

Thompsonhealth

# PARTNERS

I N H E A L T H A N D W E L L N E S S

Summer 2011

## FIND YOUR DR. RIGHT

*Primary care keeps your  
health on track*

## SOMETHING MAGICAL

*Help grant the wishes  
of local seniors*

## CATCH THE SPIRIT!

*Spirit of Women takes off  
at Thompson Health*





MESSAGE FROM OUR CEO

# New programs, technology on tap

**y**ou often hear talk of the “lazy days of summer,” yet within Thompson Health, this summer will be anything but. And we wouldn’t have it any other way.

As you will read in this issue of *Partners in Health and Wellness*, there are many exciting things taking place within our health system, things which will benefit you and your loved ones.

In addition to welcoming Michael Stapleton to our executive team, we have a hospital expansion and renovation project taking shape, thanks in large part to our wonderfully supportive community.

At the same time, new programs such as Wish Upon a Star and Spirit of Women are beginning to flourish. In addition, we are offering new technology and services. For example, balloon sinuplasty, a less invasive surgical procedure, is giving people with sinusitis great relief, while *My Thompson Health eNews* and our new injury prevention programs are just two more ways to engage those we serve in leading healthy lives.

You can read all about these developments in this issue of *Partners*, where you will also find information about upcoming events for people of all ages. Enjoy!

*Linda M. Farchione*

Linda M. Farchione, FACHE  
President and CEO



## STAPLETON JOINS THOMPSON

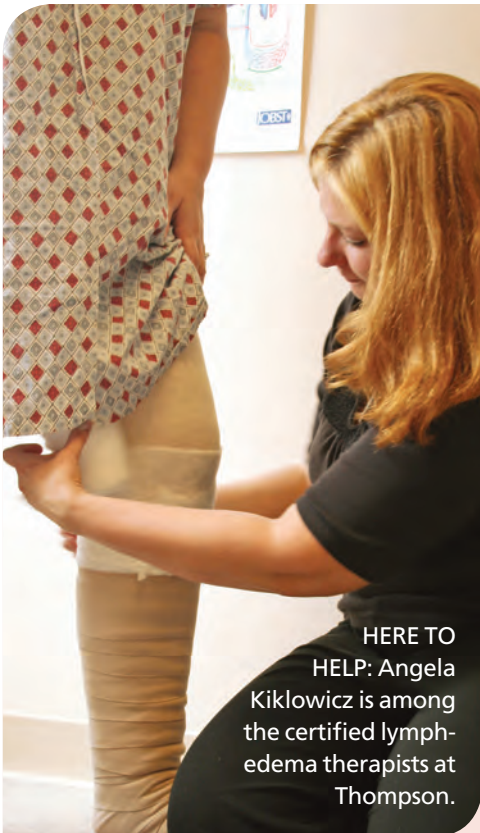
Michael Stapleton recently became Thompson Health’s executive vice presi-

dent and F.F. Thompson Hospital’s chief operating officer.

The Macedon resident is a registered nurse who is the former CEO of Lakeside Health System in Brockport and who also held several management positions at Strong Memorial Hospital.

Stapleton says he was drawn to Thompson for many reasons, including its commitment to the community and the hospital’s American Nurses Credentialing Center Magnet® designation for nursing excellence. He views the medical staff, associates and supportive community as the health system’s biggest strengths.

“Thompson Health is an incredibly well-respected health system, and I am excited to be a part of it,” he says.



HERE TO HELP: Angela Kiklowicz is among the certified lymphedema therapists at Thompson.

## LYMPHEDEMA DOESN'T HAVE TO HOLD YOU BACK

■ LYMPHEDEMA IS A CONDITION that many people have never heard of but one that, if left untreated, can cause discomfort, limited mobility and even social isolation.

Lymphedema is a protein-rich swelling in the superficial tissues of the body, occurring when the lymphatic system is impaired. There are two types:

**Primary lymphedema:** Caused by birth defects involving the lymphatic system, this can occur in either childhood or adulthood.

**Secondary lymphedema:** Caused by surgery, radiation treatment, an infection or trauma that impairs the lymphatic system, this type affects an estimated 15 to 30 percent of breast cancer patients.

