information. Even if you only have a few hours a week or month to give, we are always looking for another set of helping hands!

Knowledge is Power: Get Screened

A friendly reminder to women ages 40 and older: get screened for breast cancer! A mammogram can detect the disease in its early stages when there are no symptoms and it's easiest to treat.

What's more, Atlantic General offers cancer risk assessments and genetic counseling for all patients receiving a mammogram. After reviewing personal and family history of cancer, qualified patients can speak with a genetic counselor to further

investigate their risk for several cancers that can run in families. This allows you and your healthcare team to implement a preventative care plan, if necessary.

If you are 40 years or older, speak with your healthcare provider about scheduling your routine mammogram – it could be a lifesaver!

See p. 11 for details of our upcoming free breast and cervical cancer screening day. ●

If you have a family history of cancer, genetic testing is the only way to determine if you are at high risk. If you have personally had cancer, you may still be at risk for additional cancers and may benefit from genetic testing as well. Genetic testing can help you and your provider make informed healthcare decisions and develop plans to manage any increased risk. Just scan the QR code or go to www.mygenehistory.com/agh/lang to take a brief quiz to see if you qualify.



New Faces and Places



Christina Anderson, RN, recently accepted the position of **PeriAnesthesia Manager** in the Surgical Services Department at Atlantic General Hospital. Christina has worked for Atlantic General Hospital for 20 years,

holding a number of nursing and clinical leadership roles including post-anesthesia care unit (PACU)/ambulatory surgery unit (ASU) discharge nurse, charge nurse in the medical-surgical unit, patient care supervisor and clinical operational coordinator for the medical-surgical unit. She was among the first students accepted into Atlantic General Hospital's James G. and Nancy W. Barrett Scholarship Program, which is awarded to individuals pursuing a career in nursing, and completed her Bachelor of Science in Nursing from Salisbury State University. She has two sons and enjoys horseback riding and traveling in her spare time. ●



Bonita Conner, MSN, RN, CPAN, CAPA, NE-BC, has been promoted to the role of **Director of Quality and Infection Prevention**. Bonita worked in Atlantic General's Surgical Services Department for two years before accepting the

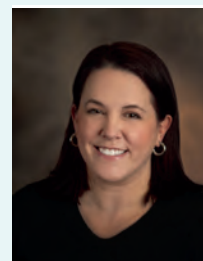
position of PeriAnesthesia Manager in 2022. Prior to joining Atlantic General Hospital, Bonita was the Director of Nursing at Three Lower Counties Community Services and nurse manager of an internal medicine practice with TLC. She has a background in surgery, trauma and gynecological nursing. Bonita holds a Bachelor of Science in Nursing and a master's in nurse executive leadership from Wilmington University and is completing her Doctorate of Nurse Practice there. ●



Gastroenterologist Scott Itzkowitz, D.O., FACP, FASGE, joined Atlantic General Health System in February 2024 to provide care at Atlantic General Gastroenterology in Ocean Pines,

MD. Dr. Itzkowitz comes to us most recently from North Carolina, where he provided care in both the hospital and community setting after retiring as a Captain in the Medical Corps from the United States Navy. Dr. Itzkowitz graduated from Tulane University and then received his medical education at the West Virginia School of Osteopathic Medicine and completed his Internship and Residency in Internal Medicine at the Naval Medical Center in San Diego, CA. His three-year gastroenterology fellowship at the University of California, Los Angeles Center for Health Sciences was followed by an extensive military career, most notably with posts as Chief of Gastroenterology at Walter Reed National Military Medical Center, Medical Director of Healthcare Operations Walter Reed National Military Medical Center and Gastroenterology Department Head at Naval Medical Center Camp Lejeune. Dr. Itzkowitz is board certified in gastroenterology, and is a fellow of the American Society of Gastrointestinal Endoscopy, of the American College of Gastroenterology and of the American College of Physicians. **To schedule an appointment, please call the office at 410-629-1450.** ●

Jessica Jersey recently accepted the role of **Donor Relations Officer** for the Atlantic General Hospital Foundation. Jessica joined Atlantic General Hospital and Health System in September of 2023 to serve as Grants/Operations Officer for the Foundation. Having lived and worked in our community for more than 20



years, Jessica brings a wealth of experience and knowledge to the role, with competencies in database management and financial reporting. She earned her bachelor's degree at Salisbury University and holds a master's

degree from University of Phoenix. Jessica has a passion for fundraising, having been named Believe in Tomorrow Prom Queen in 2018 for raising \$17,000 for the Children's House by the Sea, and in her previous career with the Worcester County Board of Education, she was selected to speak at several conferences throughout the country for exceptional work in her field. ●



James Kanuch joined Atlantic General Hospital and Health System in February to serve as the new **Vice President of Finance and Chief Financial Officer**. Jim succeeded Cheryl Nottingham, who served in this role since 1998 and retired in April.

