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Atlantic General Hospital & Atlantic General Health System



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From the President

Welcome to the Spring/Summer edition of care. together.

I knew we had entered the spring season when my allergies came back with a vengeance as the thick pollen blanketed just about everything. Aside from that, it's an exciting time of the year as we anticipate the warmer summer weather at our doorstep and the vibrancy of our community comes back to life with all of our summertime vacationing guests.

It's been a busy winter and spring for Atlantic General Hospital. We have been working hard to upgrade various ancillary support departments within the hospital, planning for further expansion of services at the Gudelsky Family Medical Center, and planning new health care services. We have also completed our merger with TidalHealth and are

officially part of a growing and thriving health system deeply rooted in the Eastern Shore and committed to advancing Atlantic General Hospital's mission of creating a healthier community through quality care that is close to home. We are incredibly excited about the possibilities to build on the strong foundation of Atlantic General Hospital and bringing new and expanded services into Worcester County and beyond.

Thanks to the generous support of the Atlantic General Hospital Foundation, late last year we installed a new Magnetic Resonance Imaging (MRI) unit equipped with the latest technology for faster, clearer, and more advanced imaging capability along with a wider bore for patients who experience claustrophobia. This \$1.5 million dollar investment comes through generous financial support we receive from our

community. In addition to the MRI, we have just recently replaced one of our Computerized Tomography (CT) units. The new 128-slice CT unit allows patients to undergo faster scan times, resulting in less radiation exposure, and provides our physicians with enhanced images for interpretation. Lastly, we have replaced and upgraded several instruments used within our Laboratory Department. These diagnostic tools allow for faster processing times, giving our medical staff quicker results necessary to diagnose and treat patients and reduce unnecessary utilization. All of these investments are aimed at strengthening our core services to ensure the highest levels of quality and safety for our patients.

In April, we introduced the Atlantic General Skin Cancer Clinic, returning two familiar faces to our community – Dr. Bob Davis and Barbara Nazelrod, CRNP. The Skin Cancer Clinic is located on the hospital campus in the Atlantic Health Center building. You can



learn more about this important service and how to be more aware of and to protect yourself against skin cancer on page 4. We are also pleased to expand access to primary care in Snow Hill through a partnership with the Worcester County Health Department. Mary Mason, DNP is now seeing patients in the county's health department building and we will be working to further increase her availability as we proceed through the summer months. We have also finalized plans to complete the buildout of the remaining space within the Gudelsky Family Medical Center. Construction to expand physician offices will begin mid-summer as we expand and relocate our Women's Health Services and Women's Imaging

*From the President,
continued on p 11*

It's Official!

Atlantic General Hospital & TidalHealth Integration Efforts Underway

We're happy to share that Atlantic General Hospital officials signed a definitive agreement with TidalHealth on May 1, 2025 to create an expanded health system that includes TidalHealth Peninsula Regional in Salisbury, MD, TidalHealth Nanticoke in Seaford, DE, TidalHealth McCready Pavilion, in Crisfield, MD, a robust network of primary care and specialist offices, and medical campuses in Ocean Pines, MD, and Millsboro, DE.

By combining the strengths of both organizations, AGH and TidalHealth will be

Integration, continued on p 7



Back in the Saddle

Retired police officer and motorcycle enthusiast returns to the life he loves after hip replacement



Brad Swartz and his wife, Ramona, moved to the Berlin area from upstate New York for warmer weather and retirement in 2022. But, neither of them has really slowed down. Ramona is a part-time registered nurse in

the Surgical Services Department at Atlantic General Hospital, where Brad also works part-time as a special police officer.

Brad had suffered from arthritis in his left hip that continued to worsen, but he got by with cortisone shots for the longest time. He had always been very active and was concerned about losing range of motion, which can sometimes occur with hip replacement.

"I tell anyone who is suffering with an arthritic hip about my experience because you don't have to deal with that kind of pain."

Saddle, continued on p 5

Spotting Melanoma: A How-To Guide

Many of us may not be too keen on taking an up-close-and-personal look at our own bodies, but there's a very good reason to do just that: It's one of the best ways to discover melanoma, the most deadly form of skin cancer.

Though less common than other skin cancers, melanoma can spread to other parts of the body if not caught early. It can even be fatal if diagnosed at a late stage. But if found before it has had a chance to grow, melanoma is very treatable.

How to look for melanoma

Melanoma can look different on different people. Oftentimes it's mistaken for a mole, freckle or age spot, so knowing the difference is important. To help recognize this type of skin cancer, doctors have come up with some simple guidelines called the ABCDEs of melanoma. If you find a spot on your skin and wonder if it could be melanoma, ask yourself these questions:

Asymmetry: Does one half of the spot look different than the other?

Border: Does it have an irregular or undefined border?

Color: Does it have different shades of tan, brown or black, or parts that are white, red or blue?

Diameter: How big is it? Melanomas are usually bigger than a pencil eraser, but they can be smaller.

Evolving: Has the spot changed shape, size or color?

Get to know your skin

It's important to check your skin regularly, including your sides, underarms, palms, scalp, back, butt, in between your toes and the soles of your feet. Use a handheld mirror, or recruit your significant other, to help with the hard-to-see places. And, contact your provider right away if you find anything suspicious.

HIGHLY SKILLED TREATMENT OF SUSPICIOUS SKIN SPOTS.

Like with any cancer, early detection and treatment of melanoma and other skin cancers can be life-saving.

Rely on the expert staff at **Atlantic General Skin Cancer Clinic**. We offer timely appointments for evaluation so you receive the treatment you need as soon as possible.



Robert J. Davis, M.D.



Barbara Nazelrod, CRNP

To schedule an appointment, call **410-641-4765**.

agh.care/skin

Pardon our Dust (and Noise)



Atlantic General Hospital is continuously evolving to meet the health care needs of our community – and innovating to keep pace with the latest medical technology and best practices in patient safety.

In June, we begin the **second phase of construction at the Gudelsky Family Medical Center**, in Ocean Pines. This will include build out of dedicated office space for our gastroenterology service line, which has grown significantly in the past few years, as well as expanded imaging services and a gynecology office to accommodate our women's health providers who will move from West Ocean City. Completion of the project is anticipated in November of 2025.

