

care.together

Atlantic General Hospital & Atlantic General Health System



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From the President

Welcome to the Winter edition of care.together magazine. As we approach the end of 2023, I wanted to take a moment to reflect on the past year and share our excitement for the coming year. It has been a year of both challenges and successes, and Atlantic General Hospital could not have made it through without the incredible hard work of our staff, the generosity of our supporters and the continued trust and dedication from our community at large.

This past year, we continued to focus on providing the high-quality patient care that Atlantic General Hospital is known for, all while adapting to the ever-changing healthcare landscape. To achieve this, new technologies and innovative treatments were implemented and healthcare services expanded to better meet the needs of those we serve.

The most notable accomplishment of 2023 was the December opening of the much-

anticipated Gudelsky Family Medical Center in Ocean Pines. The nearly 50,000 square foot facility, located on Racetrack Road, provides easier access to the most commonly needed medical services in a more cost-effective environment. As you will read on page 10, patients now have access to walk-in lab and x-ray services and Atlantic General primary and specialty care all in one convenient location, with women's health services to come later in 2024.

Access and convenience are challenges that face healthcare organizations nationwide, and the Gudelsky Family Medical Center addresses these issues for Ocean Pines residents and surrounding communities. Technology also plays an increasingly significant role in healthcare accessibility. This past year, Atlantic General Hospital and Health System updated its online scheduling interface to streamline the process for patients seeking care.

This ease-of-access update allows patients

of Atlantic General Health System to schedule appointments with their healthcare providers from the convenience of the FollowMyHealth patient portal. Patients are now able to view a complete list of Atlantic General providers who are involved in their care, review their availability and schedule an appointment in just a few clicks.

In addition to increased accessibility, Atlantic General Hospital continues to build upon its surgical capabilities. Along with Mako robotics for joint replacement surgery, we have received a state appropriation to upgrade our hospital operating rooms with video cameras and equipment used to support our minimally-invasive surgical procedures.

2023 was a year full of fond memories. I feel blessed and appreciate the countless opportunities I have had to connect with those in our community, and I look forward to the many years to come. I would like to express my sincere gratitude to those who attended and supported our annual fundraising events in 2023, including the Penguin Swim, Anniversary Celebration,



Fall Golf Classic. The support Atlantic General Hospital receives during these annual celebrations is profound, and we are humbled by the gracious nature of our community.

Whether you have attended in the past or want to start a new tradition, I encourage you to join us for the 2024 Penguin Swim. There is no better way to kick off a new year than to be surrounded by friends, family and neighbors.

We are proud to be a pillar of the Lower Eastern Shore community, and look forward to serving you in the coming year. Thank you for entrusting us with your healthcare needs, and we wish you all a happy and healthy new year.

Onward and upward,

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

EXPERT CARE. EVERY DAY.

Two Advanced Technologies Added to Atlantic General Hospital's Cancer Fighting Toolkit



> The John H. 'Jack' Burbage, Jr. Regional Cancer Care Center and the Eunice Q. Sorin Women's Diagnostic Center are the first in the region to offer these services.

■ WIRELESS BREAST LOCALIZATION

Women and men preparing for a breast lumpectomy or excisional biopsy at Atlantic General Hospital will encounter a more comfortable pre-surgery experience, thanks to a generous donation from John H. 'Jack' Burbage, Jr. The local businessman and philanthropist's \$100,000 gift to the Burbage Regional Cancer Care Center funded the purchase of Merit Medical's SCOUT wireless breast localization for Atlantic General's breast patients, in addition to other technologies.

Like other healthcare facilities in the region, Atlantic General Hospital had previously relied on traditional wire localization – a procedure performed before breast surgery to mark the location of a tumor or suspicious lesion to guide the surgeon.

During wire localization, a hooked wire is inserted into the breast to mark the

location of the lesion. Because the end of the wire protrudes from the breast, it is typically placed on the morning of surgery. Patients must restrict their movement so that the wire is not accidentally displaced. At the time of surgery (which can be several hours after wire placement), the surgeon follows the wire to find and remove the lesion.

With SCOUT wire-free localization, a tiny device smaller than a grain of rice is placed into the abnormal tissue. This "reflector" can be placed any time prior to surgery and later be detected by the surgeon using radar waves. This flexibility allows for easier coordination of the placement procedure and the subsequent surgery, potentially resulting in fewer surgery delays.

During the placement, the radiologist:

- Confirms the location of the abnormal tissue using imaging

(mammography or ultrasound)

- Uses a local anesthetic to numb the targeted area of the breast
- Introduces the reflector through a small needle under image guidance
- Confirms the placement of the reflector

The reflector cannot be felt after placement and patients can resume normal activity until surgery. It is completely passive until activated in the operating room. During surgery, the surgeon uses radar with SCOUT's 360 degree detection capabilities to locate the reflector's exact position, with instant response readings to guide the dissection path.

This precision localization helps increase the likelihood of complete lesion removal, thereby reducing

>>> *Continued, p 6*

Community Benefits *Highlights*

Atlantic General Hospital is committed to our community's best health by promoting healthy lifestyles with preventive screenings and health education. We also support patients and families coping with long-term illness and chronic conditions and have worked with community partners to coordinate important events such as the Tri-County Go-Red event and Autism Awareness Conference.

Other noteworthy community benefit initiatives include:

Flu Vaccine Clinics

- Held 6 community vaccine clinics in addition to employer-based clinics throughout Worcester County. Vaccination services are provided free of charge.