As lymphedema gradually worsens, the risks for serious health

complications and diminished quality of life increase.

The good news is that a tremendous resource exists within Thompson’s Rehabilitation Services Department. There, certified lymphedema therapists use complete decongestive therapy, which is effective in treating not only lymphedema in cancer patients but also chronic swelling associated with orthopedic injury and surgery as well as primary lymphedema.

“If you suffer from lymphedema, you need to know that there is hope,” says Angela Kiklowicz, a certified lymphedema therapist at Thompson.

Patients need a referral from their physician for an evaluation or treatment. For information, please call 585-396-6056.

## HEALTH INFORMATION YOU CAN TRUST

## My Thompson Health eNews

With an abundance of unreliable information on the Internet today, it's hard to know which "facts" to trust. That's why we are now offering **My Thompson Health eNews**. It's an electronic suite of customized, credible health information, delivered right to your inbox. This includes:

- **My Health Newsletter**, a personalized e-newsletter featuring topics of interest to you
- **My Health Reminders**, with reminders for key preventive screenings and periodic exams

- **My Baby Expectations**, to help new and expecting parents
- **My Health Assessments**, with more than 45 interactive tools
- **Medline Plus**, an online library that includes a medical encyclopedia and a medical dictionary, extensive information about prescription and nonprescription drugs, health information from the media, and links to thousands of clinical trials

To subscribe, simply visit [ThompsonHealth.com](http://ThompsonHealth.com) today!



ACHIEVING EXCELLENCE: An artist's rendering shows how the hospital's new operating suites will look.

## Project Excel bringing advanced technology to you

### YOU CAN BUILD A HEALTHY FUTURE WITH US

**m**ore than a century ago, the vision of Mary Clark

Thompson led to the creation of F.F. Thompson Hospital. Today Thompson Health stands as a testament to her dedication and to the commitment of those who have stepped forward to carry on her vision over the years.

The community is once again stepping forward by participating in our Building a Healthy Future capital campaign, funding the much-needed expansion and renovation of the hospital through an initiative called Project Excel. It encompasses a host of improvements, including state-of-the-art operating suites and an advanced Medical Laboratory.

"We are humbled by the support we have received from the community so far," says Chris Mahan, senior vice president of development and support services for Thompson. "It is so gratifying to know how much

Thompson is valued by those we serve and how eager they are to be a part of our future, for themselves and for their loved ones." Project Excel, which broke ground in late 2010, is slated for completion in 2012.

Already, progress can be seen on the north side of the hospital, where the steel for the expansion was erected in April. In addition, the expanded Cardiac Rehabilitation and Fitness Center will open this fall, as will the expanded Rehabilitation Services Department, offering physical therapy, occupational therapy, sports medicine and speech therapy.

Your donation will help Thompson to continue providing advanced technology and exceptional care close to home.

To support Project Excel, please call 585-396-6155 or visit [ThompsonHealth.com](http://ThompsonHealth.com) and click on "Building a Healthy Future."

# Catch the Spirit!



LET'S DANCE! People of all ages enjoyed Thompson's first annual Day of Dance, a Spirit of Women event.

**O**n a Saturday in late February, after a storm had dumped several inches of snow on the region, Canandaigua Elementary School was buzzing with energy.

Inside, more than 150 enthusiastic people of all ages were learning to swing dance, Zumba and even hula-hoop at Thompson Health's first Day of Dance, an event promoting cardiac health and fitness through dance.



Jeanna Savage

More than 40 Thompson experts were on hand to share information; perform a host of screenings; and provide on-site, one-on-one consultations with a physician or nurse practitioner for those whose screenings indicated they were at risk.

The Day of Dance was the first Thompson event associated with Spirit of Women, a nationwide network of hospitals and healthcare systems dedicated to improving the health of women, their families and their communities.

Knowing that women make 80 percent of healthcare decisions—not only for themselves but also for their loved ones—Thompson joined the network in late 2010. The goal is to deliver a comprehensive array of materials and events to educate community women and, thus, their families.

Recently hired as Thompson's Spirit of Women director is Jeanna Savage. A Palmyra resident who most recently served as the public information coordinator for Wayne-Finger Lakes BOCES, Savage is also Thompson's former special projects coordinator and director of community services.

