Heart Disease Diagnosis Calls for Immediate Bypass Surgery for Elyria Resident

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As we head into spring, we have much to be thankful for at Southwest General. Most of all, we are thankful for the continued support we receive from the communities we serve and for the compassion and dedication of our employees, Medical Staff, volunteers and others who serve our patients each day.

I am pleased to share that the hospital has received many national awards, including:

- **A four-star rating from the Centers for Medicare & Medicaid Services** in the most recent Hospital Compare ratings.
- **An “A” grade in the fall 2016 Leapfrog Hospital Safety Grade.** The hospital was one of only 844 hospitals nationwide to receive an A grade, ranking it among the safest hospitals in the U.S.
- **The Mission: Lifeline® Gold Receiving Quality Achievement Award** for implementing specific quality improvement measures as outlined by the American Heart Association for the treatment of patients who suffer severe heart attacks.
- **A three-star rating from The Society of Thoracic Surgeons (STS)** for patient care and outcomes in isolated coronary artery bypass grafting (CABG) procedures.

In addition to these recognitions, we have successfully improved the patient experience across all of our service areas. We are very proud of these accomplishments, and we remain committed to ensuring that you receive excellent quality care with the very best patient experience.

In 2016, we welcomed new physicians to our community and continued developing services and programs to make it easier for you to receive all of your health care close to home. Specifically, we have expanded the services we provide in our behavioral health, cardiology, oncology, orthopedic and women’s services. Our partnership with University Hospitals has supported us in both the expansion of services and introduction of new physicians to the community.

As we move forward in 2017, we are committed to continuing to improve the health and wellness of our communities by providing safe, high-quality care for you and your family—all conveniently located close to home.

Thank you for the support you provide to Southwest General and for helping us to carry on our mission to make a difference for the people we serve. Here’s to the warmer months ahead.

Sincerely,

William A. Young, Jr.  
President and Chief Executive Officer
HELPING CHILDREN GROW AND LEARN
How your child plays, interacts, learns, speaks and moves can offer an important glimpse into his or her development. By two years of age, many children begin to differ in terms of the rate at which they develop new skills. The Centers for Disease Control and Prevention (CDC) provides an important list of milestones most children reach by their second birthday.

WHAT TO EXPECT FROM YOUR TWO YEAR OLD

If you’re worried that your child is missing these milestones, Southwest General’s newly expanded Regional Pediatric Rehabilitation Center provides comprehensive services with care and compassion to address the rehabilitation needs of children of all ages. Together, we work to help each child experience the joys of childhood and achieve the brightest future possible.

ACT EARLY!
Speak to your physician if your child:
• Doesn’t use two-word phrases (for example, “drink milk”)
• Doesn’t know what to do with common items such as a brush, phone, fork or spoon
• Doesn’t repeat actions and/or words
• Doesn’t follow simple instructions
• Doesn’t walk steadily
• Loses skills he or she once had

Language/Communication
• Points to things or pictures when they are named
• Knows names of familiar people and body parts
• Says sentences with two to four words
• Follows simple instructions
• Repeats words overheard in a conversation

Movement/Physical Development
• Stands on tiptoes
• Kicks a ball
• Begins to run
• Climbs onto, and down from, furniture without help
• Walks up and down stairs while holding on
• Throws ball overhand
• Draws or copies straight lines and circles

Cognitive (Learning, Thinking, Problem-Solving)
• Finds objects even when hidden under other items
• Begins to sort shapes and colors
• Builds towers of four or more blocks
• Follows two-step instructions, such as “Pick up your shoes and put them in the closet”

Social and Emotional
• Imitates others, especially adults and older children
• Gets excited when playing with other children and is beginning to include other children, such as in a game of chase
• Demonstrates independence
• Shows defiant, independent behavior (doing what he or she is told not to do)

WHAT TO EXPECT FROM YOUR TWO YEAR OLD

If your child needs rehabilitation therapy, Southwest General’s Regional Pediatric Rehabilitation Center offers flexible hours, including day and evening appointments, to accommodate both patient and parent schedules.

To learn more about services provided, call Health Connection at 440-816-5050 or visit swgeneral.com/pediatric-rehabilitation.