1,357 encounters ... \$23,092 community benefit dollars

Emergency Department Outreach

- Leadership contributed to local advocacy and outreach efforts, most notably with the Mobile Integrated Community Health (MICH) initiative to provide at-risk residents with care coordination services to address social determinants of health, reduce their need for emergency health services, and improve health outcomes.
- Community education and health fairs and other events

1,872 encounters, with 499 serviced ... \$62,337 community benefit dollars

Educational Support for Future Health Care Providers

- Staff provides additional education and career development support to future nurses; techs; phlebotomists; physicians, physician assistants and nurse practitioners; and pharmacists through clinical round, internship and preceptorship opportunities.

3,153 encounters, totaling 10,130.5 hours of staff time ... \$450,306 community benefit dollars

AGH/HS Atlantic General Health System Locations

(Outpatient physician offices providing family medicine, internal medicine, general surgery, gynecology, gastroenterology, orthopedics, pediatrics, neurology, rheumatology, oncology, and endocrinology)

- Berlin
- Ocean City
- Ocean Pines
- Ocean View
- Selbyville
- West Fenwick
- West Ocean City



Providing 7-day-a-week walk-in primary care services.

- **Ocean City** (Monday-Friday in off season)

Community Impact

Supporting the Local Economy and Our Quality of Life

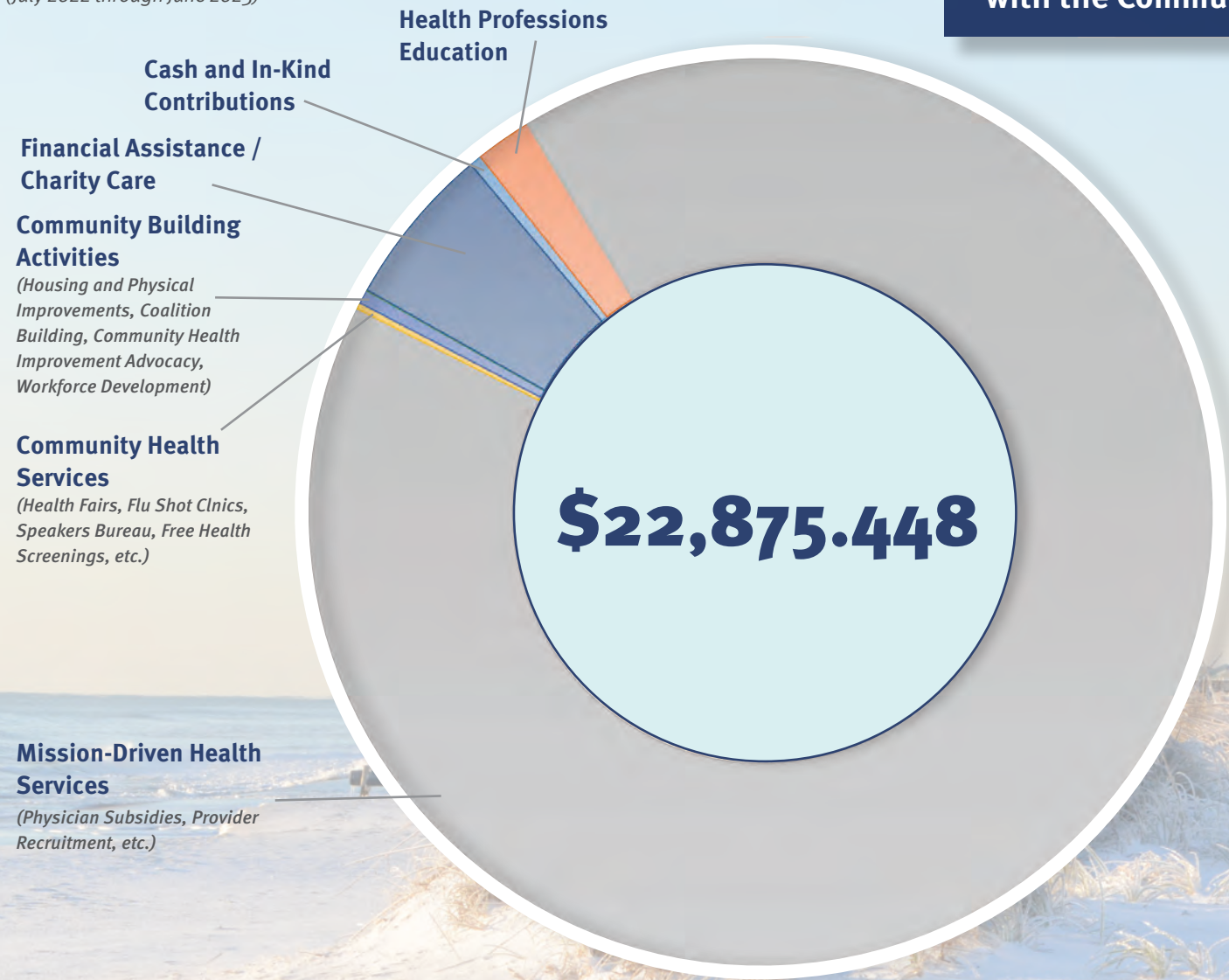
- **More than 980 year-round staff positions for local residents**
- **Total payroll of \$70 million, which is spent in the communities we serve in Delaware, Maryland and Virginia**
- **A medical staff of 276 includes specialists in:**
 - Anesthesiology/pain management
 - Cardiology
 - Dermatology
 - Emergency medicine
 - Endocrinology
 - Family practice
 - Gastroenterology
 - General surgery
 - Gynecology
 - Hospitalist services
 - Infectious diseases
 - Intensivist services
 - Internal medicine
 - Nephrology
 - Neurology
 - Nurse practitioner services
 - Oncology/hematology
 - Ophthalmology
 - Orthopedics
 - Pediatrics
 - Physician assistant services
 - Psychiatry
 - Pulmonology
 - Radiology
 - Rheumatology
 - Urology