Jim brings 30 years of financial and operational experience to his new role from Allegheny Health Network (AHN), a leading health care provider in western Pennsylvania. He has held a variety of leadership positions with AHN, most recently as senior vice president of finance for AHN's 1,300+ member system of medical practices. Jim holds a Master of Business Administration from Robert Morris University and an Executive Leadership Program Certificate from the Wharton School at University of Pennsylvania. He is an alumnus of Geneva College, in Beaver Falls, PA, where he earned his Bachelor of Science in accounting and business administration. ●



After spearheading a very successful Fall Golf Classic in 2023 and the 2024 Penguin Swim, **Laura Powell** has been promoted to the role of **Community Relations Officer** for the AGH Foundation. Laura spent her childhood in Carroll County before moving to the Eastern Shore to attend Salisbury

State University. After earning her art degree, she joined Gannett as a graphic designer for the Delmarva Media Group's

Salisbury Daily Times and local weekly news publications, eventually advancing to the position of pre-press manager. Six years later, she decided to return to her creative roots and accepted the position of graphic designer for Coldwell Banker. She became a one-member marketing team for Coldwell Banker Vacations, taking on many roles over her 17 years in the industry. In 2022, Laura joined Atlantic General Hospital's Foundation team, which allowed her to focus on her favorite part of her work: event planning. She looks forward to being in the community even more in her new role, creating awareness and understanding of the hospital and the Foundation's mission to those we serve. ●



Terry Wallace has been promoted to **Patient Accounting Manager** for physician billing at Atlantic General Hospital and Health System. Terry began her career at Atlantic General in April of 2016, serving as the commercial insurance collector for physician billing before being promoted

to Patient Accounting Supervisor in January of 2021. Prior to her time at Atlantic General Hospital and Health System, Terry was the office manager for a pediatric practice in Anne Arundel County and has held a variety of positions in the healthcare field over the last 25 years. She currently resides in Pittsville, MD, and has two adult children. ●

Second Location of AGHRx RediScripts Joins Walk-in Lab & X-ray, Pediatrics, Primary Care and Specialty Services Now Open in Ocean Pines

In April, AGHRx RediScripts opened an additional pharmacy at the Gudelsky Family Medical Center, in Ocean Pines, MD.

This new location offers the same services as the flagship pharmacy located within Atlantic General Hospital, with the additional convenience of a drive-thru for prescription drop off and pick up.

Check out page 9 for additional details.



Awards & Recognition

Joint Surgery Center Awarded Certification from Joint Commission for Total Hip, Knee & Shoulder Replacements

Atlantic General Hospital's Joint Surgery Center has earned The Joint Commission's Gold Seal of Approval® for Total Hip, Knee and Shoulder Replacement Certification by demonstrating continuous compliance with its performance standards. The Gold Seal is a symbol of quality that reflects a health care organization's commitment to providing safe and quality patient care. The Joint Surgery Center underwent a rigorous two-day onsite review in November for this voluntary certification. During the visit, a Joint Commission reviewer evaluated compliance with related certification standards as well as documented performance improvement efforts. ●



Demiah Nooney, RN Receives DAISY Nurse Award

Registered Nurse Demiah Nooney is the recipient of the DAISY Award for excellence in patient care for her



work with a patient in the Emergency Department (ED) that had been experiencing abuse. The patient came in for treatment of an injury she stated was from a fall. During the time the patient was in the ED, Demiah realized the patient was being physically abused by her family members. Demiah was able to earn the patient's trust by assuring her of her safety and the patient openly shared her situation with Demiah. At this point, Demiah took the initiative to put into place every mechanism to protect the patient. Due to her keen assessment skills and developing a trusting relationship with the patient, Demiah was able to provide the patient with all the necessary resources to prevent further abuse. ●

Sarah Norton Honeybee Award Winner



Sarah Norton, an Emergency Department Tech, is the recipient of Atlantic General's Honeybee Award for going above and beyond to provide safe, high quality care. She was nominated by a patient who appreciated her reassuring presence during a difficult time: "I would really like to commend the tech Sarah who sat with me for hours while I waited to speak with the crisis team. She made me feel so safe. Just her energy and vibes made me open up to her and she listened and truly cared," the patient said. "She comforted me when I was scared and talked me through everything. I really want her to know how much she helped me that day. She literally saved my life and made me see the light in the darkness and I want her to know how great of a person she is. I will forever be thankful to her." ●



New Location. Same great service.