Source: Centers for Disease Control and Prevention (cdc.gov)
Heart Disease Diagnosis Calls for Immediate Bypass Surgery for Elyria Resident

John Horatschki thought his arthritis was flaring up last summer. The former body builder from Elyria, Ohio, was used to feeling tired and experiencing general pain. Then came the anxiety attack. He mentioned his symptoms to his care provider, Jennifer Frost, CNP, MSN, RN, CCRN, a board-certified nurse practitioner in family medicine.

Based on a family history of heart issues and the overlap with potential heart disease symptoms, Jennifer ordered an EKG and stress test. After reviewing John’s test results, Michael Deucher, MD, a board-certified cardiologist on the Medical Staff at Southwest General, recommended that he receive a cardiac catheterization. Quickly after testing, Dr. Deucher broke the news that John needed coronary artery bypass surgery, which would involve five arteries, and could not go home that day. Instead, he needed to be admitted to the hospital immediately because he could have a major heart attack at any moment.

John’s bypass procedure was performed by Jai Lee, MD, a board-certified cardiothoracic surgeon on the Medical Staff at Southwest General and medical director of Cardiothoracic Surgery. While the quick timeline was overwhelming, John says he felt supported by the staff during his brief pre-surgery period. A video about the procedure helped prepare him for the experience of waking from anesthesia and his stay in the Parker Hannifin Corporation Critical Care Unit. Plus, he was provided with around-the-clock access to Gail Beriswill, MSN, CNP, CCRN, board-certified nurse practitioner in cardiothoracic surgery and cardiothoracic surgery nurse coordinator, for any questions or concerns. John was assured that as a strong 63 year old, his chances for a solid recovery were very good.

“They all made me feel so good and were all so kind, like a big family,” John says. Jennifer came to the hospital right away, and the nurses made sure he was comfortable.

“They waited on me hand and foot, and did a great job making sure I was always okay and didn’t have pain,” John says.

Speedy Recovery
John’s recovery went better than anticipated.

“My family couldn’t believe after five bypasses, I was sitting up and laughing in bed. Also, I was out of the hospital in four days. It truly was miraculous.”

He embraced cardiac rehabilitation and appreciated the vibe therapists set with 1950s music and trivia quizzes.

“It’s like I was with my friends working out,” John says of the fitness regimen, which he now continues three times a week.

His dedication has paid off. In Nov. 2016, John returned to his job at Westlake Tool and Die Manufacturing Co. Inc., his energy up and anxiety gone.

To learn more about heart and vascular services at Southwest General, call 1-877-SWG-BEAT (794-2328), a 24-hour critical care nurse support line, or visit swgeneral.com/heart-vascular.

Heart disease, when detected early, is treatable.
However, if you begin to experience any of the following symptoms, it is important to seek emergency medical care right away:
• Chest pain
• Fatigue
• Shortness of breath
• Fainting
If you are concerned about developing heart disease, talk to your doctor about taking the appropriate steps to reduce your heart disease risk.
To learn more, call 1-877-SWG-BEAT (794-2328).
Our Circulation Circuit program helps to evaluate your circulatory health as well as detect early signs of heart and vascular disease. The program starts with a whole body screening that includes:

- Heart disease and stroke risk assessments
- Cholesterol screening
- Diabetes screening (blood glucose)
- Body mass index
- Blood pressure and heart rate screening
- Atrial fibrillation screening
- Carotid artery ultrasound
- Abdominal aorta ultrasound
- Peripheral artery disease screening

Schedule your screening appointment today.

Call 1-877-SWG-BEAT (794-2328) or visit swgwellaware.com

*S Limited time only. See swgwellaware.com for details.

Call 1-877-SWG-BEAT (794-2328)
Three out of five women may develop uterine fibroids at some point during their lifetime. These non-cancerous growths range in size from microscopic to as large as a grapefruit. In the past, removal of fibroids often required a hysterectomy, with complete removal of the patient’s uterus.

However, today, Southwest General offers a range of minimally invasive outpatient procedures, which can eliminate fibroids while preserving a healthy uterus.