Health Education and Services

Provided to the Community Free of Charge
or at Reduced Cost

(July 2022 through June 2023)

**49,079 Encounters
with the Community**



Fiscal Year 2023 Financials & Key Figures

We Billed	\$212,159,772
We Received	\$156,736,619
Cost of Care	\$166,422,837
Operating Margin	\$(9,686,218)
Community Support	\$1,544,263*
Total Margin	\$(4,024,068)**
(State Assessment	\$3,278,572)

*Does not include Campaign for the Future funds

**Includes investment gain due to market upturn

Admissions	2,745
Average Length of Stay (days)	4.2
Patient Days of Care	11,651
Emergency Visits	33,070
Laboratory Visits (outpatient)	21,660
Radiology Visits (outpatient)	27,127
Surgeries (inpatient/outpatient)	6,581
Physician Visits (AGHS)	135,001
Cardiology/Pulmonary	2,986
EKG/EEG visits (outpatient)	

the need for a second surgery and expediting any subsequent treatment at the Burbage Regional Cancer Care Center.

“A positive byproduct of the accuracy of this system is the improved conservation of healthy breast tissue,” said Atlantic General breast surgeon Alae Zarif. “This can translate into better cosmetic outcomes and increased confidence for women undergoing surgery.”

“Breast cancer surgery can be physically and emotionally distressing. This solution improves surgical outcomes, which result in decreased post-operative complications, allowing us to quickly treat patients in the medical and radiation oncology setting,” said Virginia Wildman, CRNP, nurse practitioner at the Burbage Regional Cancer Care Center.

SCOUT wireless localization is now available at Atlantic General Hospital’s Eunice Q. Sorin Women’s Diagnostic Center for women and men undergoing breast lumpectomy or biopsy. The Sorin center is the only facility on the lower Eastern Shore of Maryland offering this service. For more information, call the center at 410-641-9215 or visit www.agh.care/forwomen.

■ PAXMAN SCALP COOLING SYSTEM

People undergoing chemotherapy at the John H. ‘Jack’ Burbage, Jr. Regional Cancer Care Center can now keep control of their hair loss by using a ground-breaking scalp cooling treatment.

Developed by a British family that understands first-hand what it is like to lose hair due to cancer treatment, the Paxman Scalp Cooling System helps reduce hair loss throughout chemotherapy.

Scalp cooling treatment, also known as cold cap treatment, empowers patients to feel a greater sense of control during a very overwhelming time. A \$100,000 gift from local businessman and philanthropist Jack Burbage brought the technology and other services to the cancer treatment facility named in his honor.

Speaking about the impact of this treatment, Chanelle Lake, director of the Burbage Regional Cancer Care Center, said, “When faced with the prospect of chemotherapy, patients have a great deal of physical and psychological effects to deal with. Losing their hair is a major concern, for many resulting in a feeling of losing their identity.”

“Scalp cooling allows patients to take some control of a side effect that would otherwise be inevitable in some treatments,” Lake said. “We are delighted to be the first facility on the Delmarva Peninsula to offer this treatment option to our patients.”

Patients can discuss scalp cooling and whether it’s right for them during their initial visit to the Burbage Regional Cancer Care Center, or call the center at 410-629-6888.

SO, WHAT IS SCALP COOLING?

Scalp cooling is a treatment that can help to reduce hair loss during chemotherapy and provides cancer patients with the only real alternative to this devastating side effect. It is widely recognized that chemotherapy-induced hair loss is one of the most traumatic side effects associated with cancer treatment and can have a significant emotional impact on many patients. It can be an unwanted reminder of their disease, can compromise their self-image, and many people would simply like to maintain their hair.

Chemotherapy works by targeting all rapidly dividing cells in the body. Hair is the second fastest dividing cell, and this is the reason why many chemotherapy drugs cause alopecia. The hair follicles in the growth phase are attacked, resulting in hair loss approximately two weeks after the commencement of the chemotherapy treatment.

The damage that chemotherapy causes to the hair follicle can be alleviated by using the scalp cooling treatment, also known as the ‘cold cap.’ It works by reducing the temperature of the scalp by a few degrees immediately before, during and after the administration of chemotherapy.

More information, including success rates by treatment regimen, educational videos and how-to guides, can be found at www.agh.care/RCCC.



Eliminating Barriers to Basic Health Services

By **Jordan Hines, Pharm D.**
AGHRx RediScripts Pharmacist

Pharmacist-prescribed birth control is a fairly novel concept to the average patient, yet it has passed legislation in 18 states over the last 7 years. Though it has been a highly prioritized service for many states, the global pandemic of 2020 amongst other factors stifled implementation strategies for pharmacies nationwide. More than ever, the last three years has forced us to reflect as a nation on the healthcare barriers and access to care outcomes of our rural and underserved patient populations. Pharmacists are the most accessible healthcare professionals, with the majority of Americans living within 5 miles of a pharmacy. In addition, almost half of all pregnancies in the U.S. are unintended, making pharmacists an accessible and affordable part of family planning services for patients.

At AGHRx RediScripts Pharmacy, there is no appointment needed for a pharmacist consult for birth control. Each consult session requires the completion of a patient health screening questionnaire, and patients

must be 18 or older. The patient questionnaire will help the pharmacist identify patient eligibility for pharmacist-prescribed birth control. The pharmacist may also take a blood pressure reading and a weight as part of the evaluation. The current cost for a birth control consult with an AGHRx RediScripts pharmacist is \$39. The cost of the birth control prescription itself will depend on the specific product chosen and each individual's insurance coverage, which our pharmacist will take into consideration when discussing options with patients. In all, the approximate time for consult is expected to be about 15 to 20 minutes. This allows for a thorough review of the health screening questionnaire, time for dialogue with the patient, and dispensing of the prescribed product, if appropriate.