We're happy to share that the second location of AGHRx RediScripts Pharmacy is now open in Ocean Pines! Located within the Gudelsky Family Medical Center on Racetrack Road, the pharmacy offers the same stellar customer service and guidance our patients have come to rely upon with the added convenience of an easy-to-access location with drive-thru services.

Available at AGHRx RediScripts, in Ocean Pines

Prescription Services

- Medication Therapy Management, including monthly pill packaging services
- Medication syncing for easier monthly pick ups
- Smartphone app for online refills and refill reminders
- Prescribing for hormonal contraceptives

Comprehensive Care

- Pharmacists specially trained in diabetes management
- Pharmacist specially trained in nutrition and weight management
- Vaccines
- Comprehensive medication reviews
- Complimentary Medicare D Plan comparisons
- Pharmacy financial services for patients who qualify for assistance

Other Services and Amenities

- Pet medications
- Free Narcan and drug disposal services
- Medication administration services
- Flu, COVID & strep testing (coming soon!)

For more information, you can contact the pharmacy at 410-629-6240. Need to contact our pharmacy location within Atlantic General Hospital? Call 410-641-9240. ●



AGHRx RediScripts
at Gudelsky Family Medical Center

10614 Racetrack Road, Suite 7
Ocean Pines, Maryland 21811

tel.: 410-629-6240
fax: 410-629-6244

Hours:
8 a.m. – 4:30 p.m., Monday – Friday

The Power of Giving

Why Donating to Atlantic General Hospital Matters

by **Jessica Jersey**
Donor Relations Officer

Atlantic General Hospital, like 98% of the hospitals in Maryland, is not-for-profit. This means that any revenue left after expenses are paid, if there are any, goes directly back into our organization. Driven by a mission to serve, rather than profit, it is our goal to ensure that all patients, regardless of financial circumstances, have equal access to the healthcare they need. We strive to prioritize patient care above all else, with a holistic approach. We want to treat the whole person, not just the illness or incident that brings them to us. This means that we rely heavily on the support and generosity of donors.

This is where the AGH Foundation comes in. We raise funds to establish new and expand existing services to meet the needs of the community. Support for Atlantic General helps to fuel innovation and excellence in health care delivery. It allows for state of the art technology and equipment, as well as attracting top talent in the medical field. This alleviates the need to travel long distance for essential care, as was the case in the past. Examples of how community support has helped is the presence of the John H. 'Jack' Burbage, Jr. Regional Cancer Care Center and the recently opened Gudelsky Family Medical Center, just outside of Ocean Pines.

Being not-for-profit does not mean that the hospital does not collect payment for services. However, it is a common misconception that hospitals are able to operate on the billing for services that patients receive. The funds received from billing are used to provide care and to cover the expenses associated with maintaining a constant state of readiness to address the community's healthcare needs. When factoring in medical staff and associate recruitment and retention efforts and the operation of expensive, less frequently used services to ensure community access, costs continually exceed revenue generated.

We live in a fast-paced world, where health care costs continue to rise and access to quality medical care remains a pressing concern for many. Donating to Atlantic General Hospital is not just an act of charity. It is an investment in the health and well-being of the communities we serve. Together, we can continue to offer healthcare that is truly accessible, equitable and compassionate for all.

Ways to Support AGH

The difference between good and great healthcare, and often the sole reason many providers and programs exist, is community support. Here are some ways you can help:

Donate Money

Giving a monetary gift to Atlantic General Hospital and Health System allows you to designate your gift to our ongoing operations or a specific program, and to make your donation in honor or in memory of someone if you so choose. You can make a one-time gift or installments over a period of time.

Special Events Attendance or Sponsorship

The AGH Foundation holds various signature fundraising events throughout the year including the Penguin Swim, Atlantic General Hospital Anniversary Celebration, and the Robert E. Warfield Memorial Tournament Fall Golf Classic, which have various price levels for participation or sponsorship.

Planned or Deferred Gifts

Through a bequest or gift, individuals of both great wealth and modest means can help preserve, or create for the enjoyment of future generations, an institution, a way of life or an ideal that has special meaning for them.