One option for fibroid removal is minimally invasive surgery, which is performed through three or four tiny incisions rather than the large incision made in traditional surgery, says William K. Hahn Jr., MD, a board-certified obstetrician/gynecologist on the Medical Staff at Southwest General.

“Smaller incisions lead to less pain, less bleeding and a faster recovery time for patients,” says Dr. Hahn. “Commonly performed minimally invasive procedures include surgeries to remove ovarian cysts or the entire ovary, all the way up to performing hysterectomies.”

Minimally invasive surgery allows patients to get back to normal life—including family activities, work, and exercise—much more quickly than traditional surgery does.

“After traditional surgery, where a large incision is required, one would expect to be in the hospital to recover for about two nights,” says Dr. Hahn. “After minimally invasive procedures, most patients go home within a few hours.”

Additionally, many minimally invasive procedures at Southwest General are performed using advanced, high-precision robotic technology. In fact, Dr. Hahn notes, the hospital helped introduce robotic surgery in northeast Ohio with the da Vinci® Surgical System.

During robotic surgery, the surgeon operates from a console that provides a three-dimensional view of the operating field and up to 10 times the magnification of the human eye. These features make it easier for the surgeon to see vital anatomical structures.

“Robotic surgery is an option that allows surgeons to do more complex operations,” says Dr. Hahn. “Overall, more women are choosing to have minimally invasive surgery for gynecological issues to return to their lives faster.”

For more information on Women’s Services at Southwest General, call Health Connection at 440-816-5050 or visit swgeneral.com/womens-services.
After a career spent kneeling to help elementary schoolers find a good read, Cheryl Cupo’s knee finally said, “Enough!”

She tried braces, cortisone injections and physical therapy before she finally sought a surgical opinion at Southwest General from Mark Panigutti, MD, a board-certified orthopedic surgeon on the Medical Staff at Southwest General and president of the Southwest General Medical Staff.

After attempting to manage and compensate for years, Cheryl found herself bowlegged by the time she arrived at the office. But, she soon surprised her medical team by becoming the “poster child” for knee replacement surgery and recovery.

Prepared For Success
Cheryl’s full knee replacement procedure in June of 2015 went beautifully, and her therapists were amazed at how quickly she responded to her post-surgery rehabilitation exercises.

Cheryl says she was set up for success, starting with a pre-surgery class where clinicians explained everything to come with her joint replacement procedure.

“I knew exactly what to expect every step of the process,” she says.

She attributes her swift recovery to preparedness, including building up her strength with aquatic exercise the month before surgery, at Dr. Panigutti’s recommendation, and understanding the importance of her own focus and participation in the recovery process.

She went into surgery with the attitude that there would be pain, but it would be temporary, and that carried her through recovery.

Always With a Smile
From her physician to her therapists and nurses, Cheryl notes that her caregivers, “Always had on a smile and were encouraging. That helps with healing.”

Cheryl received some extra special attention, too. As a dog lover and rescuer, Cheryl says she melted when the hospital therapy dogs visited during her stay. Now, with surgery and recovery behind her, she is grateful to be able to keep up with her own three, 65-plus-pound dogs and to take spontaneous day trips with her husband.

Cheryl recently retired after 31 years of employment at Big Creek Elementary School, in Middleburg Heights. After a few months of relishing mornings without an alarm clock or agenda, she felt the tug to continue her life path of community service. That’s how she ended up behind the Information Desk at Southwest General, joining the volunteer ranks with a smile. Now, instead of guiding children to a good book, she helps visitors find their way around the hospital. Recently, she walked with a gentleman who needed help finding his car—something that would have been unthinkable for her to do before her knee replacement, but which she does with pleasure now.

For more information on orthopedic services offered at Southwest General, call Health Connection at 440-816-5050 or visit swgeneral.com/orthopedics.
The Ohio Department of Health reported more than 3,000 unintentional drug overdose deaths in the state last year—a 21 percent increase compared to 2014, driven mainly by a sharp rise in fentanyl-related deaths.

