

SPRING 2007

HEALTHWORKS  
MAGAZINE

# Emerson Hospital

Adding Life  
to Years

ALSO IN THIS ISSUE:

PULLOUT  
PHYSICIAN  
DIRECTORY  
INSIDE

Innovative program introduces children to the hospital

Coming: Emerson Hospital Center for Specialty Care

Youth Risk Behavior Survey: results are In

Looking for a few friendly greeters

## CONTENTS



### Clues to Healthy Aging

PAGE 3



### Emerson Advisor: New Look at Youth Behavior

PAGE 11

### On Call:

New Physicians Join the Emerson Hospital Staff

PAGE 12



### Health & Wellness Classes

PAGE 13

### Emerson Specialty Services at Baker Avenue Site

PAGE 14



### Freddie Talks, Kids Listen

PAGE 15

### Volunteer Department Needs Greeters

PAGE 16

## Emerson Hospital

BEYOND COMPARE

Emerson Hospital, an acute care medical center located in Concord with health centers in Westford, Groton and Sudbury, is well known for its medical and surgical specialists, outstanding nursing care and patient-centered services, including the Birthing Center, the Bethke Cancer Center and the Polo Emergency Center.

## A Letter from Christine Schuster



I hope that a beautiful New England spring is well under way when this magazine arrives at your door. Certainly our cover photo, taken at Mahoney's Garden Center in Concord, will help to remind us all that spring is here and our gardens await our attention!

In this issue of *HealthWorks*, you will find several interesting articles to help you and your family stay healthy. From pediatrics to senior care, we feature health advice for every member of your family.

Moreover, the pullout directory of Emerson Hospital primary care physicians and specialists is a handy reference for your health care needs. Our new 24/7, toll-free physician referral service, 1-877-936-3776 (877-9-EMERSON) is available day or night to help you select one of these physicians and make an appointment.

As you will read on page 14, the Emerson Hospital Center for Specialty Care is scheduled to open this summer on Baker Avenue in Concord. This three-story facility will house new and existing physician practices, which are joining together to offer a convenient, one-stop location for specialty care. I know that this new center will continue the Emerson tradition of state-of-the-art, quality care in a convenient and personalized environment.

Several of the services and programs being provided at this new center are offered in our area for the very first time, including hyperbaric chambers for wound care and the advanced diagnostic capabilities of PET/CT scanning, a cutting-edge tool for diagnosing cancer and other serious illnesses.

Whatever your health needs might be, you can be certain that highly skilled physicians and staff will be here to serve you.

My sincere wishes for continued good health.

Happy spring!

Christine C. Schuster  
President and CEO

**Spring into Summer with Talbots:** Celebrate the Triumphs of Emerson Hospital's Surgical Weight Loss Patients

Join us for a fun evening featuring spring and summer fashions modeled by women who have had successful weight loss surgery at Emerson Hospital. We are grateful to Talbots for making this event possible.

Wednesday, May 16, 2007 at 7:00 pm

Talbots – 149 Great Road, Acton

Refreshments will be served.

*On the cover: Joan Lawrence of Concord and Mary Wheble of Bedford—both Emerson volunteers—take a stroll through Mahoney's Garden Center in Concord.*



Emerson Hospital's cardiac rehabilitation program gets people exercising, setting goals and enjoying themselves.

# Adding Life to Years:

## CLUES TO HEALTHY AGING

### Area residents forge partnerships with their Emerson doctors

If there is a secret to healthy aging, the clues might be found in those who have reached 100. The New England Centenarian Study—the Boston University School of Medicine study of 169 individuals who are at least 100 years old—confirms that genes play a role in health and longevity; remaining healthy into old age tends to run in families. But centenarians have other things in common, including a sense of humor, an active social life, the support of family and an appetite for intellectual stimulation. They have a knack for resiliency in the face of life's difficulties. Not surprisingly, these much-studied individuals don't smoke or drink alcohol to excess, and they maintain a healthy body weight.

What about the rest of us? Doctors at Emerson Hospital who care for older individuals have some of their own observations about the behaviors that add quality to life during the later decades. By working in partnership with Emerson physicians, the three individuals featured here are maintaining the best possible health into their seventies, eighties and nineties.

#### Get up and move

Being physically active does wonders for the body and mind, but many older individuals are missing out on the benefits. A Department of Health and Human Services study found that by the time they reach age 75, about 33 percent of men and 50 percent of women do not engage in physical activity. This is a problem, because a sedentary lifestyle contributes to chronic conditions such as heart disease, stroke and diabetes.

There is no question that getting regular physical activity slows the aging process, says Steven Herson, MD, an Emerson cardiologist. "From a cardiovascular perspective, most people can get away with being sedentary when they're in their fifties," says Dr. Herson, "but not when they're in their seventies. Inactivity catches up with them, often in the form of high blood pressure or coronary artery disease."

Today most people with heart conditions can be physically active, he notes. "Between the medications and the procedures that are available, such as placement of a stent, we are able to manage most heart conditions. As a result, very few of my patients have angina, and even fewer are on nitroglycerine, which used to be the mainstay of treatment for coronary artery disease."

Sunita Hanjura, MD, a primary care physician, can tell when a patient is getting no exercise. "Their muscles are atrophied, and when I try to move their arms, their shoulders are stiff," says Dr. Hanjura, who completed a fellowship in geriatrics. "I encourage people to get 30 minutes of exercise each day, but if that seems overwhelming to a patient, I will ask them to start with 10 minutes of exercise three times a day. For many, this seems a lot easier."

#### Don't ignore problems—address them

With age, certain conditions become fairly common. But that doesn't mean one should live with unpleasant symptoms. "For a condition like incontinence, which affects many older people, we now have medications that are effective at treating frequency and urgency," says Dr. Hanjura. "Similarly, we have a lot to offer people with arthritis, particularly with regard to medication. I refer many patients to physical therapy, which can make a huge difference in their arthritis symptoms."

When older patients tell Gary Stanton, MD, an Emerson neurologist, that they are worried about their memory, he can often allay their concerns. "In many cases, when patients complain about memory as an isolated condition, it turns out to be a



Being in his nineties didn't stop George Charter from having heart surgery.

### George Charter: In his nineties and enjoying life

George Charter has had his share of cardiac problems, but you'd never know it. Coronary bypass surgery, implantation of a pacemaker and placement of a stent for his "plugged arteries" have been successful at keeping the 92-year-old Carlisle resident going. "My wife refers to me as a jack-in-the-box," he says. "I wouldn't be happy sitting and doing nothing."

When he complained to Steven Herson, MD, his Emerson cardiologist, about shortness of breath, and the diagnosis was a leaking heart valve, Dr. Herson referred Mr. Charter for surgery in February 2006. "George has a positive spirit, and he wants to enjoy his life," says Dr. Herson, who has cared for him for 15 years. "He told me the breathing problem was ruining his day, so we got him the treatment he needed."