The pharmacist is specifically trained to evaluate the patient's past medical history, current conditions, and medications

With Pharmacist-Prescribed Birth Control Options

to discern the most suitable treatment options. Depending on these criteria, the pharmacist may either prescribe a contraceptive method based on patient needs or recommend referral to a physician for follow up care to determine the most appropriate birth control method. A pharmacist may prescribe various types of contraception including the pill, the transdermal patch, and the vaginal ring. If a birth control method is prescribed by a pharmacist, there will be an additional recommendation to follow up with a primary care or OB/GYN provider. This encourages continuity of care and completion of appropriate preventative health screenings. This pharmacist-driven service is yet another level of care extended to patients in order to best meet the unique needs of our Delmarva community.

For more information about this service, you can call AGHRx RediScripts at 410-641-9240. ●

Joint Surgery Center Patient Describes his Total Hip Replacement Experience

Robotic Technology, Good Communication and a Warm Bedside Manner Make all the Difference

“ My name is Ron Adams, and I recently retired. About six years ago, we purchased a house here in Fenwick Island. So that's what brought us from Northern Virginia, where I was born and raised.

In my opinion, hospitals there have fantastic reputations. Doctors, physicians, surgery centers, everybody does. But, I wasn't familiar with the healthcare services in Delaware when I came here, and when I began to experience serious hip pain, this was really my first major surgery and I had to make a decision of where I wanted to have it done. I even went to Northern Virginia and received a consult on my hip.

And then I found that one of my best friends had had joint surgery, and he had it done robotically with the Mako system. We go boating every few days, so we talk a lot. I noticed his hip recovery and



it was phenomenal. Within days, you would never have known that he had surgery.

So when I needed surgery I said, 'hey, I want what you had. So who'd you go to?' I got his doctor's name and it's Dr. Sean Hooker. I contacted Dr. Hooker's office and they were extremely professional. If I needed a return call, they returned the call. They helped me with setting up an appointment. I saw Dr. Hooker, and he confirmed that I needed a full hip replacement.

We talked about the options of traditional surgery versus the Mako

robotics and the robotics is really the way to go. I would highly recommend that to anybody if there's an opportunity for a robotic surgery.

About a month before I had my surgery, I got a CT scan, which is basically a 3D of the body in my hip area. What's so phenomenal is they download those images to the robotic system so it has a full image of my hip exactly the way it is – every millimeter. They were able to size my hip exactly and have those sizes waiting for me in the operating room.

So, I'm not going to say it's foolproof, but the system

sure does help the odds of having a successful surgery. The doctor was phenomenal. The surgical coordinator was exceptional and worked with me to set up appointments and even arranged for the two weeks of physical therapy that I had when I got home. I didn't have to chase down anything or anybody. The system just went perfectly. Whoever was to call me next, next thing you know, I got a phone call.

There's also an app. It communicates back and forth between you and the doctor and the doctor's staff about two things: the pre surgery and then the post surgery. So on my phone

I'll get this flash that Dr. Hooker's office wants to know how I'm doing, or how I feel, what's my pain level, have I been able to walk, etc. It's a progress report, and this data gets sent to his office. If there's any red flags, I'm sure that I would get a phone call.

The whole coordination of Dr. Hooker's office and the staff that's very friendly and professional – it's just really a good atmosphere to be in. And Dr. Hooker impressed me more than probably any physician I've ever met, and that's the truth. And I say that because he's a nice guy and he makes you feel comfortable automatically. He's got the qualifications; you can read his CV and see that. But, it's his bedside manner, his care for his patients. I had a small issue where I thought I was having some pain that maybe I shouldn't, but it really wasn't a concern. He called me within 15 to 20 minutes.

It's really unbelievable, the service that I'm getting. Before I retired, I was a senior executive in a hospital. So I kind of feel my antennas go up when I walk into a hospital. I'm reminded of the great things that can go well with a hospital, or the things that don't.

And I noticed the hospital, the staff, everybody we met from the nurses to techs to the surgeons, anesthesiologists, everybody – they knew their job and they were very happy about what they were doing.

I know Atlantic General Hospital is a small hospital compared to many in the country. And, I think there's an advantage to being in a small hospital in many ways. But I truly was not expecting the experience and the results that I had. It was just a very phenomenal experience and I would recommend Dr. Hooker, his staff and everybody associated with this hospital. 🙌 📌

Life After Cancer



Making a Survivorship Plan

By Chanelle Lake, Director
Burbage Regional Cancer Care Center

After you finish cancer treatment, what's next? Cancer treatment keeps improving, and millions of people are now living life after cancer. Healthcare providers are working to understand what they need, as many cancer survivors still have various issues after cancer.

What is cancer survivorship?

Cancer survivorship refers to a person with a history of cancer from the time of diagnosis through the rest of their life. This period can include maintenance treatment, managing and coping with post-treatment symptoms and emotions, periods when cancer may return, and future therapies as needed. Cancer survivorship is a difficult time of transition and change. It's when you learn to adapt to a "new normal."

What is a survivorship care plan?

A survivorship care plan (SCP) is a blueprint for moving forward after cancer treatment. Many medical groups advise

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What is RecoveryCOACH?

RecoveryCOACH is a relatively new feature of the joint replacement care at Atlantic General Hospital's Joint Surgery Center.

The app is used by patients and the healthcare team to keep tabs on the pre- and post-surgery processes to ensure a smooth recovery:

- pre-surgery testing reminders
- instructions
- education and exercise videos
- regular check-ins to assess pain, swelling, mobility and any concerns at key milestones in the recovery process

For more information about the Mako Robotic Arm-Assisted Joint Replacement System, RecoveryCOACH or the specialists providing joint replacement at the Joint Surgery Center, call [410-641-0730](tel:410-641-0730) or visit www.agh.care/joint.