"I'm excited to offer this program, because we know that education is the first step in the journey to improved health," Savage says. "When education is paired with engagement—the kind of engagement Thompson will deliver with our Spirit of Women programming—the result is motivation. Motivation leads to action, and action is what leads us all to better health."

To become a member of Spirit of Women, visit [ThompsonHealth.com](http://ThompsonHealth.com). Also stay tuned for details about Thompson's next big Spirit of Women event: *Girls' Night Out*, coming this fall.

## NEW PROGRAM MAKING WISHES COME TRUE

Something magical is happening at the M.M. Ewing Continuing Care Center in Canandaigua, and you can become a part of it!

Last fall the skilled-nursing facility launched Wish Upon a Star. The program fulfills residents' dreams, ranging from a trip to a Rochester Amerks hockey game to a series of one-on-one lessons from local painter Edie McSorley.

Resident Scott Turner, a longtime Trekkie, wished for a phaser gun to zap Klingons. Donated by Park Avenue Comics & Games, the phaser was just a small part of a Star Trek-themed party that also included a cake donated by Wegmans, a game of Pin the Ear on the Vulcan, and the presentation of an autographed photo and gifts sent by an original cast member.

Wish Upon a Star committee member Cary Brown says, "The look of excitement on Scott's face was priceless."



OUT OF THIS WORLD: With staff member Kim Kleiman at his side, Scott Turner uses his phaser gun during a party put on by the Wish Upon a Star program.

To donate services, goods, funding or airline miles to Wish Upon a Star, call 585-396-6049 today.



**BREATHING EASIER:** Mike McCabe, of Canandaigua, had balloon sinuplasty at F.F. Thompson Hospital in April and is now better able to enjoy the outdoors with his grandsons (from left) Michael, Matthew and Patrick Shugars.

## New technology brings sinus relief

### BALLOON SINUPLASTY TO THE RESCUE

Are you one of the 37 million Americans bracing for another summer of sinusitis?

You may not have to. In fact, you may even be able to enjoy outdoor activities this year, thanks to a procedure called balloon sinuplasty.

Performed at F.F. Thompson Hospital and offered through ear, nose and throat (ENT) practices affiliated with Thompson, the surgical procedure is less invasive than traditional sinus surgery.

Plagued by sinus problems for 20 years, Mike McCabe had undergone previous sinus surgeries but had balloon sinuplasty at Thompson in April.

"The recovery was great, and the results are terrific," the Canandaigua man says. "I couldn't be happier."

Some patients can return to normal activities within 24 hours, and that was McCabe's experience.

"I had the surgery at 10:30 and went for a walk with my family at 3 o'clock," he says.



Srinivas Kaza, MD

Srinivas Kaza, MD, of Lakeside ENT & Allergy, says balloon sinuplasty is best for patients who have significant symptoms—repeated infections, pressure and facial pain—but

do not have severe sinus disease on radiographic imaging that would require more extensive surgical treatment.



W. Bradley Simmons, MD

According to W. Bradley Simmons, MD, of Finger Lakes Otolaryngology, patients who do have severe disease in the frontal sinus area can also benefit from balloon sinuplasty when it's used in combination with the traditional surgery.

For information, call Finger Lakes Otolaryngology at 585-396-3110 or Lakeside ENT & Allergy at 585-394-8800.

## BODYMIND CENTER A RESOURCE FOR HEALING

Whether you have seasonal allergies, chronic pain, stress or any number of other conditions, the services of the BodyMind Center in Canandaigua can complement the treatment provided by your physician.

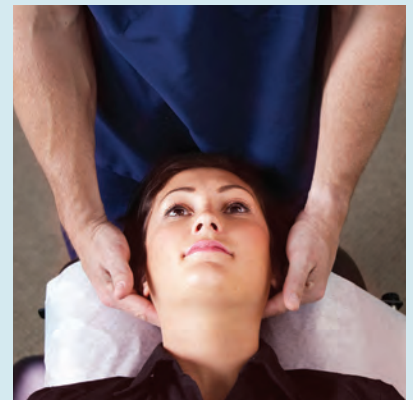
With a team of expert practitioners, the Center is located on the ground floor of the Thompson Professional Building. Open Monday through Friday from 9 a.m. to 5 p.m., the BodyMind Center serves not as an alternative to traditional medicine but as a supplemental, supportive form of care that benefits the whole person.