For more information please go to www.agh.care/give. Or contact Jessica Jersey, Donor Relations Officer, at **410-641-9858** or jljersey@atlanticgeneral.org for assistance.



*Scan to
donate today!*

Upcoming Events

Walk with a Doc – educate, exercise, empower

3rd Saturday of every month – 9 a.m.

Southgate Pond, Ocean Pines

Join us for our monthly Walk with a Doc! An Atlantic General medical expert will hold a brief discussion about an important health topic, then lead the group for a morning walk. The first 10 participants to arrive will receive Wal-Mart gift cards. *For guest information, visit us on Facebook @ AtlanticGeneralHospital.*

Diabetes Support Group

First Wednesday of the month

Ocean Pines Library • 1:30 - 2:30 p.m., odd months

Berlin Library • 5 - 6 p.m., even months

The group provides discussion, education, and a speaker on various topics of interest. For more information, please contact Darlene Jameson at 410-208-9761 or djameson@atlanticgeneral.org.

Parkinson's Support Group

Second Tuesday of every month • 3:15 – 4 p.m.

Atlantic General Neurology office, Berlin

For individuals suffering from Parkinson's, as well as their caregivers. Group provides discussions and mutual support, as well as education on exercise, nutrition, medications, and developments in treatment. For more, contact Kay Kinnikin at 410-641-4765 or kkinnikin@atlanticgeneral.org.

Breast Cancer Support Group

Third Wednesday of every month • 1 – 2 p.m.

Burbage Regional Cancer Care Center

For survivors and current patients battling breast cancer. Please call Women Supporting Women at 410-548-7880 for more information.

Stroke Support Group

Third Wednesday of every month • 3 – 4 p.m.

Atlantic General Neurology office, Berlin

For stroke survivors, family and friends. For more information, contact Betty at 410-641-4765 or bglime@atlanticgeneral.org.

Caregiver Support Group

First Wednesday of every month • 6 – 7 p.m.

Burbage Regional Cancer Care Center

For caregivers of those with serious or chronic illness. For more information, contact Nicole Fry at 410-641-2626.

Free Breast and Cervical Cancer Screening Day

Saturday, May 11, 2024 • 10 a.m. – 2 p.m.

Atlantic General Women's Health, West Ocean City

Free event for women, including pelvic and manual breast exams provided by Dr. Margo Gill, health education, and mammograms for those who qualify. To register, call 410-629-6313.

Grief Support Group

Fourth Wednesday of every month • 3 – 4:30 p.m.

Conference Room 1, Atlantic General Hospital

Our goal is to instill hope for the future and give you skills to help you find your way, by providing a supportive place where members can share stories and spend time with others who understand. Please contact Gail Mansell at gmansell@atlanticgeneral.org or 410-641-9725 for more information.

CPAP Mask Fitting – appointment necessary

1st and 3rd Thursdays of every month

AGH Sleep Disorders Diagnostic Center, Berlin

Atlantic General Hospital's Sleep Disorders Diagnostic Center hosts a mask-fitting clinic for patients who are having trouble adjusting to their CPAP equipment. This is a FREE service, but you must call for an appointment. To schedule, contact Robin Rohlfing at 410-641-9726.

SAVE THE DATE

ATLANTIC GENERAL HOSPITAL'S
31st Anniversary Celebration

THURSDAY
MAY 9, 2024 | SIX O'CLOCK
IN THE EVENING

AT THE HOME OF
GEORGE & EMILY TUNIS
12942 Old Bridge Road • West Ocean City

For tickets and sponsorship info:
Visit www.agh.care/AGH31 or contact Laura Powell, Event Coordinator, at 410-641-9671 or lspowell@atlanticgeneral.org.

Visit www.agh.care/calendar for other upcoming events and dates.

EXPERT CARE. EXTRA EASY.



Welcoming New Patients!

agh.care/bookit

- > Choose a location and primary care provider and type of visit
- > Check available times and book your appointment
- > Receive and complete online pre-visit forms

PRIMARY CARE APPOINTMENTS MADE EASY.

Access to our area's top primary care providers is just a tap or click away when you use our new online appointment scheduler. Whether you're a new or existing patient, making an appointment is super-quick and easy.

After scheduling, new patients will receive a text or email message with a link to our secure and easy-to-use online patient forms to fill out before their visit.

Conveniently located – always accessible.