By early fall, renovations of the Surgical Services Department within the hospital will be underway. The work will allow for much-needed **expansion of our busy Central Sterile Processing and Decontamination operations**, which are original to our 32-year-old facility. The project is critical for proper cleaning and sterilization of the increasing volume of surgical instruments needed in today's environment.

There will be no disruption to patient care during this time. Our workers make every effort to minimize construction-related disturbance for our patients and visitors. We apologize in advance for any inconvenience.

Saddle, continued from p 3

A former police officer who held various roles with the state of New York's DMV traffic safety and motorcycle safety programs, Brad is a life-long motorcycle enthusiast who is usually on his feet if he's not in the saddle; he tracks his daily step count closely and continues to teach motorcycle safety at Rommel Harley Davidson, in Salisbury.

So, when he learned from Dr. Tom Beck, an orthopedic surgeon at Atlantic General Hospital's Joint Surgery Center, that he was a good candidate for a dual mobility hip implant he decided to schedule the first surgery of his life. And, he couldn't be happier.

Designed for younger, more active patients, a dual mobility implant provides greater range of motion and a reduced risk of dislocation due to more strenuous use of the joint. Combined with the expert guidance and care provided by the Joint Surgery Center staff, Brad knew he was making the right decision.

Less than three months after surgery, he was back to work at the hospital and had just received the all-clear to swing his leg over a motorcycle again.

"I'm so pleased with the surgery, and with my experience," he said. "I'm the biggest advocate for joint replacement and for Atlantic General Hospital and Dr. Beck. I tell anyone who is suffering with an arthritic hip about my experience because you don't have to deal with that kind of pain."

For more information about the Joint Surgery Center, visit www.agh.care/joint.

It Takes Patients

Ending Workplace Violence in Healthcare

In 2024, Atlantic General Hospital saw an increase in workplace violence incidents, with harm to several staff members that has caused distress to all those involved. Last November, we held multiple staff town halls to hear the concerns of our frontline caregivers and find out what would help them feel safe.

We have had an active Workplace Violence Committee since 2019; it was established to perform regular workplace assessments and find ways to improve the environment to prevent harm to our caregivers, patients and visitors.

Based upon the committee's recent work and with financial support from the Atlantic General Hospital Foundation, we have made additional investments in equipment and training, including:

- 16 additional radios deployed across the hospital and outpatient offices
- 40 additional protective shields to bolster those already in place across the organization
- Cellphone boosters to improve cell service on the first floor of the hospital
- Installation of a visitor management system at both the lobby entrances
- Additional cameras installed in the Imaging Department hallway
- Automated emergency lockdown buttons for both public entrances to the hospital
- Additional public safety officer staffing
- De-escalation training for staff
- Personal panic badges for frontline staff
- Mock safety incidents to practice emergency procedures

Unfortunately, Atlantic General Hospital



CARE FLOWS BOTH WAYS

is not unique in our workplace violence encounters. Such violence is on the rise across the country.

Healthcare is built on trust and compassion. But when tensions and temperatures run high, it's easy to forget the people behind the care—the doctors, nurses, and staff dedicated to helping us heal. Letting our fear and frustration take over can create unsafe conditions and make it harder for healthcare workers to do their jobs.

It's so very important to bring humanity back to healthcare and remember that every interaction is an opportunity to choose kindness and respect.

How You Can Help

Address healthcare workers with courtesy and respect, even if you're anxious or frustrated.

If you have a concern, voice it calmly and clearly to the appropriate staff member.

Be aware that physical or verbal aggression disrupts healthcare workers' ability to provide care.

If you witness violent behavior from another patient or visitor, report it to staff immediately.

For more information, visit ItTakesPatients.org

► **In an effort to curtail workplace violence in the hospital environment, AGH requires that all visitors and vendors register with Public Safety. A form of government-issued identification must be presented during registration.**

Advanced Practice Providers 101 – What You Should Know About Nurse Practitioners and Physician Assistants

by Sally Dowling, MD
Vice President of Medical Affairs
Family Practice Physician

According to many sources, the U.S. will continue to experience a significant shortfall of primary care providers over the next decade. This is due to a number of factors, including a medical education system that's not keeping up with demand, large-scale retirement of an aging physician workforce and the increasing medical needs of baby boomers, currently the second largest generation, as they reach their 70s and beyond.

The shortage is felt even more intensely on rural Delmarva, where several counties have been federally designated as medically underserved for decades.

Atlantic General Hospital

continues to recruit both primary care providers and needed specialists as part of our mission-driven work to improve the health of the communities we serve.

Part of this strategy includes attracting talented nurse practitioners and physician assistants to our growing medical staff. These advanced practice providers (APPs) have come to play a critical national role in providing timely access to high-quality care alongside their physician counterparts.

Both nurse practitioners and physician assistants receive comprehensive medical education after earning their bachelor's degree and undergo rigorous clinical training. They examine, diagnose and treat patients in

primary care and a variety of medical specialties. APPs can order and interpret tests, develop a plan of care, and write prescriptions for needed medication.

A nurse practitioner earns a bachelor's degree in nursing, followed by a master's or doctoral degree program to obtain their nurse practitioner degree. This education includes hands-on clinical rotations in various primary care and/or specialty settings – they can be inpatient and outpatient. In 21 states, including Maryland and Delaware, nurse practitioners can practice medicine independently – meaning, they do not need physician supervision. In Virginia, nurse practitioners can practice independently, provided they have at least three years of

Access, continued on p 20

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 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)
Amy Sood Barshinger, CRNP – Ocean City
Wendy Corkran, CRNP – West Fenwick
Alison Diesel, PA-C – Berlin
Michael Heilman, PA-C – Ocean View
Mary Mason, DNP, CRNP – Berlin & Snow Hill
Katie Morris, DNP – Ocean Pines & Selbyville
Allison Pusey, FNP – Ocean Pines
G.W. Smith, PA-C – Ocean City

Integration, continued from p 3

able to offer improved access to coordinated inpatient, outpatient and emergency care and wellness services across Delmarva.

“As part of TidalHealth, Atlantic General will retain its community-focused approach to care while gaining access to the resources and capabilities of a larger healthcare network,” said AGH President Don Owrey. “This affiliation ensures that patients across Worcester and Sussex counties continue to receive the personalized care they expect from their local hospital and providers, backed by the strength and added capability of TidalHealth. This is an exciting new chapter for Atlantic General and for healthcare on Delmarva, and we look forward to the positive impact it will have on our patients and families.”