Mr. Charter underwent the major surgery with no problem and attended cardiac rehabilitation classes at Emerson. "After the surgery, I knew I had to get back in shape or I wouldn't be around long," he says.

He has been active his entire life, skiing for pleasure and holding physically challenging jobs, including as a locomotive fireman. "I literally shoveled tons of coal," Mr. Charter recalls.

Although he has slowed down a bit, mostly because of arthritis, Mr. Charter claims to feel great and wants to keep it that way. He sees Les Schwab, MD, his primary care physician at Concord Hillside Medical Associates, on a regular basis. "Dr. Schwab gives me a good going over," he says. "After all, I'm not getting any younger."

*From a cardiovascular perspective, inactivity catches up with people as they age, says Steven Herson, MD.*



## ADDING LIFE TO YEARS

different problem, such as anxiety or lack of sleep,” he says. Awakening at night becomes more prevalent as we age, but there are treatments.

“Most people develop a different sleep pattern as they age—they go to sleep earlier, wake during the night and consequently may get less deep sleep,” says Dr. Stanton, who specializes in sleep. When sleep becomes elusive, he recommends behavioral therapy, which is based on changing how one thinks about problems.

“It is the proven best way to modify one’s thoughts and behavior relative to sleep, and it is far superior to self-medicating with alcohol or sleep aids,” he says. “Many elderly people already take multiple medications; adding a sleep aid is a potential recipe for falling.”

One of Dr. Stanton’s patients, a woman in her seventies, struggled with insomnia until she began practicing yoga and meditation. “It made all the difference,” he says.



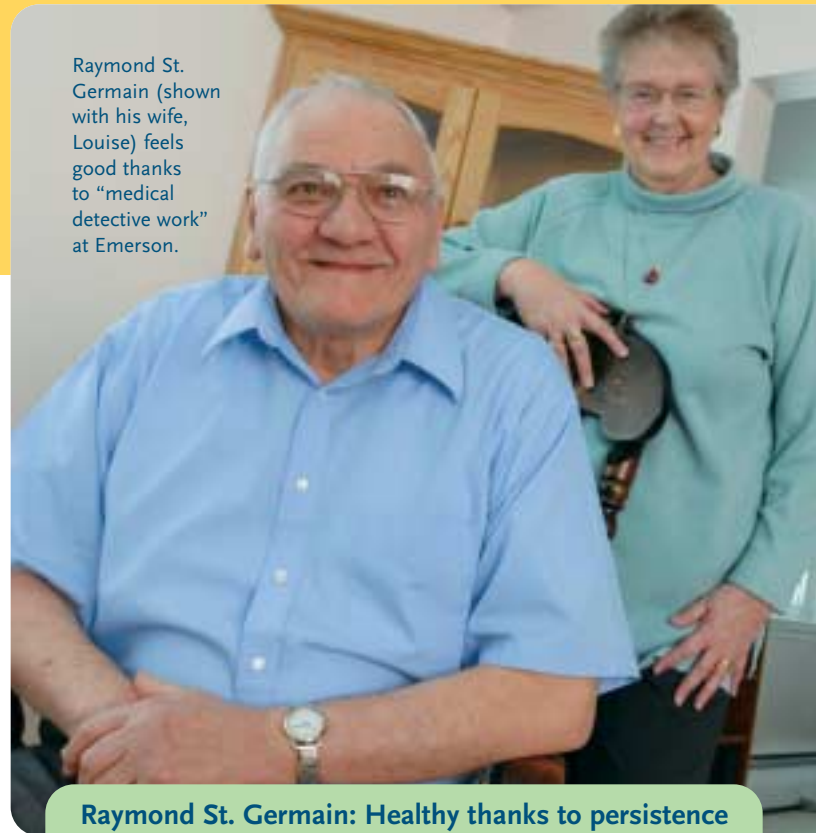
*When patients complain about memory as an isolated condition, it often turns out to be a different problem, says Gary Stanton, MD.*

Depression and anxiety are also common in older individuals—and often easily treated. “There’s a generational problem with mental health issues,” says

Dr. Hanjura. “Many older people see depression as a sign of weakness rather than what it is—a disease. When a patient seems sad or frustrated, I ask about depression, and we discuss whether or not they want to be treated. In most instances, they respond very well to antidepressants.”

### Stay engaged

Those who care for older individuals see the impact that social isolation can have on health. “We worry about this in people who receive a diagnosis of heart disease or who suffer a heart attack,” says Virginia Dow, RN, who directs Emerson’s cardiac



Raymond St. Germain (shown with his wife, Louise) feels good thanks to “medical detective work” at Emerson.

### Raymond St. Germain: Healthy thanks to persistence and specialty care

Raymond St. Germain’s episodes were mysterious. In the emergency department (ED) at Emerson Hospital, the staff thought he was having a stroke. “I kept wondering if it was Alzheimer’s disease or dementia,” says Louise St. Germain of her husband’s troubling pattern of disorientation and poor memory that dominated their lives during 2005. Thanks to patience, persistence and medical detective work, his story has a happy ending.

Gary Stanton, MD, a neurologist at Emerson, was in the ED when Mr. St. Germain was having his first episode. “He was suffering from global amnesia—sudden, short-term memory loss,” Dr. Stanton explains. “The challenge was to determine the cause.”

Dr. Stanton and David Green, MD, a pulmonary medicine specialist who is Mr. St. Germain’s primary care physician, performed numerous tests. The answer came after Dr. Stanton asked Mr. St. Germain to wear an ambulatory electroencephalogram (EEG) for 72 hours. “The test showed seizure-like activity,” says Dr. Stanton. “Ray has an unusual seizure disorder, which has responded well to medication.”

The St. Germaines, who are Bedford residents, are enthusiastic about the care they both receive at Emerson. “Dr. Stanton was great,” says Mr. St. Germain, a retired electrician. “He stayed right with it. I haven’t felt this good in a long time.” Richard Kaiser, MD, who specializes in geriatric and medical psychiatry, monitors his condition.

“I think the whole thing worried me more than him,” says Mrs. St. Germain, recalling the year when her husband would suddenly not know where he was. “But once Ray got on the right medication, he became his old self. It was like a miracle.”



Alice Draine says she doesn't let medical problems overwhelm her.

## ADDING LIFE TO YEARS

### Alice Draine: Back on her feet and setting goals

Alice Draine has a habit of bouncing back. During the past two years, Mrs. Draine has fallen twice, first breaking her hip and then fracturing her pelvis. Rather than be devastated by those injuries, she has gotten back on her feet—literally and figuratively.

“I think attitude is everything,” says Mrs. Draine, who is 85. “You can’t let medical problems overwhelm you. I’m fortunate that I received really superb care after both my falls.” John Blute, MD, an orthopedic surgeon on the medical staff at Emerson Hospital, repaired Mrs. Draine’s hip, and the hospital’s rehabilitation staff did the rest. “Slow and steady, I’ve recovered,” she says.