“There is a significant public health crisis right now as opiate misuse has become more rampant,” says Joshua Zarowitz, DO, a psychiatrist on the Medical Staff at Southwest General. “Like other medical problems, drug addiction and other mental health issues are best treated when they are addressed early. Unfortunately, a lot of folks don’t seek help until they are at a point where they feel that they can’t get any worse.”

Southwest General’s Oakview Behavioral Health Services offers Chemical Dependency Services, which help people recover from substance abuse in an outpatient setting.

A dedicated staff of board-certified psychiatrists, nurse practitioners, social workers and counselors, interact with patients and their family members to achieve successful outcomes.

Dr. Zarowitz says Oakview offers different levels of treatment for individuals suffering from an addiction. If patients are diagnosed with mental health and substance abuse issues, resources to treat both are available at one location.

“The first step toward recovery begins with a comprehensive assessment,” says Dr. Zarowitz. “A specially trained counselor will help the patient determine if he or she needs treatment and identify the appropriate level of care.”

Oakview offers Chemical Dependency Intensive Outpatient Treatment to individuals who need structure and support in their recovery process. The program provides counseling/educational activities for three hours per day, three days a week, with both morning and evening opportunities available. This enables individuals to recover from alcohol and other drug use, while maintaining job, school and family commitments.

“We teach skills such as how to avoid triggers to addiction, learning about intrusive thoughts when an individual has cravings and how to neutralize people in our lives who are contributing to our problem,” explains Dr. Zarowitz. “Patients have access to medical doctors as well as psychiatrists, and we do drug tests to make sure patients are staying substance-abuse free.”

Also, Oakview offers help for individuals with suicidal thoughts through its Mental Health Services, including an inpatient unit. The Mental Health Outpatient Programs are designed for individuals needing more intensive treatment beyond individual therapy but not requiring hospitalization or those recently discharged from the hospital.

“There is a strong link between chemical addiction and suicide,” says Dr. Zarowitz. “Many people are so exhausted by their own addictions that they contemplate suicide. Throughout the past couple of years, many people have come to the Emergency Room and said that their plan was to intentionally overdose on substances, such as heroin, to commit suicide. That was not very common just five to 10 years ago.”

The connection between suicide and alcohol also is staggering, says Dr. Zarowitz.

“Alcohol is present in as many as two-thirds of all suicide victims,” he says. “Our staff is here to help walk patients through the treatment process and explain his or her options. It is better to find out as early as possible whether treatment can help than to assume that an individual might grow out of his or her problem.”

For more information about the chemical dependency and mental health programs at Oakview Behavioral Health Services, call 440-816-8200 or visit swgeneral.com/behavioral-health.
Christine Vozar recently capped off another busy holiday season. The entrepreneurial mother prepares handmade holiday candy trays for corporations and craft fairs and sells a women’s clothing line from her home. That’s on top of shuttling her girls to and from gymnastics competitions and soccer tournaments. Breast cancer didn’t fit into the game plan for this busy mom.

But, there it was, a shocking diagnosis from a 3D mammogram performed at the Breast Center at Southwest General in April 2015. The woman who’d been healthy all her life suddenly faced an onslaught of appointments and treatment decisions.

“Your whole life flashes before you,” says Christine, recalling the time of her diagnosis.

Team Support
A biopsy at Southwest General’s Breast Center, scheduled through the Breast Patient Navigation Program immediately after diagnosis, showed stage two breast cancer. Christine’s entire support team rallied as she launched into a four-month course of chemotherapy through University Hospitals Seidman Cancer Center at Southwest General. Friends brought food and carpooled her young daughters, and her husband and extended family stepped up too. Her caregivers (nurses, social workers and a team of specialized physicians led by Jennifer Muller, MD, a board-certified hematologist/oncologist on the Medical Staff at Southwest General) coordinated appointments on her behalf, followed up post treatment and offered compassion and encouragement.

During chemotherapy treatments, Christine chatted with nurses about weekend plans. That was the kind of personal touch that kept her going.

“They kept my morale up and treated me like a friend,” Christine says.

When her treatment came to a crossroads, radiation therapy or double mastectomy, they ensured that she fully understood the various treatment options and supported her in her decision to undergo a double mastectomy.