Since signing the definitive agreement, AGH and TidalHealth teams have begun to follow a structured integration plan to ensure a smooth transition for patients, team members and providers. During this time, patients can expect the same high-quality care they have always received from each healthcare organization, with enhanced service options becoming available as the integration continues.

“Healthcare systems are more frequently coming together to meet the challenges of an ever-evolving environment. We are proud to now have officially partnered with an organization that has very similar philosophies and beliefs, and together we will be working throughout the region to improve

health and wellness across the continuum of care,” said Steve Leonard, Ph.D. MBA, FACHE, President/CEO of TidalHealth.

“We continue to look for partners on this journey and are excited about the opportunities to positively impact additional lives through the growth that will follow.”

No immediate changes in staffing or the delivery of healthcare at either system is anticipated. For the immediate future, all Atlantic General entities, including the Berlin hospital, will remain branded as Atlantic General.

For the public and teams at both health systems, it will remain patient care as usual and appear seamless while both organizations continue “behind the scenes” to work on integrating clinical and business operations like information technology, payroll, and the conversion of Atlantic General’s electronic medical record (EMR) to Epic.

The transition to Epic will connect healthcare providers and their patients in an even more meaningful way, one that will enhance coordination and access for patients. Providers will be able to communicate seamlessly with one another when co-managing the care of their patients. The result will be smoother patient referrals to an increased number of specialty offices through comprehensive care coordination.

This Partnership Will:

- Provide Atlantic General Hospital access to an integrated electronic medical record through Epic, with the MyChart portal for patients;
- Improve the coordination of services and access to care for patients;
- Provide Atlantic General capital funding to expand services; and
- Strengthen the hospital’s ability to retain and attract a high-quality workforce.

In keeping with its tradition of providing care close to home, TidalHealth is committed to sustaining and growing services at the Berlin hospital as it did with TidalHealth Nanticoke in Seaford.

In early 2024, Atlantic General Hospital began looking for a partner to help build upon the outstanding quality of care it has provided residents and visitors in Worcester County and surrounding communities for 32 years. TidalHealth and Atlantic General signed a letter of intent on Dec. 12, 2024, to begin the investigative process of partnering.

“Together, TidalHealth and Atlantic General are poised to bring exceptional care to our shared communities,” said Leonard. “This partnership will help us to be more efficient, innovative, and effective in delivering the best possible care. We are excited to welcome AGH into TidalHealth and look forward to the great things we will accomplish by being better together.”

▶ To learn more visit
tidalhealth.org/growingtogether.

GERD is the Word:

Finding Answers for Your Chronic Heartburn Symptoms

Chronic heartburn, or gastro-esophageal reflux disease (GERD), is a common digestive disorder that affects close to 20 percent of U.S. adults. It can cause a wide range of symptoms, from the telltale burning sensation in the chest or backwash of food or sour liquid in the throat to a nagging cough and even asthma.

GERD is caused by a malfunction of the sphincter muscle at the bottom of the esophagus (food pipe) that allows stomach acid to travel up the throat.

While symptoms of GERD can make you very uncomfortable, sometimes the cause is not obvious.

And, certain conditions can mimic each other.

If you routinely experience symptoms of heartburn, Atlantic General Hospital provides several diagnostic tests to help your healthcare provider accurately diagnose the disease – and evaluate whether a particular treatment is right for you.

BRAVO pH Study

This test measures the acid level in the lower part of the esophagus near the stomach. While a patient is under sedation, a small capsule that measures pH levels is attached to the wall of the esophagus.

The data collected is transmitted to a portable receiver the patient takes home with them for 48

hours.

During this time, patients are asked to keep a log of when they start and stop meals, when they lie down and get up, and any symptoms they experience. There's also a button to push on the receiver when they have symptoms such as heart burn, chest pain or coughs.

Esophageal Manometry

Esophageal manometry tests the pressure and motor function of the esophagus to evaluate how well the muscles work to move liquids and food from the mouth to the stomach – and keep them there. The test is done to look for causes of heartburn and reflux, but

Common Symptoms of Gastro-esophageal Reflux Disease (GERD)

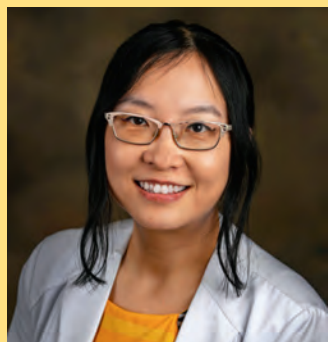
- A burning sensation in the chest, often called heartburn. Heartburn usually happens after eating and might be worse at night or while lying down.
- Backwash of food or sour liquid (stomach acid) in the throat.
- Upper belly or chest pain.
- Trouble swallowing, called dysphagia.
- Sensation of a lump in the throat.
- An ongoing cough.
- Inflammation of the vocal cords, known as laryngitis.
- New or worsening asthma.

it is also ordered prior to weight loss surgery or anti-reflux surgery, or to see what is causing difficulty with swallowing properly.

During the procedure, the nose and throat are numbed with a spray or gel and then a small tube is passed through the nostril down to the stomach. Once in place, the patient will be asked to swallow liquid while tiny sensors in the tube capture readings for the doctor to interpret. The tube is then removed.

• • • **If you're experiencing symptoms or suspect you may have GERD, speak with your primary care provider about available testing options today.**

Meet Dr. Xin Zhong, General Surgeon at Atlantic General Surgical Associates



Dr. Xin Zhong, a general and bariatric surgeon with Atlantic General Hospital, reads the data collected during manometry and BRAVO pH studies and furnishes results to providers who order the testing. She spearheaded efforts to bring these diagnostic tools to residents of Worcester County and the surrounding area after her own patients experienced difficulty accessing appropriate testing, often waiting six months or more or driving several hours to undergo testing sooner.

Smart Ways to Save on Your Medications

by Jeff Kukel, PharmD
Program Manager, AGHRx RediScripts Pharmacies



At Atlantic General Hospital's AGHRx RediScripts Pharmacies, we understand that managing the cost of prescription medications is more than just a financial concern—it's a critical part of your overall well-being. Many patients, especially seniors, face rising drug prices, complex insurance plans, and high out-of-pocket costs. In some cases, people even skip doses or delay filling prescriptions due to cost.