Mrs. Draine also recovered from a mild stroke and, with the help and coordination of Sunita Hanjura, MD, her primary care physician, she keeps her arthritis, peripheral neuropathy and macular degeneration under control. “Together, we take care of those things,” Mrs. Draine says. “Dr. Hanjura is a very good doctor, and she’s also a good listener.”

The admiration is mutual. “Alice has this grace about her,” says Dr. Hanjura about her patient. “She finds a way to stay positive.”

For example, Mrs. Draine regards the upcoming move from her house to an apartment as an opportunity to increase her exercise. “There are long hallways in the building, so I intend to get more active,” she says. “I need to improve my stamina and balance.”

Then there’s the extra room that Mrs. Draine will devote to her favorite hobby: quilting. “I decided to get back to quilting,” she says. “I always have to have a goal.”

rehabilitation program, which recently marked its 25th anniversary. The program integrates exercise, education and support, but Ms. Dow says the social benefits are striking.

“It gets people out of the house and encourages them to set goals—like changing their eating habits with the help of a dietitian,” she says. “One of our graduates refers to the program as my cardiac family.”

Cardiac health is one of the keys to healthy aging, but what about brain health? Those who study the aging process say there is evidence that mental exercises—sometimes referred to as “neurobatics”—have something to offer. “Can we preserve memory? There is data suggesting we can, by maintaining the synapses that transmit impulses between our brain cells,” says Dr. Stanton.

As centenarians know, staying mentally active adds quality to longevity. “One of my patients is in the early stages of Alzheimer’s disease, and he has made a habit of memorizing poems,” says Dr. Stanton. “He’s got the right idea, because he’s making new memories, and that can only help.”

*Many older people see depression as a sign of weakness rather than what it is—a disease—says Sunita Hanjura, MD.*



According to Dr. Hanjura, older patients come to the office with their own issues, which may be medical, social or related to a specific worry, such as memory. “While preventive care and health screenings are important, they may not be the highest priority to an older patient,” she says. “As physicians, we need to determine what will make a difference to them immediately and then set priorities. We have the same goal as our patients: for them to have the best possible physical and cognitive function for as long as possible.”



Emerson Hospital's

# physician directory

A GUIDE TO THE PHYSICIANS AT EMERSON HOSPITAL

We are pleased to offer you the Emerson Hospital Physician Directory. This reference guide is designed to provide you with Emerson's extensive list of primary care physicians and specialists.

**About the Medical Staff**

The backbone of Emerson Hospital is its active medical staff—a team comprising more than 200 doctors including primary care physicians and specialists in nearly every medical and surgical field, as well as the members of our dental staff. Through this network of highly skilled physicians, Emerson patients can be assured they will receive expert, personalized care.

Emerson physicians have a strong reputation for maintaining close, attentive relationships with their patients. These highly trained professionals work in a manner that fosters communication and ensures that you are fully educated about your condition.

**Choosing the Right Doctor**

Whether you are looking for a primary care physician, an obstetrician, a surgeon or another specialist, choosing a doctor with whom you are comfortable is important. To find out specific information about our physicians' credentials, including where they went to school, completed their medical training and the certifications they hold, visit [www.emersonhospital.org](http://www.emersonhospital.org) or call Emerson Hospital Physician Referral at 877-936-3776 (877-9-EMERSON).

**Insurance Information**

Emerson physicians accept most major health insurance plans. If you have specific questions, you should always feel free to call the doctor's office directly. This directory lists physicians and phone numbers of the active medical staff of Emerson Hospital. Please note that some physicians are listed twice, because many have multiple appointments and board certifications.

## Adult Primary Care (Internal Medicine) and Pediatrics

**ACTON**

**Internal Medicine**

- Christine Chang, MD . . . . .978-263-1131
- Amy Churchill, MD . . . . .978-263-1131
- Peter DeMartino, MD . . . . .978-263-1131
- Mary Donald, MD . . . . .978-263-7855
- Ingrid Gorman, MD . . . . .978-263-1131
- Edwin Knights, MD . . . . .978-263-1131
- Deborah Kovacs, MD . . . . .978-263-1131
- Kathryn Oh, MD . . . . .978-263-1131
- Scott Paparello, DO . . . . .978-263-1131
- Mariellen Rodman, MD . . . . .978-263-1131
- Elliot Steger, MD . . . . .978-263-1131
- Claudia Talland, MD . . . . .978-263-1131
- Jon Way, MD . . . . .978-263-1131
- Thomas Wong, MD . . . . .978-263-1131
- Elizabeth Zentz, MD . . . . .978-263-1131

**Pediatrics**

- Mark Cohen, MD . . . . .978-263-0680
- Christopher Cooper, MD . . . . .978-263-0680

*continued*

# Adult Primary Care (Internal Medicine) and Pediatrics



## Acton Pediatrics continued

Alexandra Iannini, MD .....978-263-0680  
 John Jakimczyk, MD .....978-263-0680  
 Jessica Rubinstein, MD .....978-263-0680  
 Deborah Simon, MD .....978-263-0680  
 Michelle Travassos, MD .....978-263-0680  
 Ray Tripp III, MD .....978-263-0680  
 Margaret Werner, MD .....978-263-0680

## BEDFORD

### Internal Medicine

Sunita Hanjura, MD .....781-274-6274  
 Nagy Mikael, MD .....781-274-6274  
 Magda Mikhil, MD .....781-275-4479  
 Norman Weinberg, MD .....781-274-6274

### Pediatrics

Lori Andersen, MD, FAAP .....781-275-2080  
 Susan Sugarman Kirsch, MD .....781-275-2080  
 Toby Nathan, MD, PC .....781-275-2080

## CONCORD

### Internal Medicine

Paul D'Ambrosio, MD .....978-369-5575  
 Andrew DiLernia, MD .....978-369-5575  
 David Eldridge, MD .....978-371-7091  
 Karen Fanucci, MD .....978-371-7778  
 Monica Gomez, MD .....978-287-9300  
 Sandeep Jain, MD .....978-287-9300  
 Vineeta Joshi, MD .....978-318-0007  
 Martin Kafina, MD .....978-287-0700  
 Marvin Kendrick, Jr., MD .....978-369-7752  
 Melvyn Kramer, MD .....978-287-9300  
 Anthony Lopez, MD .....978-287-9300  
 Meena Mehta, MD .....978-371-7778  
 Barbara Peters, DO, MPH .....978-287-9300  
 Betty Pomerleau, MD .....978-369-5575  
 Noor Roomi, MD .....978-287-9300  
 Les Schwab, MD .....978-287-9300  
 Dan Tilles, MD .....978-287-9300  
 Edward Toomey, MD .....978-369-6222  
 Sarah Zifcak, MD .....978-287-9300