Its services include:

- Chiropractic care
- Massage therapy
- Acupuncture
- Craniosacral therapy
- Biofeedback
- Healing Touch
- Reiki

In addition, on the first and third Wednesdays of each month, the Center hosts Healing Clinics. During these events, community members can experience the benefits of Reiki, craniosacral therapy, myofascial release or Healing Touch for only \$20 per 20-minute session.

To learn how the Center might benefit you or your family, visit [www.bodymindcenter.org](http://www.bodymindcenter.org) or call 585-396-6679. Gift certificates are available.



# A key to better health

WHAT'S A PRIMARY CARE PHYSICIAN'S SPECIALTY? *YOU.*

And if you don't have one of these specialists as your medical caretaker, now is the time to get one. Primary care physicians are trained to take care of all aspects of your health—physical, mental and emotional.



Susan Rockwell, MD

A primary care doctor will focus on forging a long-term relationship with you. He or she will ask you about your family history, your life and work, and other factors that can affect your health.

"A primary care doctor will take the time to listen to and answer your medical questions because he or she knows that getting to know you is the key to helping you make good health care decisions," says Susan Rockwell, MD, of Thompson

Health's Shortsville Family Practice.

As an adult, you'll probably choose between two main types of primary care doctors. You might select:

- An internist, who treats only adults
- A family physician, who treats both children and adults

No matter which type of doctor you pick, your primary care

physician will be the one to:

- Advise you about screening tests and vaccines
  - Treat common illnesses
  - Help you manage any chronic diseases, like diabetes or asthma
- Your doctor may offer education and counseling as well.

If you do encounter more serious health problems, your primary care doctor can act as a case manager. He or she can recommend specialists, such as a cardiologist (for heart disease) or an oncologist (for cancer), and can help you keep track of the different doctors and treatments you may need.

This kind of comprehensive, personalized care can have positive results. "Research shows that people who routinely see a primary care doctor have better overall health and lower health care costs than people who don't get that kind of medical attention," Dr. Rockwell says.

## Looking for a primary care doctor?



Craig Sillick, MD, of Shortsville, is one of the many Thompson family practitioners accepting new patients.

THOMPSON HEALTH EMPLOYS many experienced, friendly physicians, physician assistants and family nurse practitioners at five locations so you can choose the right one for you.

All five locations offer health care for both children and adults and are accepting new patients.

- **CANANDAIGUA, 585-396-6990**
- **HONEOYE, 585-229-2215**
- **LIMA, 585-624-1960**
- **SHORTSVILLE, 585-289-3560**
- **VICTOR, 585-924-0690**

For more information about the providers at each of these locations, as well as the office hours, visit [ThompsonHealth.com](http://ThompsonHealth.com) and click on "Health Care Services," then "Family Practices."

DO YOU NEED TO FIND A primary care doctor but don't have insurance? Or perhaps you are seeking a more affordable option for yourself or your children?

Thompson Health can help.

Our Facilitated Enrollment program is a face-to-face, friendly way to obtain low- or no-cost health insurance through New York State. Whether it's Child Health Plus, Family Health Plus or Medicaid, our Facilitated Enrollment staff helps with the application, follow-ups and renewals, all free of charge.


"We simplify the process and treat you with respect," says Lori Rivet, coordinator of Facilitated Enrollment for Thompson.

Rivet and her staff do an initial screening over the phone and then make an appointment to help a caller get the appropriate insurance according to guidelines.

For more information, call **585-396-6463** or (toll-free) **888-758-7658**.

# Language lessons

## HOW TO TALK TO YOUR DOCTOR



The most important part of your doctor visit isn't likely to occur when the doctor picks up a stethoscope, orders a test or writes a prescription. Instead, it may be when you and your doctor talk.

According to the Agency for Healthcare Research and Quality (AHRQ), the single most important way to stay healthy is to be an active member of your health care team. That starts with making good doctor-patient communication a priority.