Prescription drugs continue to rise in cost due to a combination of high research and development expenses, complex manufacturing processes, aggressive marketing, limited competition, and varying insurance and pricing structures. For individuals managing chronic conditions or multiple prescriptions on a fixed income, these costs can add up quickly. Taking control of your medication expenses can lead to better adherence, better health outcomes, and more financial peace of mind.

The good news? There are simple, effective steps you can take to save money—without compromising your care ... and

your friendly staff at the AGHRx RediScripts Pharmacies are here to help!

Understand Your Insurance and Formulary

Your insurance formulary outlines what drugs are covered and how much they cost you. Understanding terms like Tier 1 through 4, Prior Authorization (PA), Quantity Limits (QL), and Step Therapy (ST) can help you and

We're Here to Help

Open to the public, AGHRx RediScripts Pharmacies are committed to helping you get the medications you need at prices you can afford. We provide same-day delivery, drive-through service, personalized consultations, medication pill packaging, Medicare plan reviews, and more—because your health, and your budget, matter to us.

your provider make smart choices. Always bring your formulary to appointments—this helps your doctor prescribe medications that are both effective and affordable.

Talk to Your Doctor and Pharmacist

Be open about cost concerns with your healthcare providers—they're here to help. Many brand-name medications have lower-cost generic alternatives that are equally effective. Your pharmacist can help identify these options. Also, ask if a 90-day supply is appropriate for you—getting three months of medication at once is often less expensive than filling monthly prescriptions and can be more convenient.

Use Pharmacy Discount Programs

Many pharmacies, including AGHRx RediScripts, offer their own discount cards and savings programs. These are especially useful for generic medications, and your pharmacist can help ensure you're getting the best price available through these in-house savings programs.

Know Your Pharmacy Network

Insurance plans often include "preferred" and "non-preferred" pharmacy networks. While big chains are usually considered preferred, that doesn't always mean they're the most affordable.

Save, continued on p 10



Save continued from p 9

Independent pharmacies like AGHRx RediScripts often offer personalized service, cost-saving strategies, and individualized support that can help you save more in the long run.

Review Your Insurance Annually

During Medicare Open Enrollment (October 15 to December 7), review your plan to make sure it still fits your needs. Medications and coverage change frequently, and switching to a new plan could save you significantly. Our pharmacy team offers free Medicare plan reviews to help patients make informed decisions.

Explore Assistance Programs

There are many programs designed to help reduce prescription costs for those who qualify. Pharmaceutical companies, state programs like the Maryland Senior Drug

Assistance Program, and national resources such as the Partnership for Prescription Assistance offer financial help based on your income and insurance status. Our pharmacy team can guide you through finding and applying to these programs.

Consider Over-the-Counter Alternatives

Sometimes, an over-the-counter (OTC) medication can be a safe and less expensive substitute for a prescription drug. Pain relievers, allergy treatments, and heartburn medications are a few examples. Always check with your pharmacist before switching to ensure it's appropriate for your condition.

Prevention Saves Money

Staying healthy can reduce your dependence on medications. Regular physical activity, balanced nutrition, and preventive care—like

screenings and check-ups—can help avoid the need for costly prescriptions in the future.

If you would be interested in learning more about how we can help you and your family save on your medications, please stop by our pharmacy or call and ask for your free Medication Therapy Management (MTM) review today!

AGHRx RediScripts Pharmacies

► Berlin, MD
9733 HealthWay Drive
tel. 410-641-9240
Mon–Fri: 8am–6pm
Sat: 9am–5pm

► Ocean Pines, MD
10614 RaceTrack Road
tel. 410-629-6240
Mon–Fri: 8am–4:30pm

E-Mail:
Rediscripts@atlanticgeneral.org

www.agh.care/rediscripts



Center from West Ocean City.

I am also incredibly proud to recognize the dedicated staff at Atlantic General Hospital for their continued pursuit of high reliability health care. On May 1, Atlantic General Hospital was given an “A” grade by the Leapfrog Group, an independent organization that grades hospitals across the country on a variety of quality and safety measures. AGH is among just 13 hospitals in Maryland to receive an “A” and we are proud to have earned this rating.

Finally, on May 1, Atlantic General Hospital officially joined TidalHealth. This is a pivotal moment for both organizations as we partner to bring an even higher standard of health care to Delmarva. After months of due diligence and organizational planning, we now turn our attention to expanding services and building on the foundation

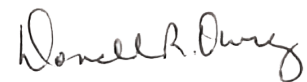
of Atlantic General Hospital. We have begun to plan and prepare for the implementation of Epic as the electronic health record for AGH. With an expected go-live of March 1, 2026, this will improve access and coordination of care for patients and providers through integrated and comprehensive access to a patient’s medical information. We have also begun identifying clinical services to expand and to introduce locally through this partnership. We know there are many questions you may have about our plans and progress towards redefining health care in our region, so we have set up a website at www.tidalhealth.org/growingtogether that includes answers to commonly asked questions and a summary of the plans and progress we are making as we move ahead.

Access to quality health care is an important element to any thriving

community. We know that we must evolve to meet the growing and diverse needs of our patients and the communities we proudly serve. I encourage you to lean in, to engage, and to participate in shaping health care for our future.

On behalf of Atlantic General Hospital and the Board of Trustees, thank you for your tremendous support. We do not take that for granted. The future of Atlantic General Hospital is bright, and we look forward to serving you should you need us.

Onward and Upward...and Better Together!



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

Avoid Ticks (*and Lyme Disease*) This Summer

by Alyce Marzola, MSN, RN
Manager of Population Health

Nearly 500,000 people in the United States contract Lyme disease each year. Ticks carrying the bacterium *Borrelia burgdorferi* pass it to humans by a bite, which causes the bacteria to migrate through the skin and sometimes into the bloodstream. Antibiotics offered soon after can help most people.

Blood tests can take several weeks to turn positive, however, so recognizing the early symptoms is important. The most common indicator is a rash that develops after you've spent time outdoors, especially if it has a bullseye

or circular shape that expands over a day or two.

Undiagnosed cases of Lyme can lead to serious complications, including arthritis, meningitis and heart problems. About 10-20% of people experience persistent fatigue, joint pain, mental impairment and other symptoms lasting for months or years.