### Pediatrics

Charles Garabedian, MD .....978-287-9400  
 Aisling Gaughan, MD .....978-369-9401  
 Michael Glazier, MD .....978-287-9400  
 Ronni Goldsmith, MD .....978-287-9400  
 Deborah Hoffer, MD .....978-287-9400  
 Stephen Jenkins, MD .....978-287-9400  
 Nana McMahan, MD .....978-369-5050  
 Sandra Meyerson, MD .....978-287-9400  
 Jeffrey Ristaino, MD .....978-287-9400

## GROTON

### Internal Medicine

Dorothy Christiansen, MD .....978-448-4300  
 Thomas Goodman, MD .....978-448-4300  
 A. William Heinser, MD .....978-448-4300

### Pediatrics

Jessica Amorosino, MD .....978-448-8282  
 Andreas Athanasiou, MD .....978-448-8282  
 Russell Coleman, MD .....978-448-8282  
 Mark Francis, MD .....978-448-8282  
 Karen Hiltunen, MD .....978-448-8282

## HARVARD

### Internal Medicine

Amy Churchill, MD .....978-772-1213  
 Peter DeMartino, MD .....978-772-1213  
 Ingrid Gorman, MD .....978-772-1213  
 Edwin Knights, MD .....978-772-1213

### Pediatrics

Thomas Collins, MD .....978-772-6161  
 Christopher Cooper, MD .....978-772-1213  
 John Jakimczyk, MD .....978-772-1213  
 Julie Jankelson, MD .....978-772-6161  
 Jessica Rubinstein, MD .....978-772-1213  
 Deborah Simon, MD .....978-772-1213  
 Ray Tripp III, MD .....978-772-1213

## LEXINGTON

### Internal Medicine

Sunita Hanjura, MD .....781-274-6274  
 Nagy Mikael, MD .....781-274-6274  
 Norman Weinberg, MD .....781-274-6274

## LINCOLN

### Internal Medicine

Pamela DeLuca, MD .....781-259-9292  
 Peter Hoenig, MD .....781-259-9292  
 Charles Keevil, Jr., MD .....781-259-9292  
 Marguerite Roach, MD .....781-259-9292  
 Lynn Weigel, MD .....781-259-9292

*Please note: Not all primary care physicians are accepting new patients. Please call Emerson Hospital Physician Referral at 877-936-3776 (877-9-EMERSON) for more information, or visit [www.emersonhospital.org](http://www.emersonhospital.org).*

## LITTLETON

### Internal Medicine

Christine Chang, MD .....978-486-9255  
 Deborah Kovacs, MD .....978-486-9255  
 Scott Paparello, DO .....978-486-9255  
 Elliot Steger, MD .....978-486-9255  
 Jon Way, MD .....978-486-9255  
 Elizabeth Zentz, MD .....978-486-9255

### Pediatrics

Mark Cohen, MD .....978-486-9255  
 Alexandra Iannini, MD .....978-486-9255  
 Jessica Rubinstein, MD .....978-486-9255  
 Michelle Travassos, MD .....978-486-9255  
 Ray Tripp III, MD .....978-486-9255  
 Margaret Werner, MD .....978-486-9255

## MAYNARD

### Internal Medicine

Meena Mehta, MD .....978-897-4757

## SUDBURY

### Internal Medicine

Irina Bogorad, MD .....978-443-8810  
 Paula Jo Carbone, MD .....978-443-8810  
 Jay Krasner, MD .....978-443-8010  
 Andrea R. Rizzo, MD .....978-443-6086

### Pediatrics

Lauren Geddes, MD .....978-443-0707  
 William Wirth, MD .....978-443-0707

## WESTFORD

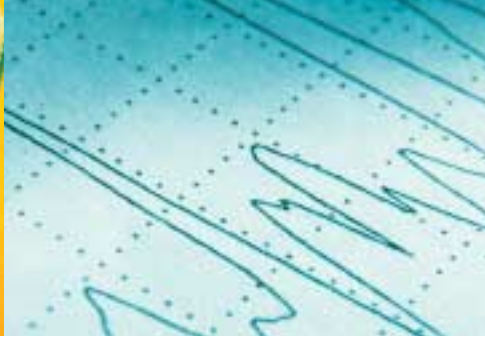
### Internal Medicine

Seema Azam, MD .....978-589-6700  
 James Cohen, MD .....978-589-6700  
 Katherine Phaneuf, MD .....978-589-6700  
 Sarah Taylor, MD .....978-589-6700  
 Ya Tze Tong, MD .....978-589-6700

### Pediatrics

Jessica Amorosino, MD .....978-577-0437  
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 Russell Coleman, MD .....978-577-0437  
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 Sara Neville, MD .....978-577-0437  
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 Michelle Sanders, MD .....978-577-0437  
 David Watson, MD .....978-577-0437  
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# Emerson Hospital Specialists



## Allergy and Immunology

Lauren Handelman, MD\* . . . . .978-369-3567  
Curtis Moody, MD\* . . . . .978-369-3567  
Frank Twarog, MD\* . . . . .978-369-3567

## Anesthesiology

Toffy Beyloune, MD . . . . .978-287-3162  
Yvonne Cheung, MD . . . . .978-287-3162  
Gregory Gardner, DO . . . . .978-287-3162  
David Kagle, MD . . . . .978-287-3162  
Sanjiv Kumar, MD . . . . .978-287-3162  
Gerald Malkin, DDS . . . . .978-287-3162  
Mark Moschella, MD . . . . .978-287-3162  
James Street, MD . . . . .978-287-3162

## Bariatric Surgery (weight loss)

Michael Jiser, MD, FACS\* . . . . .978-287-3532  
Christian Potter, MD (medical weight loss)  
. . . . .978-562-3536  
Roy Shen, MD, FACS\* . . . . .978-287-3532  
Rebecca Shore, MD\* . . . . .978-287-3532

## Cardiology (heart)

Anjum Butte, MD . . . . .978-287-0021  
Steven Herson, MD . . . . .978-371-2272  
Charles Keevil, Jr., MD . . . . .781-259-9292  
Marvin Kendrick, Jr., MD . . . . .978-369-7752  
Thomas LaMattina, MD . . . . .978-371-0796

## Cardiology, Pediatric

Michiel De Moor, MD, FACC\* . .978-287-3196

## Cardio-Thoracic Surgery (chest)

Dennis Rassias, MD\* . . . . .978-287-3480  
Loyde Romero, MD, PhD\* . . . .781-391-0050

## Colon and Rectal Surgery

John Friel, MD\* . . . . .978-287-3480

## Critical Care

Peter Barkin, MD . . . . .978-369-4238  
Anjum Butte, MD . . . . .978-287-0021  
David Green, MD, PC . . . . .978-369-4238  
Terese Hammond, MD . . . . .978-369-4238  
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Marvin Kendrick, MD . . . . .978-369-7752  
Meena Mehta, MD\* . . . . .978-371-7778

## Dentistry, General

Oscar DePriest IV, DMD\* . . . . .781-275-7707

## Dentistry, Pediatric

Norman Goldberg, DMD\* . . . .978-369-7771  
Pamela Hom, DMD\* . . . . .978-369-7771