A lot goes into communicating well with your doctor—some of it even before you meet face-to-face. To make the most of your next doctor visit, keep in mind these tips from the AHRQ and the American Academy of Orthopaedic Surgeons:

- **Define the problem.** When scheduling your visit, be clear about why you want to see the doctor. The amount of time office staff reserves for your appointment is based on the problem or problems you specify.
- **Make lists.** Before your appointment, write down your medical history, your symptoms, the names of any medications you take and any questions you have. This may help ensure that you and your doctor talk about what's most important to you.
- **Be forthright.** Answer your doctor's questions honestly. If you think there's something important to mention, don't wait for the doctor to bring it up. Share everything you think the doctor needs to know in order to make sound decisions about your care.
- **Keep a sharp ear.** Pay attention to what your doctor tells you. It may be useful to take notes or, with your doctor's permission, to record your conversation. Some people benefit from asking for written instructions or having their doctor draw pictures to help explain things. Last but not least, ask questions. When things aren't clear, say so. If you still have questions when your appointment ends, ask if you can call the office later.





F.F. Thompson Hospital is a New York State-designated Stroke Center, with a comprehensive system for rapid diagnosis and treatment of stroke patients admitted to the Emergency Department. Just recently, we were awarded the American Heart Association/American Stroke Association's Get With The Guidelines®—Stroke Gold Plus Achievement Award for our commitment to excellence in stroke care. To take our Stroke Risk Assessment, visit *ThompsonHealth.com* and click on "STROKE—Know the Signs!"

# What women need to know about stroke

**d**id you know that each year twice as many women die from strokes as from breast cancer? Or that middle-aged women—not just older ones—are vulnerable to having a stroke?

Something else to know: Most strokes are preventable.

## INSIDE THE BRAIN

Ischemic stroke, the most common type of stroke, happens when fatty deposits or a blood clot blocks an artery that supplies the brain with oxygen-rich blood.

Hemorrhagic stroke happens when a blood vessel in the brain breaks and blood spills into the brain.

Having a stroke can leave you unable to walk, talk, think or breathe. It is a leading

cause of disability in women, according to the National Stroke Association.

But getting quick medical treatment can greatly improve the chances of a full recovery—especially when the stroke is caused by a blood clot. A drug called tissue plasminogen activator, or TPA, can dissolve a clot and get blood flowing again. But it must be given within three hours of the first sign of stroke symptoms.

## STROKE SIGNS

If you can answer yes to any of the following questions, you may be having a stroke and need to call 911 immediately:

- Are you having trouble walking? Is your balance off?
- Are you having trouble speaking? Is your speech slurred or face droopy?

- Are you numb or weak on one side of your body?
- Are you having trouble seeing? Is your vision all or partly gone?
- Do you have a severe headache with no known cause?

## RECOGNIZE RISKS

Knowing your risk for a stroke is the first step in preventing it. Men and women share many of the same risk factors, including:

- High blood pressure—the leading cause of stroke
- A family history of stroke
- High cholesterol
- Diabetes
- Atrial fibrillation (a form of irregular heartbeat)

As a woman, you may have more risk factors. For instance, research shows that women who have migraine headaches with aura (visual disturbances) may be up to 10 times more likely to have a stroke, depending on other risk factors, than women who don't get migraines.

Other risk factors for women include:

- Being a smoker who uses birth control pills
- Taking hormone therapy
- Being postmenopausal and having a waist larger than 35 inches and a high triglyceride (blood fat) level

Women of every age need to be aware of stroke. Talk to your doctor about ways you can reduce your risk.

## Take charge

■ YOU CAN HELP STAY AHEAD OF stroke by learning your risk factors and working with your doctor to lower them. A healthy lifestyle can also help, so:

- Get your blood pressure checked at least yearly. If it's high, work with your doctor to bring it down. Also,

ask your doctor how often you need to have your cholesterol levels measured.

- Don't smoke.
- If you have diabetes, keep your glucose level under control.
- Exercise regularly.
- Eat a low-sodium, low-fat diet.

American Stroke Association





# Is it time to talk?

TALKING ABOUT SENIOR LIVING  
DOESN'T HAVE TO BE UNCOMFORTABLE



Susan Wilber



Susan Wilkins

**a**n AARP study once found that while three-quarters of adult children would love to see their parents consider a retirement community or some form of senior care, many avoid starting the conversation.