Ticks have an incredible ability to hitchhike. While spending time outdoors this summer, keep the following tips in mind to avoid tick bites and Lyme disease:

- Be sure to avoid tall grass and dense brush by staying toward the middle of hiking trails.

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Walk-in Lab and X-ray Services

two convenient locations!

Walk-in Lab Services

Atlantic General Outpatient Center (Ocean Pines)

Gudelsky Family Medical Center
10614 Racetrack Rd., Ocean Pines, MD
6 a.m. – 3 p.m., M-F

Atlantic General Outpatient Center (Berlin)

Barrett Medical Office Building - AGH campus
10231 Old Ocean City Blvd., Berlin, MD
6 a.m. – 3 p.m., M-F
7 a.m. – 11 a.m., Sat

Walk-in X-ray Services

General x-rays only (musculoskeletal)

Atlantic General Outpatient Center (Ocean Pines)

Gudelsky Family Medical Center
10614 Racetrack Rd., Ocean Pines, MD
7 a.m. – 3 p.m., M-F

Atlantic General Hospital

9733 Healthway Dr., Berlin, MD
7 a.m. – 5 p.m., M-F
7 a.m. – noon, Sat

> www.agh.care

Patient Safety: Putting Promise into Practice

by Sherri Candeloro, BSN
Director of Risk Management and
Patient Safety

At Atlantic General Hospital (AGH), we are dedicated to ensuring every patient gets high quality care in a safe environment. Much of this hinges on giving our clinical and non-clinical staff the tools, training and support they need so a “just culture” and a “culture of safety” can flourish. Our goal is to continue to be what, in complex, high-risk industries, is called a high reliability organization.

As a healthcare organization, we reinforce best practices in patient safety on an ongoing basis through continuing education, one-on-one training, and the “safety stand down,” which is a planned pause in activities, similar to taking a “timeout,” to focus on important aspects of

specific high risk processes that put patients at risk.

One example of this is medication administration, which was the topic of a recent safety stand down and makes up much of our patient safety efforts. At AGH, we employ:

- *The 5 Rights of Medication:* Always ensure the right medicine is administered to the right patient at the right time, in the right way, and at the correct dose.
- *Bar Code Scanning:* Staff scan both the medication label and the patient’s wristband to make sure they match before giving any medicine.
- *Independent Double Checks for High Risk Medications:* Before

high risk medicine like insulin is given, two people check the medication to make sure everything is correct.

Encouraging a Safe Environment for All Through a “Just Culture”

At AGH, we want all staff to feel comfortable reporting anything that could be unsafe, whether it’s a mistake, a close call, or an actual problem. By sharing these concerns, we can work together to prevent incidents from happening. Our leaders play a big role in making sure everyone is involved in safety talks, supporting open communication, and recognizing staff when they contribute to improvement that enhances patient safety.

Ticks, continued from p 11

- Wear light-colored clothing so you can easily spot the dark-colored bugs. Wear long-sleeved shirts, long pants and closed-toed shoes, tucking your pants legs into your socks.
- Use proven repellents, containing at least 20% DEET.
- Spray repellent on your skin, ideally in an open area, according to the directions on product labels.
- DEET can be used on children and infants older than 2 months, according to the U.S. Centers for Disease Control and Prevention. Avoid applying the product to children's hands and around the eyes and mouth. Children under age 10 shouldn't apply repellent to themselves.
- Consider spraying clothing, shoes and camping gear with insecticides that contain 0.5% permethrin, following label instructions and applying the chemical in a well-ventilated area.
- Keep the spray and any still-wet treated items away from cats, because permethrin is toxic to them.
- Do regular tick checks when you're outside, even if you're dressed defensively, and check again every time you come indoors.
- Take a shower and feel for new bumps on soapy skin. This can also wash away the tick before it has a chance to bite.
- Pay special attention to areas where ticks try to hide, including under the arms, in and around the ears, inside the belly button, behind the knees, between the toes, under hair, in groin areas and near the waist.
- Wash clothing after time spent outdoors.

Ticks can transmit Lyme disease after being attached 36 to 72 hours, so finding them earlier helps.

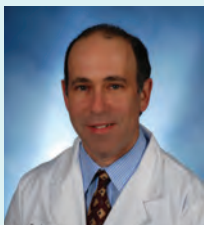
If you do find a tick, use pointed tweezers to remove it. Grasp the tick at its mouth where it's attached to your skin, and pull back slowly, steadily and firmly, as you would do for a splinter. The tick will eventually ease out. After removing the tick, clean the area with soap and water.

If you develop a rash, call your doctor and ask for a Lyme test. But take note: Not all tick bites produce the bullseye or lead to any rash at all.

It's important to also pay attention to how you're feeling. See a doctor if you have fatigue, fever, aches and pains, or headaches.



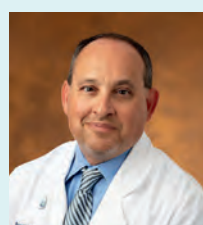
SCREENING COLONOSCOPY... MADE JUST A LITTLE EASIER



Jonathan Bell, MD



Lee Klepper, MD



Scott Itzkowitz, DO

**Scan to
start:**



**That's all
there is to it!**

TO GET STARTED, JUST CALL 410-641-9257

**Or, fill out our secure form online:
agh.care/colonoscopy**

- Our nurse navigator will review your medical history to make sure you qualify
- Then you will receive a follow up phone call to schedule your colonoscopy

Getting the healthcare you need can be complicated. At Atlantic General Hospital, we're constantly evaluating our processes to see how we can simplify things for you.

One outcome of this is our Open Access Colonoscopy Program, which is designed to reduce the number of steps between you and life-saving colorectal cancer screening.

And now the process is even simpler! Just fill out our secure online form, redesigned with fewer questions using language that's easy to understand.

Don't let anything stand between you and cancer prevention. Scan the QR code or call us today to get started.

New Faces & Places



Thomas Beck, D.O., FAOAO, FAAOS, a board certified orthopedic surgeon, has transitioned from private practice to Atlantic General Health System. Dr.

Beck joined the AGH medical staff in 2002 and has been providing care to area residents and visitors for more than 20 years. He completed medical school and his internship and residency at the Philadelphia College of Osteopathic Medicine (PCOM). As a resident at PCOM, Beck trained with the team physicians for the Philadelphia Eagles, Flyers and 76ers. He continued his training by completing a fellowship in adult reconstruction (hip and knee replacement) at the University of Pennsylvania.