After surgery, Christine entrusted her ongoing care to Southwest General, where she found continuity of care across specialty teams and unconditional compassion. Plus, it’s where her daughters were born and is conveniently located close to her Brunswick home.

“I was never lost,” she says. “There was so much to keep track of, and they always reminded me of appointments.”

Life Gets a Makeover
In Oct. 2016, Christine was nominated by her Southwest General caregivers for a makeover at the Southwest General/SouthPark Mall Breast Cancer Survivor Makeover Day. Her pampering included a fresh hairstyle and make-up, a new outfit and dinner.

Today, Christine lives with a newfound appreciation for the fullness of her life: the warm sun, friends who’ve showed the depth of their love, two active girls and a vacation cruise on the horizon.

NOW is the time to get your MAMMOGRAM TO SCHEDULE an appointment, call 440-816-8605

For more information on breast care services provided at Southwest General, call Health Connection at 440-816-5050 or visit swgeneral.com/breast-center.
At the start of each year, many people make ambitious and well-intentioned resolutions to eat healthier, workout more or lose the extra holiday pounds. However, a large number of them lose their enthusiasm within a few weeks, or even days.

If you’ve gotten off track, it’s not too late to make 2017 your best year yet with the following guidelines from Sanjit Bindra, MD, a board-certified endocrinologist on the Medical Staff at Southwest General.

“First, make a promise to yourself and your loved ones to be healthier and stick to the plan,” Dr. Bindra says.

The arrival of spring, Dr. Bindra says, is an ideal time to start fresh with a healthier lifestyle, centered on a well-balanced diet and plenty of physical exercise. Portion control is one key to healthier eating.

“You don’t necessarily have to deprive yourself of food you enjoy,” he said. “Just eat a reasonable portion. One trick is to divide your plate into four quadrants: one for protein, such as meat; one for non-starchy vegetables; one for fresh fruit; one for whole grains. Be sure to limit your carb intake, especially if you have a history of high blood glucose.”

Second, along with eating less, don’t forget to work off your calories with plenty of exercise.

“Exercise is not only important for weight control and a healthy heart and cardiovascular system but also for stress reduction,” says Dr. Bindra. “Stress can contribute to many chronic health conditions.”

Third, consider cutting back your alcohol intake.

“Drinking alcohol in excess boosts your risk of liver and heart disease, hypertension and stroke and can increase the risk of depression and memory loss,” explains Dr. Bindra. “Instead, enjoy it in moderation.”

Finally, sleep is essential to your health—more so than you probably realize.

“A lack of sleep has been linked to a greater risk of obesity and Type 2 diabetes,” said Dr. Bindra. “So lose the guilt, and take a nap!”

There’s no doubt about it, making healthy lifestyle changes takes work, but it’s not impossible. Pick one of the above resolutions, and stick with it. Here’s to your health!

For more information, or to schedule an appointment with Dr. Bindra, call Health Connection at 440-816-5050 or visit swgeneral.com.
Southwest General’s Community Nurse Program offers a variety of health and wellness programs in local communities throughout the year. This includes screenings such as blood pressure, body fat, cholesterol, glucose, hearing, osteoporosis and more. To learn more about these programs and/or to register, visit swgeneral.com/events-education-screenings or call 440-816-4037.

Wellness Clinic Sites
Southwest General’s Community Nurse Program offers a variety of health and wellness programs in local communities throughout the year. This includes screenings such as blood pressure, body fat, cholesterol, glucose, hearing, osteoporosis and more. To learn more about these programs and/or to register, visit swgeneral.com/events-education-screenings or call 440-816-4037.

Berea Recreation Center
451 Front Street
Blood Pressure & Glucose Screening
3rd Monday each month, 8 a.m.–noon

Berea Senior Center
St. Paul Lutheran Church, 276 Bagley Road
Blood Pressure & Glucose Screening
2nd Tuesday each month, 12:30–2 p.m.

John A. Polonye Community & Senior Center
(Brook Park)
17400 Holland Road
Blood Pressure & Glucose Screening
1st Tuesday each month, 9–11:30 a.m.
3rd Wednesday each month, 8–9:30 a.m.