And yet Clark Meadows program manager Susan Wilber says, "The sooner the conversation begins, the better."

That is especially the case, Wilber says, when adult children begin to notice that parents are struggling with everyday tasks and could use the supportive environment of an enriched living facility like Clark Meadows. Too often, she says, the inability to have "the conversation" means that seniors enter enriched living much later than is ideal.

"We want them to get settled, create a new home, make friends and have some great years," she says, noting that a trusted physician can often play a valuable role in determining the right time and the right level of care.

Wilber suggests that adult children make it clear that the conversation is not an exercise in role-reversal. Instead, they need to present enriched living as an opportunity for their parents to focus on things they enjoy while receiving support with things that are becoming difficult.

When it comes to independent living, senior sales counselor Susan Wilkins, of Ferris Hills at West Lake, finds that the seniors themselves are very much in the driver's seat.

After all, Ferris Hills is designed for independent seniors who are active and simply looking to enjoy living life on their terms in a maintenance-free setting. Still, adult children often play a supportive role, accompanying parents on tours of Ferris Hills.

"Their parents' move gives them peace of mind, knowing that they are safe, enjoying wonderful meals and meeting new friends," Wilkins says. She notes that children are especially concerned when a senior parent has lost a spouse, worrying that mom or dad will become isolated by remaining in her or his home.

"Adult children want moving to independent living to be their parents' decision," Wilkins adds. "But when they all get on the same page, it works out great for everybody."

## A continuum of caring

THOMPSON HEALTH SENIOR Living Services features a wide range of enriched living options for your loved one:

- **Ferris Hills at West Lake**—one- and two-bedroom apartments with fully equipped kitchens as well as washers and dryers for independent seniors who want to stay physically fit and enjoy a maintenance-free lifestyle. Call 585-393-0410.
  - **Clark Meadows**—enriched living apartments for seniors who need a little support with medication or personal care. Call 585-393-4330.
  - **M.M. Ewing Continuing Care Center**—a skilled-nursing facility with post-hospital care for those who need a stepping stone to home, long-term care for those needing 24-hour care in an environment designed to meet their medical and social needs, and dementia care services. Call 585-396-6040.
  - **The Brighter Day**—a medical adult day program for those who live alone or with caregivers but could benefit from medical supervision and opportunities to socialize. Call 585-396-6644.
- At each level, professionals are happy to schedule an assessment, introduce families to the team and help them select the right level of enriched living.

To find out more, visit  
[ThompsonHealth.com](http://ThompsonHealth.com).



**HELP FOR NEW JOINTS:** With its interdisciplinary, supportive approach to total knee and hip replacements, Thompson just added the Total Joint Replacement Group Education Program and group physical therapy sessions to enhance patients' experiences.

# Total support for total joint replacement

**W**ith F.F. Thompson Hospital a destination for knee and hip replacements, the Rehabilitation Services Department recently launched the Total Joint Replacement Group Education Program to help patients prepare for surgery.

The first Wednesday of each month, physical therapist Nancy Buerman, Cert. MDT, leads these free sessions. She answers a range of questions, including how to ready the home for after surgery and how to ensure a support system.

"We get a lot of positive comments," Buerman says. "Having more information in advance helps to ease people's minds and also helps them know which questions to ask their treatment team."

Buerman says the forums enable people to get the most out of individual presurgery sessions, which occur a week before surgery and include visits to Rehabilitation Services, Thompson's Pre-Admission Testing Center and the orthopedic surgeon's office.

Also, as a result of the group educational forums, some patients opt to do "prehab," exercising in Thompson's therapeutic pool to build up strength before surgery.

It's all part of an interdisciplinary team's supportive approach to total joint replacements at Thompson, which recently added group physical therapy sessions to the individual sessions provided in the hospital following surgery. These too have proved effective.

"Everybody is in the same boat, so with the group dynamic, there's camaraderie, conversation and motivation," Buerman says.

Join us Wednesday, July 6, for the next Total Joint Replacement Group Education Program. We'll meet from 3 to 4:15 p.m. at the M.M. Ewing Continuing Care Center, 350 Parrish St., in Canandaigua. For more information, call 585-396-6050.