In the past 22 years, Dr. Beck has brought many firsts to AGH. He pioneered the Joint Surgery Center and served as its program director for more than 10 years. He has been the first to do many cutting edge surgical procedures including Oxinium knee replacements, anterior approach for total hip replacement, Visionare patient matched instrumentation for total knee replacement, Birmingham Hip Resurfacing, the Journey XR knee replacement and, most recently, the CORI Robotic System for knee replacement.

Dr. Beck has also been recognized for excellence in multiple publications including Baltimore Magazine Best at the Beach for Joint Replacement and Metropolitan Magazine's Best for Sports Medicine. He currently serves as the division director for orthopedic surgery at AGH. **To schedule an appointment, please call Atlantic General Orthopedics at 410-629-0366.**

Board certified plastic surgeon **Robert J. Davis, M.D.**, now provides diagnosis and treatment for skin



cancers at the new Atlantic General Skin Cancer Clinic, in Berlin, MD. Dr. Davis has been serving the patients of Atlantic General Hospital for more than 30 years and joined Atlantic General Health System in April 2025. Dr. Davis is a graduate of University

of Maryland School of Medicine and completed a general surgery residency at Union Memorial Hospital, in Baltimore, and a plastic and reconstructive surgery residency at University of North Carolina School of Medicine, North Carolina Memorial Hospital, in Chapel Hill. He is passionate about skin cancer prevention, education and early diagnosis. Dr. Davis's surgical treatment approach emphasizes preservation of the skin's natural look to reduce scarring after excision of cancerous tissues, and he provides skin reconstruction as needed. ***If you have a suspicious spot on your skin, please call Atlantic General Skin Cancer Clinic at 410-641-4765.***



Michelle Farlow, DNP, APRN, FNP-BC, a nurse practitioner at Atlantic General Women's Health, moved her practice from Selbyville, DE, and is now located within the Gudelsky Family Medical Center, in Ocean Pines, MD. Michelle

earned a Master of Science in Nursing from Wilmington University before securing her post-master's certificate in family nurse practitioner studies. Michelle later earned her Doctor of Nursing Practice (DNP), in December 2023. She is an experienced nurse educator, having taught nursing students in both clinical and classroom settings, and served as a public health clinician for more than five years. Michelle has been providing care to patients of Atlantic General Health System since 2012. She is currently accepting new patients. ***To schedule an appointment, please call Atlantic General Women's Health in Ocean Pines at 410-208-9761.***

Sports medicine physician **Daniel Pascucci, D.O.**, has been in practice since 2010 when he joined



Atlantic Orthopaedics to provide diagnosis and non-surgical treatment of musculoskeletal injuries. Dr. Pascucci completed medical school at the Philadelphia College of Osteopathic Medicine and a family practice residency with

Bryn Mawr Hospital, in Bryn Mawr, PA, where he served as chief resident for a year. Subsequently, he entered a sports medicine fellowship at Pinnacle Health Arlington Orthopedics, in Harrisburg, while also fulfilling duties as team physician for two local colleges' athletic programs as well as City Islanders Professional Soccer. He has provided sideline medical coverage for Stephen Decatur High School sports for 15 years and has been an adjunct professor of general orthopedics for the physical therapy department at University of Maryland Eastern Shore for more than 10 years. Dr. Pascucci is board certified by the American Osteopathic Board of Family Medicine and is a member of the American Osteopathic Association and the American Medical Society for Sports Medicine. Dr. Pascucci is currently accepting new patients. *To schedule an appointment, please call Atlantic General Orthopedics at 410-629-0366.*



Barbara Nazelrod, CRNP, cares for patients with known or suspected skin cancer at the new Atlantic General Skin Cancer Clinic, in Berlin, MD, providing care coordination and evaluation of suspicious skin lesions including

common skin cancers and melanomas. Barbara has more than 20 years of experience in diagnosing and excising cancerous skin lesions and works alongside her colleague, plastic surgeon Robert J. Davis, M.D., to ensure patients have the best possible outcomes, with tissue conservation in mind. Certified by the American Nurses Credentialing Center, she completed her adult nurse practitioner studies at the College of Notre

Dame of Maryland, in Baltimore, after beginning her healthcare career as a registered nurse. *To schedule an appointment with Barbara, call Atlantic General Skin Cancer Clinic at 410-641-4765.*

Introducing Atlantic General Primary Care, in Snow Hill!

6040 Public Landing Road | Snow Hill, MD
(Worcester County Health Department)



As of June 12, residents of Snow Hill, MD and the surrounding area have more access to primary care services, with the addition of the new Atlantic General Primary Care office

conveniently located within the Worcester County Health Department. The office provides care to the community as well as health department staff and clients.

Mary Mason, DNP, CRNP, FNP-BC, who joined Atlantic General Health System in October 2024, will see adult patients in Snow Hill one day per week in addition to the care she provides at Atlantic General Internal Medicine, in Berlin. Mary earned her Bachelor of Science in Nursing from the University of Memphis and spent 10 years gaining experience as a registered nurse and preceptor in various settings. Mary's passion for providing quality care led her to continuing her education, and in 2024, she earned a Doctorate in Nursing Practice-Family Nurse Practitioner degree from the University of Tennessee, at Knoxville. Mary is board certified by the American Nurses Credentialing Center, and she is a member of the American Association of Nurse Practitioners.

Mary is accepting new patients, with appointments currently available every Thursday, with more availability in the coming months. *To schedule an appointment in Snow Hill, call 410-629-6580.*

Awards & Recognition

Atlantic General Hospital Receives Most Wired Distinction for 8th Year

In October, Atlantic General Hospital received the Level 8 Most Wired distinction for both acute care and ambulatory care, an award given annually by the College of Healthcare Information Management Executives. Among the almost 48,000 facilities represented, AGH ranked above peers in categories such as analytics and data management, population health, infrastructure, and patient engagement. The survey evaluates the adoption, integration, and impact of technologies across health care organizations, from early-stage adopters to industry leaders. System interoperability and reliable data sharing that is secure and efficient are among the information technology (IT) priorities at AGH.