Brunswick Community Recreation Center
3637 Center Road
Blood Pressure & Glucose Screening
1st & 2nd Wednesday each month, 8 a.m.–noon

Brunswick Library
3649 Center Road
Blood Pressure & Glucose Screening
4th Tuesday each month, 9–11 a.m.

Ehrnfelt Recreation Center
18100 Royalton Road
Blood Pressure & Glucose Screening
1st Monday each month, 7–9:30 a.m.

Ehrnfelt Senior Center
18100 Royalton Road
Blood Pressure & Glucose Screening
1st Monday each month, 9:30–11 a.m.
3rd Tuesday each month, 10:30 a.m.–12:30 p.m.

LifeWorks of Southwest General
7390 Old Oak Boulevard
Blood Pressure & Glucose Screening
1st Monday each month, 5–7 p.m.
2nd Tuesday each month, 8 a.m.–noon

Middleburg Heights Community Center
16000 Bagley Road
Blood Pressure & Glucose Screening
2nd Monday each month, 8 a.m.–noon

The 36th annual Old Oak Run, Southwest General’s 5K run and one-mile walk, will be held on Saturday, April 15, 2017. This year’s event will be held on the Southwest General campus at 18697 Bagley Road, Middleburg Heights.

The first 300 participants in the walk and run will receive a free, long-sleeved T-shirt. To register, visit hermescleveland.com.

Health Connection
Southwest General’s Physician Referral and Health Information Phone Line

Find the right doctor, get answers to your non-emergency medical questions and connect with hospital and community resources—all through Southwest General’s Health Connection.

Our staff of registered nurses is available to help guide you through your health care questions and provide answers to assist with your health care issue.

To reach Health Connection, call 440-816-5050, Monday through Friday, 8 a.m.–4:30 p.m.
SETTING UP YOUR MyHealth ACCOUNT

If you have received care from Southwest General, you may self-enroll (register) for a Southwest General MyHealth account. When registering, you will be asked to provide the following information:
- First name
- Last name
- Date of birth
- Southwest General medical record number (MRN)
If you are unable to self-enroll for any reason, you may request that an invitation to enroll be sent to you via email. To do so:
- Ask your Southwest General caregiver at your next visit
- Visit Southwest General’s Medical Records Department at 18697 Bagley Rd., Middleburg Heights, Monday–Friday, 8:30 a.m.–4 p.m., excluding holidays.

To register, visit swgeneral.com/MyHealth, click on the “Set Up My Account” link, and follow the instructions.

SEE YOUR MEDICAL RECORD ONLINE

Southwest General’s MyHealth is a patient portal that gives you secure online access to portions of your hospital-based Electronic Medical Record as well as a variety of health and wellness resources. It’s available 24 hours a day, seven days a week from anywhere you have internet access. There is no cost to register for MyHealth—setting up your account is FREE and takes only a few minutes.

Southwest General’s MyHealth can help you more actively, and more easily, manage your health care. From a computer, smartphone or tablet, you can enjoy the convenience of using Southwest General’s MyHealth to:
- Access your health record in one place and view information on:
  - Allergies
  - Immunizations
  - Medications
  - Health issues
  - Lab, radiology and pathology results
  - Procedures
- Discharge instructions after a hospital stay or Emergency Room visit
- Download medical records to share with doctors
- View upcoming Southwest General appointments
- Request to schedule or reschedule certain appointments NEW!
- Send messages to, and receive replies from, your Southwest General Medical Group physician NEW!
- Request a prescription renewal NEW!
- Record wellness information such as blood pressure, weight, activity, nutrition and more
- View and pay medical bills
- Update personal contact information
- Find a physician
- Find out about Southwest General health-related events
- Search online health education resources

Also, MyHealth can be used—with appropriate permissions—to manage the care of family members, such as an elderly parent or child. MyHealth is completely confidential and meets all federal HIPAA guidelines designed to protect your private health information.