New Faces and Places



Sherri Candeloro, RN, has been promoted to the role of Director of Risk Management. Sherri has over 35 years of nursing experience, with more than 20 years at Atlantic General Hospital. She obtained her Bachelor of Science in Nursing at Towson State. Sherri spent a significant portion of her career in the emergency department, but also provided patient care at the Burbage Regional Cancer Care Center, the post anesthesia care unit, and the ICU and has served as clinical coordinator for medical infusion. Sherri has been active on a number of committees at Atlantic General Hospital, including Nurse Peer Review, Professional Nursing Council, Practice and Innovation, Performance Improvement/Patient Safety (PIPS), Community Garden and Associates Activities Committee. ●

Robin Fergner-Hill joined Atlantic General Hospital and Health System to serve as Director of Operations for the health system. Robin has over 34 years' experience as a healthcare leader. She was previously the Director of Cardiac Services at TidalHealth and former CEO of Peninsula Cardiology Associates, PA. She has held other leadership positions in health care, including Director of Network Services for a small rural health maintenance organization (HMO), and Practice Administrator for both a dental and a mental health practice. Robin has also served as an adjunct professor at Salisbury University, teaching Introduction to Healthcare Management and Marketing at the Perdue School of Business. She obtained her Bachelor of Science in Business Administration from the University of Baltimore, and her MBA with a concentration in Healthcare Administration from Wilmington University. Robin lives in Ocean City with her husband Steve and has three grown children and two golden retrievers. ●



Gudelsky Family Medical Center is Now Open!

We are happy to announce that the Gudelsky Family Medical Center opened in December!

The new center houses a number of primary care and specialty offices as well as critical ancillary services for northern Worcester County, conveniently located at 10614 Racetrack Road, in Ocean Pines.

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Look for our:

Grand Opening to be held in January
Tours, refreshments, ribbon cutting

Awards & Recognition

Atlantic General Hospital Receives Most Wired Distinction for 7th Year

In the College of Healthcare Information Management Executives' (CHIME) October release of the 2023 Digital Health Most Wired Survey results, the healthcare IT executives organization has named Atlantic General Hospital and Health System the recipient of the Most Wired Level 8 distinction for both the acute and ambulatory care settings.

Of the more than 55,000 facilities represented, Atlantic General Hospital and Health System ranked in the top 1%, above peers in categories like analytics and data management, population health, infrastructure and patient engagement. The survey assessed the adoption, integration and impact of technologies in health care organizations across the country. ●



Atlantic General Hospital and Health System's Information Services team



Judy Petralia, RN Receives DAISY Nurse Award

Judy Petralia, RN, has been a dedicated pre-admission testing nurse at Atlantic General Hospital since September of 2015. In this role, Judy does not get much face-to-face time with patients, as she completes her work with our surgical patients over the phone. Recently, Judy connected with a patient over the phone in such a way that the patient confided in her that she was living in an unsafe environment. The domestic violence from which the patient was suffering was putting not only herself but her family at risk. Because Judy was able to create a trusting relationship in such a short time, there was opportunity to provide the patient with some much-needed resources while she was here for outpatient surgery. On the day of the surgery, resources were offered to the patient, allowing her to be in a safe home by the end of the day. ●



Emma Konopik, CNA, Honeybee Award Winner

Emma Konopik, CNA, is relatively new to patient care, having been among the first graduating class of Atlantic General Hospital's certified nursing assistant program this past spring, but you would never know it. She takes an understanding of each of her patients and gives them the individualized care they need. When her patients are all taken care of, she always offers help to others on her team to ensure the best care for all of our patients. Emma is planning to become a nurse, and if she continues with this kind of care, she will be exceptional. A recent patient stated, "Emma was my cheerleader for my recovery. She is a pearl." ●



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The following services are provided in the new Gudelsky Family Medical Center.

Primary Care & Specialty Services

The new facility includes the office practices of Atlantic General Health System's primary care providers and specialists located in northern Worcester County and can accommodate future providers as Atlantic General continues recruitment efforts for our medically

underserved region. These offices include:

Atlantic General Diabetes and Endocrinology Center

Atlantic General Primary Care, Ocean Pines

Atlantic General Pediatrics

Atlantic General Gastroenterology

Outpatient Lab & X-Ray

Walk-in lab and x-ray services are available across the hall from the location's primary care and specialty

services for the convenience of our patients and residents of Ocean Pines and the surrounding areas.

Additional AGHRx RediScripts Pharmacy

This vital resource for medication education and management and financial counseling for area patients with more complex medication needs will be opening a new location within the center next spring. The new location will offer convenience and improved access in the Berlin and Ocean Pines communities, including a drive-thru and additional parking. ●

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that healthcare providers work with their patients to create an SCP. The plan should outline the kinds of care you may need after treatment, who you will see for that care, and how all of your providers can work together to help you.

An SCP can include the following:

- The story of your cancer with dates (including type, location, stage, and treatments)
- Late side effects to know about and watch for
- A way to ensure you are in regular contact with your healthcare providers
- How to check for a new second cancer or signs that cancer has come back
- A plan to get regular checkups and screening tests for your age group
- Help in making healthy lifestyle changes so you can manage or prevent problems.
- Resources for support after cancer treatment.

It's important to ask your healthcare team if they can give you a survivorship care plan!

Possible problems after cancer treatment

If you've had radiation, chemotherapy, hormone therapy, or targeted therapy, you know these treatments can be hard on your body. They can also be hard on your mental health and cause stress, depression, and anxiety. These physical or emotional problems can affect your family life, work life, and relationships. And after treatment, you may still be at risk for long-term or late side effects. These may include nerve damage, swelling, tiredness, pain, and more.