## THOMPSON OFFERS NEW INJURY PREVENTION PROGRAMS

THOMPSON HEALTH IS TEAMING UP with the Canandaigua Family YMCA to offer two special programs for athletes of all levels: Sportsmetrics™ and WIPP: Warm-up for Injury Prevention and Performance™.

Sportsmetrics is a comprehensive jump training program that can reduce an athlete's risk of injury. Designed by the Cincinnati SportsMedicine and Orthopaedic Center, this program combines plyometrics, strength training and flexibility to increase power and prevent injuries caused by improper jump form. It is particularly beneficial to high school athletes and is scientifically proven to decrease knee injuries in female athletes.

Another option for athletes is WIPP, a specially designed warm-up incorporating the five components of Sportsmetrics—dynamic warm-up, plyometrics, strength, flexibility and agility—for maximum efficiency and conditioning.

Both programs are presented by Jeremy Herniman, a certified athletic trainer from Thompson's Sports Medicine Center in Canandaigua. Herniman offers further injury prevention tips with his Athletic Training Corner at [ThompsonHealth.com](http://ThompsonHealth.com).

Call the Center at 585-396-6700 for scheduling information.



# Urgent and emergency care:

## KNOW THE DIFFERENCE

**S**ummer is here, and with it may come allergies, insect bites, poison ivy or mishaps while enjoying the outdoors.

If these things happen when your primary care doctor is not available, urgent care can be a convenient way to supplement his or her care. Co-pays tend to be lower than those for a visit to the emergency department, and wait times are often shorter.

However, it is important to understand the difference between urgent care and emergency care. Our at-a-glance comparison can help you decide which you should choose:



Located at 1160 Corporate Drive, just off Route 332 in Farmington, Thompson Health Urgent Care is open weekdays from 11 a.m. to 8 p.m., Saturdays and Sundays from 9 a.m. to 5 p.m., and most holidays from noon to 5 p.m. For more information, call 585-924-1510 or visit [ThompsonHealth.com](http://ThompsonHealth.com).

### URGENT CARE

VISIT THOMPSON HEALTH URGENT CARE FOR:

- Allergies
- Asthma
- Bronchitis
- A cold or cough
- Dizziness
- Flu or a fever
- Insect bites
- Nausea
- Minor burns
- Minor cuts or lacerations
- Pinkeye
- Rashes, such as poison ivy
- A sore throat
- Sprains and strains
- Stitches
- Toothaches
- Urinary tract (bladder) infections

### EMERGENCY CARE

CALL 911 OR GO TO THOMPSON'S EMERGENCY DEPARTMENT, 350 PARRISH ST. IN CANANDAIGUA, FOR:

- All animal bites
- Chest pain
- Electric shock
- Fainting or loss of consciousness
- Fractures
- A high fever
- Ingestion of poison
- Ingestion of obstructive objects
- Major head injuries
- Pneumonia
- Rectal bleeding
- Seizures
- Severe abdominal pain
- Severe asthma attacks
- Severe burns
- Shock
- An unconscious or catatonic state
- Uncontrollable bleeding
- Weakness or stroke

## INFUSION CENTER NOW TREATS OSTEOPOROSIS

■ BIPHOSPHONATE TREATMENT FOR osteoporosis—such as Boniva—is just the latest in a wide variety of services provided by the Infusion Center at F.F. Thompson Hospital.

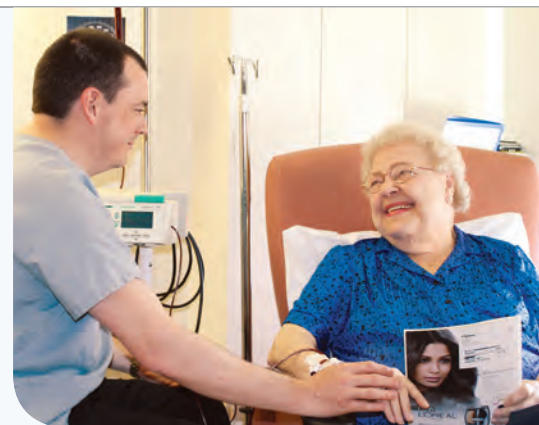
Patients are referred by their physicians to the Center, which is on the hospital's third floor and staffed by highly trained registered nurses experienced in all forms of intravenous (IV) therapy.