>www.agh.care/bookit

Available to See You Now!

As a medically underserved region, the national physician shortage is felt even more profoundly here on the Shore. Atlantic General Hospital and Health System continues to recruit for additional providers for primary and specialty care and to streamline processes to create greater access to the care you need.

The primary care providers listed here are currently accepting new patients, with readily available appointments.

► For more information about these providers or to schedule an appointment, visit agh.care/PCPnow. Or, call our Physician Referral Line at **410-629-1500**.

Edwin Castañeda, MD – Berlin
 Sally Dowling, MD – Selbyville
 Margo Gill, MD – West Ocean City
 Sandra Mancilla, MD – Selbyville
 Oswaldo Nicastro, MD – Ocean Pines
 Anita Pascucci, DO – Ocean Pines (pediatrics)
 Kieran Py, MD – Ocean View
 Ellen Rowe, MD – West Fenwick
 Cristian Salgado, MD – Ocean Pines (pediatrics)
 Laura Stokes, DO – Ocean Pines (pediatrics)
 Amy Sood Barshinger, CRNP – Ocean City
 Wendy Corkran, CRNP – West Fenwick
 Carrie Dawes, CPNP – Ocean Pines (pediatrics)
 Alison Diesel, PA-C – Berlin
 Katie Morris, DNP – Ocean Pines & Selbyville
 Allison Pusey, FNP – Ocean Pines
 G.W. Smith, PA-C – Ocean City

Care Choice at Atlantic General Hospital & Health System



PRIMARY CARE

\$

Can you wait 24 hours to see your **OWN** provider?

- Allergic Reactions
- Bug or insect bites
- Ear or sinus infections
- Minor cuts, burns or wounds
- Nausea, vomiting or diarrhea
- Skin conditions
- High blood pressure or cholesterol
- Diabetes
- Regular health screenings
- Mental health

An Atlantic General Health System Provider is AVAILABLE 24/7 for any URGENT questions.



WALK-IN CARE

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Can you wait a few hours for medical care when your **OWN** provider is **NOT** available (*after office hours*)?

- Allergic Reactions
- Bug or insect bites
- Cough, cold or flu
- Ear or sinus infections
- Minor cuts, burns or wounds
- Nausea, vomiting or diarrhea
- Cuts that need stitches

NOTE: Please make sure to follow up immediately with your OWN provider if your medical condition does NOT improve.



EMERGENCY ROOM

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Do you need medical care **NOW**?

SERIOUS life- or limb-threatening conditions **REQUIRE EMERGENCY CARE. Call 911 or proceed IMMEDIATELY to the EMERGENCY DEPARTMENT**

- Chest pain, palpitations
- Shortness of breath
- Signs of **STROKE**: difficulty speaking, numbness or weakness of limbs
- **SUDDEN** confusion OR **LOSS** of consciousness
- **SEVERE** burns
- Broken bones or **SEVERE** traumatic injuries
- Mental health emergencies

Atlantic ImmediCare

Townsend Medical Center
 10th Street, Ocean City, MD • (410) 289-0065
 Memorial – Labor Day, daily | Off-Season, M – F

continued from p.4

eardrum. The eustachian tubes, which connect the middle ear to the back of the nose and throat, could become swollen.

Babies and children are more prone to these problems than adults because their still-developing immune systems have a harder time fighting off infections. And the size and position of ear passages make it easier for germs to reach the middle ear and for fluid to get trapped.

According to recent studies, breastfeeding and not smoking around children as they continue to grow help reduce ear infections. As does prevention of the common cold: many infants have the common cold before their ear infection diagnosis.

Middle ear infections are a leading cause of doctor visits and prescriptions for antibiotics. But more doctors are now taking a wait-and-see approach for 2 to 3 days unless it's severe or the child is still an infant.

Many infections clear up on their own without antibiotics. Instead, your pediatrician might suggest over-the-counter pain medication to ease discomfort. Surgery to insert ear tubes to drain fluid is also an option for children with recurring infections, but it is becoming less common. The tubes themselves don't stop infections and the procedure could damage the eardrum.

Is it an ear infection? Know the signs:

- More crying than usual (babies)
- Difficulty sleeping or hearing
- Fever
- Headache
- Fluid from the ear
- Excessive tugging on an ear (babies)

To help limit the spread of germs, make sure kids know how to thoroughly wash their hands from an early age and keep them up to date on vaccines – vaccinated children also get fewer ear infections. ●



VISION

To be the leader in caring for people and advancing health for the residents of and visitors to our community.