Staying healthy after cancer

Cancer and cancer treatment are hard on the body. You'll need to take good care of yourself after cancer. You may be more at risk for infections. You may also be at risk for recurrence or a second cancer. Talk with your healthcare team about how to help lower these risks. Staying healthy can help. To take good care of yourself, one should eat a healthy diet, get regular physical activity, avoid smoking and limit alcohol, protect yourself from the sun, and keep your social life active. Talk with your healthcare provider if you need help

with any of these activities.

Working with your healthcare team going forward

You may need different kinds of care after cancer to help you deal with the after-effects of treatment. You will likely need ongoing support in various ways. After treatment, you won't see your cancer care team as often. This can be stressful because they may have become a big part of your life. Now your primary healthcare provider will take over your care. But you will have follow-up appointments with your cancer team. These are to check for side effects, any signs of returning cancer, or signs of a second cancer. Make sure to keep all appointments.

Contact your healthcare provider if you have any new symptoms or symptoms that come back. You may need to get tests every few months to ensure the cancer hasn't come back. You'll see your cancer care team and be tested less often as time goes on. To learn more about Atlantic General medical oncology and our Regional Cancer Center Care team, visit www.agh.care/rccc or call **410-629-6888**. ●

Let's Make Small Changes in the Right Direction

Obesity plays a critical role in many diseases and health concerns – not just the more obvious ones like diabetes and heart attack, but also various cancers, sleep disorders, sexual dysfunction and poor mental health. Maintaining a healthy body weight can have as much of an influence on overall health as the latest advancements in medical interventions. Some would argue it has an even greater effect. But, getting to and keeping a healthy body weight is easier said than done.

Angela Simmons, a certified registered nurse practitioner and coordinator of the Atlantic General Bariatric Center, has some advice.

Discover more about weight gain and uncover what causes your “hunger”

By Angela Simmons, CRNP
Coordinator, Atlantic General Bariatric Center

Weight gain is caused by taking in more calories than we use up. Many factors can come into play, and understanding them can be important for successful weight loss.

Why the weight?

According to the U.S. Surgeon General, body weight is a result of a combination of 6 factors: metabolism, genetics, environment, behaviors, culture and economics.

Once you recognize what might be behind your tendency to put on the pounds, it may be easier to take steps to slow weight gain or stop it altogether. Consider the following:

Metabolism. While metabolism slows with age, you can give it a boost by exercising more. Increased



physical activity raises the rate at which your body uses energy for even basic activities, such as breathing and pumping your heart.

Genetics. While a family history of obesity may predispose you to being overweight, it doesn't guarantee it. Both genes and behavior may interact to cause weight gain, according to CDC. Paying more careful attention to what you eat and how much physical activity you get may therefore help you keep your weight in check.

Environment. If you're tempted to eat unwisely in certain places—such as the employee lounge—avoid those places.

Behavior. To learn more about your eating habits, keep a food diary. The National Institute of Diabetes and Digestive and Kidney Diseases advises writing down what you eat, when you eat and how you feel at the time. Looking over the diary may help you find ways to improve your eating habits.

Culture. Traditional foods don't have to be off limits. Just be smart about how you eat them. Tell yourself you'll only have one slice of bread with your meal and then go easy on the butter or olive oil. If Mexican foods are your foods of choice, go easy on cheese and fried tortillas. Instead, choose baked or grilled foods and soft tacos.

Economics. It really isn't more expensive to eat healthfully, according to the Academy of Nutrition and Dietetics. But even so, there are ways to save money

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The Benefits of Generosity

Giving is Receiving...

By Steven Tyson
Donor Relations Officer

Holiday shopping and giving can make a huge impact on both your individual and your community's health and well-being. New studies attest to the benefits of giving—not just for the recipients but for the givers' health and happiness, and for the strength of entire communities.

Of course, you don't have to shop to reap the benefits of giving. Research suggests the same benefits come from donating to charities or volunteering your time. Here are some of the ways that giving is good for you and your community.

Giving makes us feel happy. A 2008 study by Harvard Business School professor Michael Norton and colleagues found that giving money to someone else lifted participants' happiness more than spending it on themselves. Happiness expert Sonja Lyubomirsky, a professor of psychology at the University of California, Riverside, saw similar results when she asked people to perform five acts of kindness each week for six weeks.

These good feelings are reflected in our biology. In a 2006 study, Jorge Moll and colleagues at the National Institutes of Health found that when people give to charities, it activates regions of the brain associated with pleasure, social connection and trust, creating a

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Legacy SOCIETY

Donna Dorman Adams
Estate of Dolsie Aydelotte
Estate of Robert Alexander Bliss
Anthony F. Calapristi Charitable Remainder Trust
Mr. and Mrs. Hugh T. Cropper IV
Estate of Alice M. Eastburn
Estate of Reverend William Lawson English
Betty E. Franke

Estate of James G. Giatras
Suzanne B. Haslam Revocable Trust
Estate of Edward J. Heim
Joan M. Hirsch Living Trust
Estate of C. Vincent Holland
Estate of Joanna Lehmann
Estate of Johanna McCauley
Estate of Oberlin G. Mason

Estate of Virginia H. Murray
Estate of Kathleen M. Parker
Franklin P. Perdue Trust
Eugene and Dorothy Picasso
Estate of Sandra J. Roupp
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Estate of Rose M. Wainwright
Estate of Margaret J. Wimbrow

continued from p. 14

“warm glow” effect. Scientists also believe that altruistic behavior releases endorphins in the brain, producing the positive feeling known as the “helper’s high.”