Atlantic General Hospital and Health System's Information Services team

CHIME
Digital Health
most wired
Survey

Acute and Ambulatory 2024



Kim Ratzel, RN Receives DAISY Award

Kim Ratzel, RN, has received the DAISY Award, an honor given by healthcare organizations around the world to registered nurses in recognition of excellence in patient care. Kim has served as a care coordinator for four years, helping patients with complex medical conditions navigate their interactions with specialists, take their medications as prescribed and secure the resources they need to continue to heal. In this role, she develops a good rapport with her patients and an intimate understanding of their health backgrounds, allowing her to recognize immediately upon calling one of her patients that something wasn't right. After further evaluation, she found that his condition had changed significantly since being discharged from rehab. She called 911 and the patient was subsequently admitted to the hospital for care.



Priscilla Brown, CNA, Honeybee Award Winner

The Honeybee Award is bestowed quarterly to a CNA or nurse technician who exemplifies Atlantic General Hospital's values and demonstrates empathy and compassion in the course of their duties. Priscilla Brown, a nurse technician on the Med/Surg Unit received the Honeybee Award earlier this year in recognition of the extra time she routinely spends with her patients to listen to their concerns and calm their fears. One notable interaction involved a patient with dementia who was frightened and demanded to go home. Priscilla was able to redirect the patient's attention while they both shared stories of their lives.





CONGRATULATIONS to our Metropolitan Magazine Best in Healthcare Winners!

AGH Senior Director, Patient Care Services Operations Invited to Speak as Part of Maryland Patient Safety Center Educational Series

Andi West-McCabe, Senior Director of Patient Care Services Operations, recently presented best practices in surge planning to properly



address sudden increases in ER patient volumes as part of an educational series offered by the Maryland Patient Safety Center. Ms. West-McCabe has successfully guided the Atlantic General Hospital Emergency Department through 30 busy summer seasons, when nearby Ocean City swells in population to the second largest city in the state of Maryland, with the influx of vacationers. During the webinar, Ms. West-McCabe and Angela Brittingham,

Senior Vice President of Patient Care Services/Chief Nurse Executive at TidalHealth, reviewed patient safety issues and shared strategies that other hospitals in the state can employ during scenarios that have the potential to overwhelm ER resources.

Atlantic General Hospital Receives "A" Hospital Safety Grade from The Leapfrog Group

Atlantic General Hospital was awarded an "A" grade by The Leapfrog Group, an independent national watchdog organization that assigns "A," "B," "C," "D," or "F" grades to general hospitals across the country based on more than 30 national performance measures reflecting errors, accidents, injuries and infections, as well as systems hospitals have in place to prevent harm.

"Earning an "A" grade demonstrates the commitment that the entire team at Atlantic General has made to patient safety and quality healthcare, as well as our journey in becoming a high-reliability organization," said Bonita Conner, Director of Quality. "Multidisciplinary efforts to hardwire best practices here at Atlantic General have been the foundation for earning this designation."

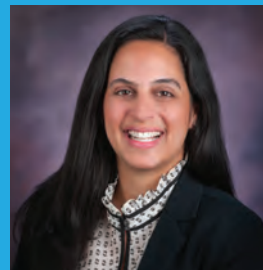
The Leapfrog Hospital Safety Grade stands as the only hospital ratings program focused solely on preventable medical errors, infections and injuries. This program is peer-reviewed, fully transparent and free to the public. Grades are updated twice annually, in the fall and spring.



Lawrence Kemp, MD
Neurologist



Sandra Mancilla, MD
Primary Care Physician



Anita Pascucci, DO
Pediatrician



Angela Simmons, CRNP
Bariatric Specialist



Alae Zarif, MD, Surgeon
Breast Cancer Specialist

Upcoming Events

Walk with a Doc – educate, exercise, empower
3rd Saturday of every month • 9 – 10 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 every 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 Patti Yocubik at **410-208-9761** or pyocubik@atlanticgeneral.org.

Parkinson's Support Group

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

Atlantic General Neurology office (within Atlantic Health Center), 9714 Healthway Drive, Berlin

For individuals suffering from Parkinson's, as well as their caregivers. The 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.

Surgery Classes

Third Tuesday of every month • 5 – 6 p.m.

Conference Room 1, Atlantic General Hospital

Are you planning to have a surgery? Attend one of our monthly classes where you can learn what to expect, get information about your upcoming surgery, and review directions about post-operative care. All are welcome and no RSVPs required. Caregivers are encouraged to attend. Questions? Contact the Preadmission Testing Department at **410-641-9814**.

Breast Cancer Support Group

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

Burbridge 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 (within Atlantic Health Center), 9714 Healthway Drive, Berlin

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

Caregiver Support Group

First Monday of every month • 3 – 4 p.m.

Burbridge Regional Cancer Care Center

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

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 Rohlfling at **410-641-9726**.

Cancer Support Group

Last Monday of every month • 3 – 4 p.m.

Burbridge Regional Cancer Care Center

Whether you're newly diagnosed, in treatment or in remission, we're here for you. Together, we'll face the challenges, celebrate the victories and build strength through our shared journey. Friends and family of group members are welcome and encouraged to participate. For more information, contact Nicole Fry at nfry@atlanticgeneral.org or **410-641-2626**.

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

Happy 30th Anniversary to the Atlantic General Hospital Foundation!

by Jessica Jersey
Donor Relations Officer



In 1995, the Atlantic General Hospital Foundation was established and committed to “promoting the philanthropic support for the enhancement of the health of our community.” Here we are 30 years later, more motivated than ever, and I wanted to shed some light on just how integral the community support we

receive for our foundation is and how “thank you” never seems to be enough – but truly we are so grateful!

From the beginning, the mission of Atlantic General Hospital was to provide quality care that is close to home. As the retirement-age population moving to the region increased at a rapid rate, as well as families with children, the need to expand services became a driving force. Developing a stable hospitalist program to create continuity in the care provided to those admitted to the hospital improved the quality and the responsiveness of the care provided. Growing the medical staff to include more specialists and eliminate the need to travel elsewhere for care incentivized this community to come together and show just how mighty we can be.

Being a not-for-profit hospital, there are limits to what we are able to fully fund each year. With that in mind, I seek support from private donors and other foundations to help fill as many needs as possible. These efforts have no guarantees and can prove to be challenging and extremely competitive with all of the needs from so many not-for-profit organizations.