MISSION

To provide a coordinated care system with access to quality care, personalized service and education to create a healthy community.

VALUES

We become the leaders in caring through these values:

- C**ompassion
- A**ccountability
- R**espect
- E**rror-Free

QUALITY STATEMENT

We deliver care that is accessible, safe, appropriate, coordinated, effective, and centered on the needs of individuals within a system that demonstrates continual improvement.

SAFETY

We are committed to Zero Harm for our patients, providers, care givers, and associates.

PATIENT EXPERIENCE

- W**elcoming
- O**utstanding
- W**arm

We communicate with and treat our patients as loved ones.

ETHICAL COMMITMENT

To conduct ourselves in an ethical manner that emphasizes community service and justifies the public trust.

Thank you for helping us carry out our vision, mission, and values.

We like feedback!



We value the opinions of our patients and their families. If you have a positive experience, we would love to share kudos with our associates, volunteers and medical staff. On the other hand, if your experience with us is less than excellent, please share it with us too, so we can improve how we provide care.

We strive every day to bring you the best care possible. There are several ways you can share your opinions with us to help us in our mission:

Fill out and return surveys you receive in the mail.

An agency conducts surveys on our behalf to collect important information about our patients' experiences. All survey responses are confidential, so please share your honest observations.

Fill out a comment card.

These are available in every hospital department and physician office of Atlantic General Health System. Just hand in the completed survey to any associate.

Send us an email.

Drop us a line at pr@atlanticgeneral.org. We'll respond to your comment or question within 72 hours.

Write or call.

Letters can be sent to: **Atlantic General Hospital, Patient and Family Relations, 9733 Healthway Drive, Berlin, MD 21811.**

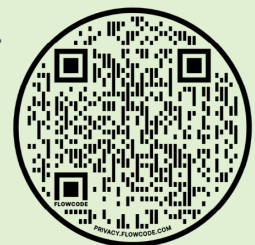
Or, call our Patient and Family Relations Representatives at **410-641-9654**.

Consider giving to our Grateful Patient Program.

If you've had a particularly positive experience at AGH, this is a wonderful way to honor a caregiver while sustaining quality healthcare for our communities. More information and details about this program can be found at www.agh.care/honoracaregiver.

Leave a review.

Scan this QR code to leave a Google review. ●



The services and facilities of Atlantic General Hospital & Health System are operated on a nondiscriminatory basis. They are subject to the provisions of Title VI of the 1964 Civil Rights Act, Section 504 of the Rehabilitation Act of 1973, the Age Discrimination Act of 1975, the Hill Burton Act, and Section 1557 of the Affordable Care Act. The acts prohibit discrimination on the basis of race, color, national origin, age, disability, gender or sexual orientation. This facility's nondiscriminatory position applies to admissions, provisions or services, granting of privileges, accommodations, and opportunity to participate in programs and activities.

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-410-629-1500.

ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para 1-410-629-1500.

ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele 1-410-629-1500.

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1-410-629-1500。

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-410-629-1500 번으로 전화해 주십시오.

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-410-629-1500.

ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-410-629-1500.

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-410-629-1500.

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-410-629-1500.

ማስታወሻ: የሚናገሩት ቋንቋ አማርኛ ከሆነ የትርጉም እርዳታ ድርጅቶች፣ በነጻ ሊያግዝዎት ተዘጋጅተዋል። ወደ ሚከተለው ቁጥር ይደውሉ 1-410-629-1500.

Nti: O bụrụ na asụ Ibo, asụsụ aka ọsụ n'efu, defu, aka. Call 1-410-629-1500.

AKIYESI: Bi o ba nso èdè Yorùbú ọfẹ ni iranlọwọ lori èdè wa fun yin o. Ẹ pe ẹ̀rọ-ìbanisọ̀rọ̀ yì 1-410-629-1500.

لاک - نیہ بائیسڈ نیم تفع تامدخ یک ددم یک نابز وک پا وت ،نیہ ے تلوب ودرا پا رگا : رادریخ

نیرک 1-410-629- 1500.

امش یارب ناگیار نروصب بنابز تالیهست ،دینک یم وگتفگ بسرائف نابز هب رگا :هجوت

دیریگب سامت اب .دشاب یم مهارف 1500 - 1-410-629.



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Berlin, MD 21811

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Friends and Neighbors of Atlantic General Hospital

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(410) 629-1500

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(410) 641-9654

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