Giving is good for our health. A wide range of research has linked different forms of generosity to better health. In his book “Why Good Things Happen to Good People,” Stephen Post, a professor of preventative medicine at Stony Brook University, reports that giving to others has been shown to increase health benefits in people with chronic illness, including HIV and multiple sclerosis.

Researchers suggest that one reason giving may improve physical health and longevity is that it helps decrease stress, which is associated with a variety of health problems. In a 2006 study by Rachel Piferi of Johns Hopkins University and Kathleen Lawler of the University of Tennessee, people who provided social support to others had lower blood pressure than participants who didn’t, suggesting a direct physiological benefit to those who give of themselves.

Giving promotes cooperation and social connection. When you give, you’re more likely to get back: Several studies, including work by sociologists Brent Simpson and Robb Willer, have suggested that when you give to others, your generosity is likely to be rewarded by others down the line—sometimes by the person you gave to, sometimes by someone else.

These exchanges promote a sense of trust and cooperation that strengthens our ties to others—and research has shown that having positive social interactions is central to good mental and physical health. As researcher John Cacioppo writes in his book “Loneliness: Human Nature and the Need for Social Connection,” “The more extensive the reciprocal altruism

born of social connection . . . the greater the advance toward health, wealth, and happiness.”

What’s more, when we give to others, we don’t only make them feel closer to us; we also feel closer to them.

Giving evokes gratitude. Whether you’re on the giving or receiving end of a gift, that gift can elicit feelings of gratitude—it can be a way of expressing gratitude or instilling gratitude in the recipient. And research has found that gratitude is integral to happiness, health, and social bonds.

Robert Emmons and Michael McCullough, co-directors of the Research Project on Gratitude and Thankfulness, found that teaching college students to “count their blessings” and cultivate gratitude caused them to exercise more, be more optimistic, and feel better about their lives overall.

Giving is contagious. When we give, we don’t only help the immediate recipient of our gift. We also spur a ripple effect of generosity through our community.

A study by James Fowler of the University of California, San Diego, and Nicholas Christakis of Harvard, published in the Proceedings of the National Academy of Science, shows that when one person behaves generously, it inspires observers to behave generously later, toward different people. In fact, the researchers found that altruism could

spread by three degrees—from person to person to person to person. “As a result,” they write, “each person in a network can influence dozens or even hundreds of people, some of whom they do not know and have not met.”

So whether you buy gifts, volunteer your time, or donate money to charity this holiday season, your giving may help you build stronger social connections and even jumpstart a cascade of generosity through your community. And don’t be surprised if you find yourself benefiting from a big dose of happiness in the process. ●

Ways to Support AGH

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

Donate Money

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

Special Events Attendance or Sponsorship

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

Planned or Deferred Gifts

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

For more information please go to www.agh.care/give. Or contact Steven Tyson, Donor Relations Officer, at 410-641-9690 or styson@atlanticgeneral.org for assistance.



Scan to
donate today!

Spending Donor Dollars Wisely

How Donations are Used to Further Atlantic General Hospital and Health System's Mission

As a not-for-profit, community-based hospital, Atlantic General Hospital and Health System holds itself accountable to the people we serve — you, your loved ones, and every person who lives in or visits our community. Every day, hospitals and health care providers face new financial challenges in the delivery of health care, including increased labor, drug and supply costs. Every dollar you give goes to help patients in our area through continued provision of high quality health care and other related services.

How are Funds Used?

Donations can be designated for the programs or services that are dearest to you. But, gifts to our general fund are of the greatest help; they allow us to support

both the ongoing and expanded operations of Atlantic General Hospital and Health System in key areas including:

Gudelsky Family Medical Center (NOW OPEN!): This facility houses the office practices of Atlantic General Health System's primary care providers and specialists in northern Worcester County and will accommodate additional providers as recruitment efforts continue for our medically underserved region. The new center also includes:

- Lab Services
- X-ray
- An additional AGHRx RediScripts Pharmacy location, with drive-thru, *(due to open in the spring)*

Mako Robotic Arm-Assisted Joint Replacement System: This new technology allows our surgeons to create a patient-specific 3D plan and perform hip and knee replacements using a surgeon-controlled robotic arm that helps

execute the procedure with a high degree of accuracy. This results in:

- Improved joint flexion compared with manual knee replacement
- Reduced risk of joint dislocation for hip replacements
- Less soft tissue damage
- Greater bone preservation
- Reduced pain
- Faster recovery

Community Benefits: Throughout the year, we sponsor or participate in health fairs and other outreach events where health education and screenings are offered. Most of the screenings performed are free of charge, including:

- Bone Density Screening
- Carotid Ultrasound Screening
- Hypertension Screening
- Total Lipids and Glucose Testing
- Prostate Exams and PSA Testing
- Flu vaccination clinics

▶ Check out the ways to donate on page 15.

GRANTS & Funds

Coastal Association of Realtors of Maryland, Inc. – \$250 to support AGH's Sexual Assault Forensic Examination (SAFE) Nurses Program.

Coastal Association of Realtors of Maryland, Inc. – \$750 to support AGH's Junior Auxiliary Group.

The Community Foundation of the Eastern Shore – \$5,000 to support the purchase of a stretcher for AGH's Sexual Assault Forensic Examination (SAFE) Nurses Program.

FEMA's Nonprofit Security Grant Program – \$134,843 to support upgrading security system software and cameras.

Maryland Department of Health's Small Rural Pharmacy Grants Program – \$20,755 to support AGHRx RediScripts Pharmacy.

Maryland Department of Health's State of Maryland Grant to Support Hospital Workforce Retention – \$157,434 to address urgent needs of hospitals for more staffing.

Maryland's National Bioterrorism Hospital Preparedness Program – \$25,000 to support security training and response.