To learn more about Southwest General’s MyHealth, and to set up an account, visit swgeneral.com/myhealth or call Health Connection at 440-816-5050.
A Best Place to Work

For the thirteenth year, Southwest General has been recognized by the Employers Resource Council (ERC) as one of Northeast Ohio’s 99 best places to work. The NorthCoast 99 program recognizes great places to work for top-performing people who drive results, provide competitive advantages and allow businesses to innovate and grow.

Applicants are evaluated based on policies and practices related to the attraction and retention of top performers as well as data collected from employee surveys.

Southwest General is extremely proud of the dedication and commitment of its employees and grateful to have earned this distinction for thirteen years!

Excellence in Patient Safety

Southwest General was one of only 844 hospitals nationwide to receive an “A” grade in the fall 2016 Leapfrog Hospital Safety Grade, ranking the hospital among the safest in the U.S.

Developed under the guidance of an expert panel, the Leapfrog Hospital Safety Grade uses 30 measures of publicly available hospital safety data to assign A, B, C, D and F grades to more than 2,600 U.S. hospitals twice per year. It is calculated by top patient safety experts, peer-reviewed, fully transparent and free to the public.

To learn more about Southwest General’s full grade, or to access consumer-friendly patient tips for staying safe in the hospital, visit hospitalsafetygrade.org.

Did You Know?

Southwest General offers a variety of programs to assist individuals with their medical bills for emergent medically necessary care. If an individual meets the financial eligibility requirements, the bill for emergency medical or medically necessary care may be discounted under the Southwest General Financial Assistance Policy. Individuals that are eligible for financial assistance will not be charged more than “Amounts Generally Billed (AGB)” rates for emergency or medically necessary care.

An individual may be eligible for medically necessary health care at a reduced cost if the family income does not exceed 400 percent of the Federal Poverty Income Guidelines.

If you would like more information on these programs, or if you would like an estimate of out-of-pocket responsibility for a test or procedure at Southwest General, contact Financial Clearance at 440-816-4701, Monday-Friday, 8 a.m.-4:30 p.m.

NEED A DOCTOR QUICK?

JUST CALL

440-816-5050

OR CLICK

swgeneral.com
The following is a listing of Southwest General’s educational opportunities, screenings and free support groups. For complete details (date, location, registration, etc.), visit [www.swgeneral.com/events-education-screenings](http://www.swgeneral.com/events-education-screenings).

Searching this web page is easy and quick! To ensure a place in the class/program of your choice, register as soon as possible by calling the number listed. Payment at the time of registration will guarantee your placement into the class. Please note, no refunds are offered.

**Registration**

Most classes meet at Southwest General, 18697 Bagley Road in Middleburg Heights. When you call to register, you will be told the location of your class. Some classes are held outside the hospital. To register for a class, call the phone number listed next to each class title.

**Location**

EMS Programs

- **C.E.R.T. – Community Emergency Response Team**
  - Contact your city rep for upcoming classes.
  - Berea: bereacert@gmail.com
  - Brook Park: tmaund@cityofbrookpark.com
  - Brunswick Hills: Dalzi3@aol.com
  - Columbia Station: CTFIRE210@aol.com
  - Hinckley Township: ret41@sbcglobal.net
  - Middleburg Heights: mhfdpio@wowway.com
  - Olmsted Falls: ottfirechief2@yahoo.com
  - Olmsted Township: pkelly@olmstedtownship.org
  - Strongsville: alan.finkelstein@strongsville.org
  - Cleveland Hopkins Airport: Rdavis@clevelandairport.com

- **Emergency Medical Technician**
  - EMT Paramedic Refresher: 440-816-4553
  - First Responder: 440-816-4553

- **American Heart Courses**
  - Heartsaver/First Aid: 440-816-4553
  - Pediatric Advanced Life Support (PALS): 440-816-8036
  - Advanced Cardiac Life Support (ACLS): 440-816-8036
  - International Trauma Life Support (ITLS): 440-816-4553

**Health and Nutrition**

- **A Matter of Balance:** 440-816-8036
- **Managing Concerns About Falls**
- **Diabetes Education Program:** 440-816-5728
- **Hospice Volunteer Training:** 440-816-5967
- **Individualized Nutrition:** 440-816-8605
- **Counseling**