## Dermatology

Kathryn Bowers, MD\* . . . . .978-369-9023  
Melissa Burnett, MD\* . . . . .978-369-9023  
Eileen Deignan, MD\* . . . . .978-369-9023

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James Wolff, MD, FACEP . . . .978-287-3690  
Alan Woodward, MD, FACEP . . .978-287-3690

## Endocrinology (hormones, diabetes)

William Burtis, MD, FACP . . . .978-287-9590  
Aldona Finkle, MD . . . . .978-287-3486  
Melvyn W. Kramer, MD . . . . .978-287-9300

## Gastroenterology (digestive tract)

James Andreson, MD . . . . .978-369-0223  
Dennis Berk, MD . . . . .978-369-1524  
Raj Devarajan, MD\* . . . . .978-429-2010  
Mark Epstein, MD . . . . .978-371-1551  
Andrea Fribush, MD . . . . .978-371-7176  
Gail Herzig, MD . . . . .978-429-2010  
Frank Linn, Jr., MD . . . . .978-371-2288  
Michael Older, MD\* . . . . .978-429-2010  
Richard Schwartz, MD . . . . .978-772-7500  
Sonal Ullman, MD\* . . . . .978-429-2010

## Gynecology

Carl Bender, MD, FACOG . . . . .978-635-9400  
Colleen Feltmate, MD\*  
(Gynecologic Oncology) . . . . .978-287-3195  
Linda Leavenworth, MD  
(Medical Gynecology) . . . . .978-635-0477

## Gynecology: continued

Michael Muto, MD\*  
(Gynecologic Oncology) . . . . .978-287-3195  
Jeffrey Riley, MD, FACOG . . . .978-287-3493

## Hematology/Oncology

(blood disorders/cancer)

Jon DuBois, MD . . . . .978-287-3436  
Ewa Niemierko, MD . . . . .978-287-3436  
Humberto Rossi, MD . . . . .978-287-3436  
Susan Sajer, MD . . . . .978-287-3436

## Hospitalist

John Halporn, MD . . . . .978-369-1400  
David Handin, MD . . . . .978-369-1400  
Eric Hatton, MD . . . . .978-369-1400  
Sheila Kennedy, MD . . . . .978-369-1400  
Andrea Kopasz, MD . . . . .978-369-1400  
Rose Lee, NP . . . . .978-369-1400  
Sunil Matiwala, MD . . . . .978-369-1400  
Betty Pomerleau, MD . . . . .978-369-1400  
Catherine Price, MD . . . . .978-369-1400  
Kate Small, NP . . . . .978-369-1400  
Natalie Vilissova, MD . . . . .978-369-1400  
Jenny Yan, MD . . . . .978-369-1400

## Hospitalist, Pediatric

Edward Chung, MD . . . . .978-369-1400  
Lisa Kelly, MD . . . . .978-369-1400  
Flora Pirquet, MD, DTMH . . . .978-369-1400  
Inger-Marie Pu, MD . . . . .978-369-1400

## Infectious Disease

Scott Paparello, DO\* . . . . .978-263-1131

## Neonatology (newborn care)

Jonathan Cronin, MD  
(Medical Director) . . . . .617-724-9042  
Nana McMahan, MD . . . . .978-369-5050

## Nephrology (kidneys)

Andrei Kouznetsov, MD\* . . . .978-287-4788  
Klemens Meyer, MD\* . . . . .978-287-4788  
Valerie Price, MD\* . . . . .978-287-4788

## Neurology (brain and nerves)

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Barry Levin, MD . . . . .978-341-0060  
Michael Moore, MD . . . . .781-259-0803  
Gary Stanton, MD . . . . .978-371-8935  
Agnes Virga, MD\* . . . . .978-263-2898

## Neurosurgery

Robert Cantu, MD . . . . .978-369-1386  
Peter Dempsey, MD\* . . . . .978-287-3194

*Emerson Specialists—continued on next page*



**Obstetrics and Gynecology**

Ingrid Balcomb, MD, FACOG\* .978-371-1396  
Jamie Bond, MD, FACOG .978-369-7627  
Sandra Fleming, MD .978-369-7627  
Timothy Hale, MD\* .978-371-0050  
Jay Hendelman, MD .978-369-7677  
Avra Jordano-Alter, MD, FACOG .978-369-7627  
Kitsa Catherine Kondylis, MD, FACOG .978-371-1396  
Rachel Kramer, MD, FACOG\* .978-371-0050  
Rosemary Reiss, MD\* (Perinatology) .978-287-3180  
Vlassis Travias, MD .978-369-7627

**Ophthalmology (eyes)**

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Steven Brusie, MD .978-772-4000  
Ann Burnham, MD\* .978-369-1310  
Francis D'Ambrosio, Jr., MD\* .978-897-7212  
Francis D'Ambrosio, Sr., MD .800-232-2220  
Paul Gunderson, MD .978-772-4000  
Mandi Kunen, MD .978-369-1310  
Harvey Lewis, MD\* .978-369-1310  
Olivia Liao, MD\* .978-369-1310  
Deborah McCoy, MD\* .978-369-1310  
Richard Rodman, MD\* .978-369-1310  
Daniel Tolpin, MD\* .978-369-1310  
James Umlas, MD\* .978-369-1310  
Paul Vinger, MD\* .978-369-1310  
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Claris Chuah, DMD\* .978-369-2525  
Kieran Dowd, DMD\* .978-369-2525  
John Morgan, DDS\* .978-369-2525  
George Sydlar, DMD .978-772-2754

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Michael Brunelli, MD .508-872-7881  
Donald Driscoll, Jr., MD\* .978-369-5391  
Robert First, MD .978-369-5391  
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Dean Howard, MD\* .978-369-1337  
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John McInnis, MD\* .978-369-5391  
Paul Re, MD\* .978-369-5391

**Otolaryngology (ears, nose and throat)**

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Stephen Smith, MD, PC .978-369-8780  
Daniel Vogel, MD\* .978-371-1400

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Karen Bougas, MD .978-287-8200

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Hytho Pantazelos, MD .978-369-8777  
Jeffrey Smith, MD .978-256-7697

**Podiatry (feet)**

Gregory Catalano, DPM\* .978-369-2665  
Rodney Gallo, DPM .978-635-0229  
Summer Getzen, DPM\* .978-369-2665  
Ayleen Gregorian, DPM\* .978-369-2665  
Bryant Tarr, DPM .978-443-4878  
Sandra Weakland, DPM .978-369-5282  
Brian Zinsmeister, DPM .781-862-3953

**Psychiatry**

Thrassos Calligas, MD .978-369-4662  
Charles Carl, MD .508-358-2050  
Eliot Gelwan, MD\* .978-287-3512  
Robert Hopkins, MD .978-369-5454  
Saroj Joshi, MD .978-369-7903  
Richard Kaiser, MD .978-287-9380  
Sten Lofgren, MD .978-369-3483  
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Paul Reising, MD\* .978-287-3512  
Robert Stern, MD\* .978-287-3512  
Jerry Wacks, MD .781-861-6767  
Charles Wasserman, MD .978-287-3512