The center provides a convenient, comfortable setting for receiving:

- Medication for chronic illnesses such as Crohn's disease and asthma
- IV hydration therapy
- Blood products such as platelets, red cells and plasma

- IV antibiotics
  - Biological response modifiers (for conditions such as rheumatoid arthritis)
  - Monoclonal antibodies to suppress the immune system
  - Management and care of specialized, long-term IV devices
  - Therapeutic phlebotomy
  - Lab draws from a venous access device
- Visitors are provided with recliners, cable TV, reading material and, for treatments that run during meal times, affordable meals from the hospital's Nutrition Services staff.

To learn more about the Infusion Center and its services, call 585-396-6369.



FOR YOUR COMFORT: Highly trained registered nurses and a pleasant setting welcome patients to the Infusion Center at F.F. Thompson Hospital.

PARTNERS IN HEALTH AND WELLNESS is published as a health promotion and disease prevention resource of Thompson Health.

Send correspondence and address changes to:  
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Canandaigua, NY 14424  
585-396-6670

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## A helpful planning tool

### CALL THE CONSUMER PRICE LINE!

COST INFORMATION CAN BE A helpful planning tool for those without health insurance, those with high deductibles and those with health savings accounts.

Thompson Health's Consumer Price Line provides reliable information about estimated costs and out-of-pocket expenses before a patient enters the hospital.

Patients may call the price line at **585-396-6194** on weekdays between 8 a.m. and 4:30 p.m. Messages left after hours are returned the next business day.

In addition, financial counselors are available to set up payment arrangements, provide income-based discounts and refer callers to Thompson's Facilitated Enrollment staff.

## Calendar of events – Summer 2011

Visit [ThompsonHealth.com](http://ThompsonHealth.com) for more information about these and other events.

### Sunset Serenades Concert Series Kickoff

Wednesday, July 6, 7 p.m., Ferris Hills at West Lake in Canandaigua  
Free outdoor concert featuring Nostalgic Reunion. Additional concerts are scheduled for July 13, 20 and 27 as well as Aug. 3 and 10. For details, call 585-393-0410 or visit [www.FerrisHills.com](http://www.FerrisHills.com).

### 9th annual Tour de Thompson Bicycle Ride

Saturday, July 30, 8 a.m. mass start, Onanda Park on West Lake Road (County Road 16) in Canandaigua  
\$30 per person (register by July 15); \$35 (register after July 15)  
Benefitting Thompson's Rehabilitation Services patients, this event features a 15-mile route, a 30-mile route and a Metric Century (62.5 miles) with more

than 6,800 feet of elevation gain. The registration fee includes rest stops, a SAG vehicle and a post-ride cookout. Visit [ThompsonHealth.com](http://ThompsonHealth.com), email [Dudley.Hallstead@ThompsonHealth.com](mailto:Dudley.Hallstead@ThompsonHealth.com) or call 585-396-6050.

### Gala in the Garden

Friday, Aug. 5, Sonnenberg Gardens & Mansion State Historic Park in Canandaigua  
\$175 per person  
An enchanted evening benefitting Thompson Health, with fine wine, food and fun in a moonlit setting. Call 585-396-6155 or visit [ThompsonHealth.com](http://ThompsonHealth.com).

### Fashion Show and Luncheon

Thursday, Aug. 18, Bristol Harbour Resort, 5410 Seneca Point Road, in Canandaigua  
\$50 per person  
Featuring fashions by the Country Ewe. Ticket proceeds benefit Thompson Guild programs. Call 585-394-6091.

### 10th annual Crosswinds 5K

Saturday, Sept. 3, 9 a.m., Crosswinds Wesleyan Church, 3360 Middle Cheshire Road, in Canandaigua  
Advance registration: \$15 (\$13 for Greater Rochester Track Club, or GRTC, members); registration the day of the event: \$20 (\$15 GRTC)  
Race benefitting the Sands Cancer Center. Visit [www.crosswindsonline.org](http://www.crosswindsonline.org), email [crosswinds5k@gmail.com](mailto:crosswinds5k@gmail.com), or call 585-229-2475.



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