Reflecting on my first eighteen months with AGH, I feel fortunate that we were able to make such an impact. In just that short time, we were able to fully fund the brand new MRI machine for the Imaging Department, obtain all brand new pews for our chapel, contribute to scholarships for nursing, laboratory services and radiology, purchase a LUCAS device for the Emergency Department, overhaul the hospital’s community garden, open a new pediatric practice within our health system, provide free community cancer screenings and equip our SAFE room for victims of domestic violence and sexual assault. That isn’t even the entire list! Amazing right?

For perspective, let us think about a few things that many of us

are familiar with that took thirty years of hard work and lots of people to accomplish.

- The Great Pyramid of Giza
- The Panama Canal (actually took 33 years)
- The Human Genome Project
- Planning and execution of Mount Rushmore
- Women’s suffrage in the US

Let’s also remember that the population of Worcester County is just 54,000 full time residents (an increase of roughly 20,000 residents since the hospital was built). However, Ocean City

30 Years, continued on p 21

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 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 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!

Access, continued from p 6

clinical experience.

A physician assistant must obtain a bachelor's degree, followed by a master's degree program that includes hand-on experience during more than 2,000 hours of clinical rotations, to receive their physician assistant degree. Physician assistants currently require the supervision of a

physician in Maryland, Delaware and Virginia.

If you need a primary care provider, you should consider APPs when making your decision. If you have questions regarding education and experience, feel free to ask. They are more than willing to answer your questions so you can make an informed choice.

Chances are, you will be able to find an APP whose bedside manner and care style are just what you're looking for. And, you might just get in to be seen sooner.

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**.

Care Choice at Atlantic General Hospital & Health System



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.



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.



Do you need medical care **NOW**?

SERIOUS life- or limb-threatening conditions **REQUIRE EMERGENT 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

30 Years continued from p 19

alone sees 8 million visitors a year. Atlantic General Hospital is the first line of defense for any one of those individuals needing an Emergency Department or acute care.

With that in mind, I want to brag about this community and share with you what YOU have helped to make possible. In just over thirty years, what started as a former dairy farm that a small hospital was built on has evolved into a 62-bed, two-floor, state-of-the-art acute care hospital with an ICU and the most efficient Emergency Department based on throughput (the time from patient arrival to time of discharge or admission) in the entire state. We now have more than 30 affiliated offices that care for residents and visitors in five counties, spanning three states! Read that again and let it sink in. YOU made this possible.

In that same 30 years, through events, appeals, unrestricted donations and gifts from our Auxiliary and Junior Auxiliary Group, we have received almost \$18,000,000. That amount does not even include our two capital campaigns, which brought in \$25,000,000 for expansion and new capital projects, such as The Gudelsky Family Medical Center, the John H. 'Jack' Burbage, Jr. Regional Cancer Care Center and the Eunice Q. Soren Women's Diagnostic Center. WOW! That is an average of \$1.4 million dollars PLUS per year invested back into your community hospital! THANK

YOU!!!

Astounded by that, I enlisted the help of our faithful assistant, Hillary, then picked the brain of my partner is crime, better known to you all as our Community Relations Officer, Laura, and down the rabbit hole of years of meeting minutes and financials we all went! Not only did we find it fascinating how many people from our "tiny little town" have been volunteers, members of or served on the board of our foundation, but the feats accomplished by this group were staggering!

I started asking our Foundation members, trustees, volunteers, associates, and providers (past and present) what projects and/or programs that were most memorable to them. You just never know what means something to another human being based on life experience. I have a tendency to ramble at times, so I'll just highlight what they have shared to the right.

The bottom line is that there is just no place like where we live. As we celebrate this anniversary, we owe a debt of gratitude to our community for three decades of unwavering support. Please know that every dollar raised through the AGH Foundation will be used to directly support the Atlantic General Hospital programs, services, and advancements that benefit our patients and neighbors in our community. Thank you for being an essential part of our journey and for continuing to stand with us as we look ahead to the

future.

If ever I can be of help to you, arrange a tour of any of our facilities, answer any questions, or teach you more about Atlantic General Hospital and what we have to offer, please never

hesitate to reach out! It is always my pleasure to hear from you!

Jessica

Donor Relations Officer

AGH Foundation

410.641.9690

jljersey@atlanticgeneral.org

Did you Know...

OUR FOUNDATION SUPPORTED:

- The Women's Health Center with 3-D Mammography
- The first hospital-based Certified Nursing Assistant Program in the entire state
- Initiatives to address and reduce workplace violence
- Bedside medical barcoding technology
- Renovation of the ICU, Pharmacy, Cafeteria, Emergency Department, Joint Surgery Center and 2nd floor inpatient areas
- The Stroke Center
- Various community programs and education including, but not limited, to smoking cessation, social determinants of health, access to care, diabetes, health literacy and heart health
- Perpetual Donors, such as the Ignatius Dinardo Foundation, that offer support for patients needing assistance with medication costs, in-home treatments or equipment and transportation for medical appointments
- Physician Recruitment
- Telehealth throughout the hospital
- Various medical equipment needs including, but not limited to:
 - OR mattresses
 - Specialized ER beds that can weigh patients to dose medications quickly and accurately
 - Echonous UltraSound for peripheral IV access placement
 - A ventilator for the ER that can be used with adult and pediatric patients
 - Endoscopy towers for the Endoscopy Center in the Barrett Medical Office Building

Vision. Mission. Values.

www.agh.care



VISION

To create a healthier community with local access to high quality care.

MISSION

To deliver high quality, compassionate care that is convenient and close to home.

VALUES

We become the leaders in caring through these values:

- Compassion
- Accountability
- Respect
- Excellence

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

- Welcoming
- Outstanding
- Warm

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.

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.**

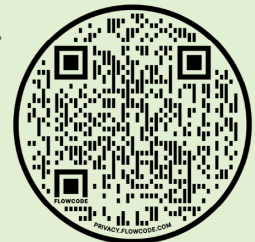
Or, call our Patient and Family Relations Representatives at **410-641-9654**.

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 አርዳታ ድርጅቶች፣ በነጻ ሊያግዝዎት ተዘጋጅተዋል። ወደ ሚከተለው ቁጥር ይደውሉ 1-410-629-1500.

Nti: O buri na asụsụ Ibo, asụsụ aka ọsụsụ 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 ẹrọ-ibanisọrọ yi 1-410-629-1500.

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