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David Green, MD, PC .978-369-4238  
Terese Hammond, MD .978-369-4238  
Meena Mehta, MD\* .978-371-7778

**Radiation Oncology**

John McGrath, MD .978-287-3290  
Robin Schoenthaler, MD .978-287-3290

**Radiology**

Mary Ann Drinkwater, MD .978-287-3700  
Jane Fay, MD .978-287-3700  
Jeanne Haimovici, MD .978-287-3700  
Lisa Intriore, MD, MBA .978-287-3700  
Dan Nir, MD .978-287-3700  
Elizabeth Peters, MD .978-287-3700  
David Rose, MD .978-287-3700

**Radiology: continued**

Corinne Sadoski, MD .978-287-3700  
Avishai Shapiro, MD .978-287-3700  
David Walther, MD .978-287-3700

**Interventional Radiology**

Mark Connaughton, MD .978-287-3700  
Adhip Mukerjee, MD .978-287-3700

**Reproductive Endocrinology & Infertility**

Carol Anania, MD .781-674-1200  
Steven Bayer, MD\* .781-434-6500  
Isaac Glatstein, MD .781-674-1200  
Pei-Li Huang, MD .781-674-1200  
Ania Kowalik, MD .781-674-1200  
Samuel Pang, MD .781-674-1200  
Michael Summers, MD .781-674-1200

**Rheumatology (arthritis)**

Dorothy Christiansen, MD .978-448-4300  
Pamela DeLuca, MD .781-259-9292  
Thomas Goodman, MD .978-448-4300  
Martin Kafina, MD\* .978-287-0700  
Alan Marks, MD\* .978-369-0502

**Sleep Medicine**

Meena Mehta, MD\* .978-371-7778  
Gary Stanton, MD .978-371-8935

**Spine Surgery**

Richard Ozuna, MD\* .978-818-6350  
Bernard Pfeifer, MD\* .978-287-3194  
Jeremy Shore, MD\* .978-818-6350  
John Sledge III, MD\* .978-818-6350

**Surgery (General)**

Susan Cahill, MD, FACS .978-369-4468  
Vera Freeman, MD\* .978-287-3480  
John Friel, MD\* .978-287-3480  
F. Whiting Hays, MD .978-369-5677  
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Andrea Resciniti, MD, FACS .978-371-7433  
Roy Shen, MD, FACS\* .978-287-3480  
Rebecca Shore, MD\* .978-287-3480

**Urology**

*(male and female urinary tract and male reproductive organs)*

James Ellis, MD .978-369-5551  
Paul LaFontaine, MD\* .978-369-1527  
Stephen Schloss, MD .978-369-5551

**Vascular Surgery (blood vessels)**

Stephen Hoenig, MD\* .978-369-4468  
David Margolius, MD .978-369-4468

\*This physician has more than one office location. Please call for information.



EMERSON

ADVISOR

HealthWorks' editorial staff spoke with Acton Medical Associates pediatrician Jessica Rubinstein, MD, about the results of the 2006 Emerson Hospital Youth Risk Behavior Survey.

## TRACKING OUR KIDS' BEHAVIOR

### WHAT IS THE YOUTH RISK BEHAVIOR SURVEY?

It is a survey about health-related behavioral issues that is conducted among 8,200 students in grades six, eight and nine through twelve who attend schools in the Emerson Hospital service area. The hospital underwrites the cost of the survey, which is conducted every two years and is developed with input from health educators in seven school districts. Its results are made available to educators and administrators in all the school systems, as well as to parents through public meetings and various articles in the media. For several years, I have served on a panel of medical experts who discuss the survey findings at public gatherings in Acton. I also serve as the Acton-Boxborough school physician.

### WHY IS THE SURVEY IMPORTANT?

It helps us understand the risks to which our children are vulnerable and lets us act—as educators, parents and concerned citizens—to try to modify risky behavior. And that appears to be having an impact. This latest survey shows a decline in smoking among teenagers in our region, for example, suggesting that emphasizing this behavior in health and wellness classes had an effect. Only 29 percent of area students reported that they've tried cigarettes, and only 14 percent reported they had recently smoked. This compares to state-wide rates of 51 percent and 21 percent.

### WHAT SIGNIFICANT FINDINGS DID THE 2006 SURVEY REVEAL?

The number of area teenagers reporting that they have had sexual intercourse—28 percent in this survey—has remained constant over the years. However, approximately 36 percent reported having either given or received oral sex. National studies indicate that many young people don't consider oral sex to be as serious as intercourse; they regard it as an acceptable alternative. As a physician who treats adolescents who have contracted sexually transmitted diseases such as herpes through oral sex, I view this as an area of concern. We need to focus on this in health education programs.

### WHAT ABOUT SUBSTANCE ABUSE AMONG AREA TEENAGERS?

Drug use has dropped from 27 percent to 17 percent in the years since the 2000 survey, suggesting that educational efforts have worked. Alcohol use has declined from 48 to 40 percent. Parent-permitted drinking—so-called “safe” drinking at parent-supervised parties—has dropped; publicity about law enforcement and lawsuits related to this has probably helped. But 17 percent of tenth-graders, 25 percent of eleventh-graders and 32 percent of twelfth-graders reported that they have been in cars with alcohol-impaired drivers. This is a troubling statistic.

### DID THE 2006 SURVEY REVEAL ANY NEW TRENDS?

Questions about Internet activity were added to this year's survey. The results showed that 25 percent of area high school students gave personal information over the Internet to people they've never met, and 15 percent said they had met someone in person who they first met online. Any police officer will tell you these are dangerous behaviors that need to be addressed, both in the school curriculum and at home. This can be a challenge since kids often know more about using computers than their parents do. The fact is, parents need to learn how to monitor their children's Internet use and know what sites their kids are visiting on the computer.

### DO YOU HAVE ANY SUGGESTIONS?

At a minimum, a computer should be located in a common area, not in a child's bedroom. And education needs to start during the elementary school years. These days, kids in the third and fourth grades are going online and, by the eighth grade, they are routinely doing research on the Internet. Also, parents should ask their children about Internet bullying. Many parents are unaware of the degree to which that behavior occurs.

*For an informative resource book on how to identify risky behavior and talk with your teens about it, contact Emerson Hospital at 978-287-3085.*

# ON CALL

EMERSON HOSPITAL IS PLEASED TO INTRODUCE THE FOLLOWING NEW PHYSICIANS.



**Melissa M. Burnett, MD**  
**DERMATOLOGY**

290 Baker Avenue, Suite 220, Concord  
978-369-9023  
625 Mt. Auburn Street, Cambridge  
617-354-5658

Dr. Burnett received her medical degree from University of Vermont College of Medicine and completed her residency at University of Minnesota Medical Center. She is board-certified in dermatology, and her clinical interests include pediatric dermatology, skin cancer, laser therapy, skin rejuvenation, alopecia areata, Botox and Restylane. Dr. Burnett joins the practice of Dermatology Associates.