**Physician Presentations**

- Free community talks: 440-816-8446
- [www.swgeneral.com/events-education-screenings](http://www.swgeneral.com/events-education-screenings)

**Prenatal & Family Life Programs**

- **Now that You’re Pregnant**
  - Boot Camp for New Dads: 440-816-8036
  - Breastfeeding: 440-816-8036
  - Maternity Unit Tour: 440-816-8036
  - Infant Massage & Happiest: 440-816-8036
  - Baby on the Block: 440-816-8036
  - Infant Care: 440-816-8036
  - Prepared Childbirth: 440-816-8036
  - Grandparenting: 440-816-8036

- **For Children**
  - Sibling Preparation: 440-816-8036
  - Safe Sitter™: 440-816-8036

**Life Support Programs—Basic**

- **Health Care Provider CPR:** 440-816-8036
- **Heartsaver CPR and AED:** 440-816-8036
- **Family and Friends CPR:** 440-816-8036

The American Heart Association strongly promotes knowledge and proficiency in BLS, ACLS and PALS and has developed instructional materials for this purpose. Use of these materials in an educational course does not represent course sponsorship by the American Heart Association. Any fees charged for such a course, except for a portion of fees needed for AHA course material, do not represent income to the Association.

**Recovery Programs**

- **Arthritis Exercise Program:** 440-816-8036 (formerly P.A.C.E.)
- **Cardiac Rehabilitation—Phase II:** 440-816-5772
- **Cardiac Rehabilitation—Phase III:** 440-816-5772
- **Heart Failure Education:** 440-816-5772
- **Look Good ... Feel Better:** 1-888-227-6446 option 2
- **Pulmonary Rehabilitation II:** 440-816-8982
- **Pulmonary Rehabilitation III:** 440-816-8982
- **Speaking On:** 440-816-8010
Free Women’s Health Membership
Sign up for Southwest General’s FREE Women’s Health Membership Program, Season’s of a Woman’s Life. You’ll enjoy the many benefits such as monthly informational e-blasts, invitations to fun events and so much more. Contact Robyn Harker at 440-816-5395 or rharker@swgeneral.com.

Free Support Groups
Amputation Support Group .... 1-877-SWG-BEAT (794-2328)
Breastfeeding Mothers’ .......... 440-816-5018
Caregiver Support Group ........ 440-570-1557
Healthy Grief Class .............. 440-816-5967
Heartwise Education/ .......... 440-816-5772
Support Group
"Out of the Valley": .............. 440-816-5967
A Grief Support Group

For complete details about the listings, visit www.swgeneral.com/events-education-screenings

A Premier Health and Fitness Center
7390 Old Oak Boulevard
Middleburg Heights, OH 44130
440-816-4202

We believe that everyone has the potential to live their best life. We know that...

-You need an exercise plan: Complimentary fitness coaching
-You need motivation: More than 100 weekly group exercise classes, such as Spinning, Zumba, Yoga, Aqua Tabata and Warm Water Arthritis
-You need to be comfortable: Deluxe locker rooms, each with a hot tub, dry sauna, steam room, towel service and digital locks
-You need support: A team of caring, certified fitness professionals

That is why we include all of this with your membership. Better Health Made Simple

One Free Week Voucher
To redeem your voucher for a free week, please contact Membership at 440.816.4214 or jlivers@swgeneral.com. Must present this voucher to Membership at time of redemption.

Name
E-mail

Guests must be 18 years of age or older and present a valid photo ID. Guests are limited to 12 visits per calendar year. Offer expires 4/30/17. Certain restrictions apply.

www.lifeworksfitness.net
Expert Care for Athletes of All Ages and Skill Levels

Dealing with a sports injury? Southwest General Sports Medicine is designed to get athletes better, stronger, faster and back in the game. Staffed by board-certified physicians, certified athletic trainers and physical therapists, we provide:

- Treatment and rehabilitation of injuries and/or concussion
- Injury prevention, strength training and conditioning
- Warm-water pool for aquatic therapy, dance physical therapy and dry needling also are available for athletes

To schedule a Sports Medicine appointment, or to learn more, call Health Connection at 440-816-5050.