**Aldona D. Finkle, MD**  
**ENDOCRINOLOGY**

John Cuming Building, Suite 660, Concord  
978-287-3486

Dr. Finkle received her medical degree from Gdansk School of Medicine in Poland and completed her residency at University of Massachusetts Memorial Medical Center. She completed a fellowship in endocrinology at Brown University School of Medicine in Rhode Island. Dr. Finkle is board-certified in internal medicine, and her clinical interests include diabetes, thyroid disease, osteoporosis and adrenal disorders.



**Ayleen Gregorian, DPM**  
**PODIATRY**

1732 Main Street, Concord  
978-369-2665  
133 Littleton Road, Westford  
978-589-6908

Dr. Gregorian received her medical degree from Barry University School of Podiatric Medicine in Florida and completed her residency in podiatry at MetroWest Medical Center. She has clinical interests in surgery, wound care and primary podiatric medicine. Dr. Gregorian joins North Bridge Podiatry Group and Drs. Gregory Catalano and Summer Getzen.



**Lisa A. Intriere, MD, MBA**  
**RADIOLOGY**

Emerson Hospital, Concord  
978-287-3700

Dr. Intriere received her medical degree from George Washington University Medical School in Washington, DC. She completed her residency in diagnostic radiology at George Washington University Hospital and a fellowship in body imaging at The New York Hospital-Cornell Medical Center. Dr. Intriere is board-certified in diagnostic radiology and has clinical interests in gastrointestinal and genitourinary radiology.



**Dan Nir, MD**  
**RADIOLOGY**

Emerson Hospital, Concord  
978-287-3700

Dr. Nir received his medical degree from Hahnemann University in Pennsylvania and completed his residency in diagnostic radiology at Boston Medical Center. He completed fellowships in body imaging at Boston Medical Center and MRI/informatics at Massachusetts General Hospital. Dr. Nir is board-certified in diagnostic radiology and has clinical interests in musculoskeletal radiology and medical informatics.



**Rosemary E. Reiss, MD**  
**PERINATOLOGY**

John Cuming Building, Suite 410, Concord  
978-287-3180

Dr. Reiss received her medical degree from New York University School of Medicine and completed her residency in obstetrics and gynecology at Yale-New Haven Hospital. She also completed a fellowship in obstetrics and gynecology at Ohio State University Medical Center. Dr. Reiss is board-certified in obstetrics and gynecology and maternal-fetal medicine. Her clinical interests include maternal-fetal medicine and prenatal diagnosis.



**Andrea R. Rizzo, MD**  
**INTERNAL MEDICINE**

Emerson Medical at Sudbury  
490 Boston Post Road, Suite 2003, Sudbury  
978-443-6086

Dr. Rizzo received her medical degree from Tufts University School of Medicine and completed her residency at Boston VA Medical Center. She

is board-certified in internal medicine and joins the practice of Concord Hillside Medical Associates. Dr. Rizzo practices with Nancy Herriott, PA-C, who has a clinical interest in travel medicine.



**Sahana Vyas, MD**  
**OPHTHALMOLOGY**

100 Powder Mill Road, Acton  
978-897-7212  
479 Old Union Turnpike, Lancaster  
978-537-3900

Dr. Vyas received her medical degree from Saba University School of Medicine in Netherland

Antilles and completed her residency in ophthalmology at University of Louisville School of Medicine. She went on to complete a fellowship in vitreoretinal surgery at University of Virginia Medical Center. Dr. Vyas has clinical interests in diabetic eye disease, macular degeneration and other retinal pathology. She joins D'Ambrosio Eye Care, Inc. and Drs. Francis D'Ambrosio Jr. and Oren Weisberg.

## Health & Wellness Classes

*The following courses are held at Emerson Hospital in Concord. Please call 978-287-3777 to register.*

### Prepare for Surgery, Heal Faster Workshop

The \$95 fee includes a book/relaxation CD.

Please call to arrange a personal workshop or for group workshop dates.

### Prenatal Exercise – Exercise for a Healthier Pregnancy

\$72 for the six-week evening session beginning on either Monday, June 4, or July 23 at 7:00-8:30 pm.

Held in North Assembly Room A

### Prenatal Exercise at Emerson Hospital Health Center – Westford

\$72 for the six-week session beginning on either Thursday, June 7, or July 26 at 7:30-9:00 pm.

### Yoga and Meditation

\$91 for the seven-week session beginning either Monday, June 18, or August 13 at 5:30-6:45 pm or Friday, June 8, or July 27 at 9:30-10:45 am. The class is ongoing; you can join anytime.

Held in North Assembly Rooms A&B

### Babysitting Training

\$39 per person or 2/\$70 when friends register together.

Choose one of the following Saturdays from 9:30 am-2:30 pm: June 30, July 21 or August 25. Held in North Assembly Room A.

### Tai Chi Beginner

\$98 for the eight-week session beginning Wednesday, July 11, at 9:30-10:30 am. The class is ongoing; you can join anytime. Held in Donaldson Conference Room, John Cuming Building

## Lectures & Events

### REMINDER!

**Cancer Awareness Day is Saturday, May 19**, from 9:00 am to 1:30 pm. Please join us at the Bethke Cancer Center at Emerson Hospital in Concord for free health screenings, information, food and conversation with staff and physicians. Call 978-287-3237 for information and to register.

### A.W.A.K.E. New England Event: Women and Sleep

Gary Stanton, MD, neurologist and sleep specialist  
Monday, June 4, 6:30 pm, Donaldson Conference Room

Call 800-432-8808 for more information or to register.

### TALKING ABOUT HEALTH (Emerson Hospital Speaker Series)

**Understanding Lyme Disease:** Diagnosis, Treatment and Prevention  
Martin J. Kafina, MD

Tuesday, June 5, 7:00 pm, North Assembly Room A

Call 978-287-3085 for more information.

### SPECIAL EVENTS

#### Join the 5K Run-Walk for Cancer on June 10

Emerson Hospital will hold its annual 5K Run-Walk for Cancer on June 10, starting at 10:00 am at the Concord Health Center (corner of Route 2 across from Emerson). The event is sponsored by the Emerson Hospital Auxiliary, and proceeds benefit Bethke Cancer Center programs at Emerson. Registration forms are available at [www.emersonhospital.org](http://www.emersonhospital.org) or by contacting Leah White at Emerson Hospital, 978-287-3084.





# EMERSON HOSPITAL Center for Specialty Care Opens This Summer

**Expert Emerson specialists, new specialty services in one convenient location**

As spring arrives, Emerson is preparing to open the doors to a new specialty center located less than a mile from the hospital. The Emerson Hospital Center for Specialty Care on Baker Avenue in Concord is a new concept—one that brings together many of Emerson’s talented specialists, as well as some new services, in a convenient location.

“Our Emerson health centers in Groton, Sudbury and Westford feature mostly primary care services,” says Christine Gallery, vice president for planning and market development. “This center is focused on specialty services for adults and children. Within the building, we’ve made a point of locating specialties that are complementary next to each other. For example, the Diabetes Center is located on the first floor, along with the Wound Care Center and nutritional counseling—two services that are needed by many individuals with diabetes.”

The second floor will house Emerson’s new Bone and Joint Center. Pediatric patients will see MassGeneral Hospital for Children (MGHfC) specialists in cardiology, neurology and pulmonary medicine on the third floor, where a pediatric dermatology practice will also be located.

#### **THIRD FLOOR**

**ENDOCRINOLOGY/  
MEDICAL DIRECTOR OF DIABETES CENTER**

**PEDIATRIC SUBSPECIALISTS (FROM MGHfC):**  
*cardiology, neurology, pulmonary medicine and others*

**PEDIATRIC DERMATOLOGY (new)**

#### **SECOND FLOOR**

**ORTHOPEDIC OFFICES:** *hand, spine and podiatry surgeons*

**RHEUMATOLOGY:** *care for individuals with arthritis and other conditions*

#### **FIRST FLOOR**

**DIABETES CENTER:** *comprehensive care for individuals with diabetes*

**WOUND CARE CENTER:**  
*care for complex wounds; hyperbaric oxygen chambers (new)*

**NUTRITIONAL COUNSELING**

**WEIGHT MANAGEMENT CENTER:**  
*includes the hospital’s surgical and medical weight loss programs*

**PET/CT SCANNING:** *sophisticated imaging for cancer and other conditions (new)*

The center will feature new technology, including hyperbaric oxygen chambers for treatment of complex wounds and PET/CT scanning—sophisticated imaging that is used to diagnose and monitor cancer and other serious health conditions.

Look for the opening of the Emerson Hospital Center for Specialty Care this summer.

# FREDDIE Goes interactive

## Emerson brings innovative program to area kindergartens

When Freddie talks, children listen. That is the secret behind a shy puppet who has been visiting area kindergarten classes for more than two decades. When he talks about the time he went to the emergency department or had surgery, Freddie makes the hospital seem less frightening, and that is good for children and parents alike.

These days, Freddie—a character developed by Emerson’s Pediatric Intervention Team—makes his visits to area schools via a School Health Education lending kit that includes a DVD called “Freddie’s Hospital Story.” The classroom-based, interactive program is designed to prepare kindergarten-age children for a possible trip to the hospital. The DVD is accompanied by medical items including a stethoscope, blood pressure cuff and anesthesia mask.

By the time they are in kindergarten, notes Mallory Harrison, Emerson Hospital child life specialist, kids are ready to talk about difficult things. “At age five, most kids are able to listen, process and tell stories,” says Ms. Harrison, who is featured on the DVD. “It’s amazing to see how the kids relate to Freddie. Though they realize he’s just a puppet, they engage with him as if he was real, asking questions like ‘where’s his mother?’ He’s proven to be a great vehicle for talking about a potentially scary place, like a hospital, because Freddie can be silly, too.”

Teachers and school nurses give the DVD high marks. “We use the Freddie DVD with our five kindergarten classes,” says Donna Linstrom, RN, the nurse at Pompositticut Elementary School in Stow. “The program is done in a very sensitive, caring way, and it’s effective.”

Ms. Linstrom saw just how effective when the mother of a first-grader mentioned her surprise at how her son had taken his recent hospitalization in stride. “He had fallen at a friend’s house and broke his elbow, which required surgery at Emerson,” says Ms. Linstrom. “When his mother commented that he seemed to know what was going to happen at the hospital before it happened, I reminded her about the Freddie program.” Yes, the boy later told his mother, he remembered what he learned from Freddie.



Mallory Harrison, child life specialist, and Freddie, Emerson puppet ambassador, now visit kindergarten classes via DVD.

The blue puppet is a proven ambassador for Emerson Hospital, and the program that features him perfectly conveys the Pediatric Intervention Team’s philosophy. “Our approach to caring for children starts with absolute honesty,” explains Kay Liebmann, RN, nurse coordinator. “When they come to the hospital, we describe what they’re going to experience in language they can understand, we give them ways to cope with the experience, and we make sure they have an opportunity to talk about what happened.”

The Pediatric Intervention Team is an integral part of pediatric care at Emerson—inpatient, outpatient, in the emergency department, radiology and the special care nursery. “When a child is having surgery, for example, we see them in advance, accompany them to the operating room and meet them afterwards in the recovery area,” says Ms. Harrison. “Always, we encourage the child to express what they are afraid of. That way, we can explain how we’re going to keep them safe.”

“Freddie’s job is to prepare kids for the hospital. Once they are here, a team of caring helpers does the rest.”

*For more information on Freddie’s Hospital Story or to reserve a lending kit, please call 978-287-3423.*



## Emerson Volunteers Commit Time, Talent and Energy

Recruitment is under way for more hospital greeters



For more information on  
volunteering at Emerson Hospital,  
please call 978-287-3200.

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If you would prefer not to receive such mailings in the future, please let us know by calling 978-287-3085 or send an email to [pr@emersonhosp.org](mailto:pr@emersonhosp.org).

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The information included here is intended to educate readers about health issues, but it is not a substitute for consultation with a personal physician.

*The mission of Emerson Hospital is to deliver the highest quality, safest and most cost-efficient care to our patients and to maintain a professional and respectful environment for all members of the Emerson Hospital community.*

A warm smile makes any situation better, says Betty Farfaras. As one of the first greeter volunteers at Emerson, she dispenses plenty of smiles, along with information and guidance, to hospital visitors. "When my husband told me that Emerson was looking for greeters, it kind of clicked," says Ms. Farfaras, a Woburn resident and former restaurant function director. "I enjoy helping people. Besides, we get our care at Emerson, so I know it's an absolutely wonderful community hospital."

"Our greeter volunteers are part of the hospital's Service Excellence Program," explains Sharon Knox, who directs Emerson's popular volunteer department. "As the first people that patients and visitors encounter, they must provide excellent customer service."

Greeter training begins in the transport department—the best way to get to know the hospital.

"Our transport department performed more than 85,000 jobs last year—not only moving patients, but transporting medical records, pharmacy items and lab specimens," says Ms. Knox. "Many volunteers say they love the exercise; they can cover three or four miles in a four-hour shift."

Doug Crumbey (shown above) puts in more shifts than most; the Acton resident works 1,000 hours per year, on average, as a reception volunteer and trainer. "My background is in sales and marketing, so I utilize my people skills," he says. "Whether you're behind a reception desk or doing the official greeting, being a volunteer requires diplomacy and resourcefulness."

More than 520 individuals donated 72,000 hours last year. "Our volunteers do meaningful work, and they contribute to Emerson in important ways," says Ms. Knox.