Maryland's National Bioterrorism Hospital Preparedness Program – \$25,284 to support purchase of security cameras and licenses, and Blackboard Connect.

Maryland's National Bioterrorism Hospital Preparedness Program – \$49,255 to support purchase and installation of security card readers.

Small Rural Hospital Improvement Grant Program – \$13,011 to support activities that improve data collection to facilitate quality reporting and improvement.

2023 Penguin Swim



Event Co-Chairs: S. Michael Cylc & Ryan Kirby

Legacy Sponsor - "The Emperor Penguin"

Bull on the Beach & Crab Alley
29 consecutive years as Title Sponsor

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Worcester Technical High
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Special Thanks to...

Special thanks to event
co-chairs S. Michael Cylc &
Ryan Kirby and the many AGH
Associates and Community

Member Volunteers who
helped with this event!!

TOP FUNDRAISERS

Team – Business Category

1. Bull on the Beach
(Ocean City, MD), \$20,000*
2. OC Wasabi
(Ocean City, MD), \$2,100
3. Plumbers & Steamfitters
Local 486
(Baltimore, MD), \$1,555

* *The Bull on the Beach team
has contributed more than
\$682,000 to the AGH Penguin
Swim since it started!*

Team – Community Groups

1. Ocean City Ravens Roost #44
(Ocean City, MD), \$9,412*
2. The Atlantic Club Beach
Warriors (Ocean City, MD), \$915
3. OPST Hammerheads (Ocean
Pines, MD), \$865

* *The Ravens Roost team
has contributed more than
\$162,000 to the AGH Penguin
Swim over the last 14 years!*

Team – Youth/Family

1. Team Believe
(Denver, PA), \$3,765
2. Ice Ice Kirbys
(Berlin, MD), \$2,716
3. Zoo Crew
(Breinigsville, PA), \$1,705

Individual - Adult

1. Michael Nelson
(Rosedale, MD), \$1,335
2. Matthew Lynch
(Frankford, DE), \$1,075
3. James King
(Selbyville, DE), \$800

Individual – 18 & Under Division

1. Ty Barnes, age 17 (Berlin,
MD), \$330
2. Maxon Hashagen, age 10
(Macungie, PA), \$255
3. Leila Attia, age 14
(Fallston, MD), \$230

Costume Contest

Best Adult Costume –
"Avatar" Butch Lorditch
(Denver, PA)

Best Couple Costume –
"Pirates" Melissa & Olivia
Page (York, PA)

Blingiest Costume –
"Jewels" Jennifer Wills
(Berlin, MD)

Best Youth Costume –
"New Year Cutie" Rowan
Aguillon (Ocean Pines, MD)

Team/Group Costume –
"Spongebob Squarepants &
Friends" Team Frosty Paws
(Telford, PA)

Prizes awarded for the youngest and oldest swimmer:

Youngest Penguin – Dezy
Wegrzyn (Ocean City, MD) 10
months, 19 days old

Oldest Penguin – June Barnes
(Fallston, MD) 92 years, 4
months and 5 days young

Traveled the Farthest:

Matias Aiskovitch (Buenos
Aires, Argentina)

Annual Appeal

FY23

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FY23 continued

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Janice Tunell in honor of the wonderful staff at AGH

Margaret Wheatley

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Associates

CAMPAIGN 2022-2023

Annual Appeal Pledge Drive

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PATIENT ASSISTANCE FUND

Ann E. Bergey
Diane Peterson Price

The AGH Associates Campaign Fundraising Committee consists of Atlantic General Hospital and Health System employees who conduct various fundraising activities to support our not-for-profit community hospital.

Each year, the committee is tasked with meeting a financial goal to help the hospital and health system provide the excellent quality care our community depends on. Fundraising efforts by our associates enable Atlantic General to continue to provide that care.

The committee's fundraising efforts include an annual Associates Pledge Drive and a variety of monthly sales, spirit days, raffles, dine & donate events, and more – conducted by and for our associates!

Funds raised help support Atlantic General Hospital and Health System projects and equipment; recruitment of health care providers; and the many free and low-cost programs and services the hospital and health system provides to OUR community such as health fairs, screenings, vaccine clinics, health education, school partnerships, and more!

Thank you to all of the AGH associates who participated in fundraising efforts, which raised more than \$20,000 in support of AGH's programs and services!

Foundation Committee Members FY2024

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Emily Tunis and Sara Hambury - Anniversary Celebration Committee
Dean Lewis and Gigi LeKites - Major Gifts & Planned Giving Committee
Ellen Waters and Dawne Pappas - Membership Committee
Ryan Nellans - Community Relations Committee

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Terry Wright

29TH ANNUAL FALL

Golf Classic

SEPTEMBER 22, 2022

Ocean City Golf Club – Berlin



Robert E. Warfield, Sr.
May 22, 1940 - January 22, 2016

The Atlantic General Hospital Foundation held its 2022 **Robert E. Warfield Memorial Tournament** on Thursday, September 22nd at Ocean City Golf Club in Berlin. The tournament was enjoyed by 210 golfers; the forecast predicted rain leading up to the event, but the weather held long enough for the golfers to complete their 18 holes. Another successful year! With the help of many sponsors and volunteers, the event raised more than \$124,000 for the Atlantic General Hospital Foundation.

Proceeds from the tournament enable AGH to advance the health of the residents and visitors in our community.

Special thanks ...

to our Tournament Co-Chairs Steven Sweigert and Daniel Bunting, and to Buddy Sass and Ocean City Golf Club – and all of our volunteers who generously gave their time and talents to this event

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TOURNAMENT WINNERS

Women's Longest Drive

Poppy Granite

Men's Longest Drive

Eric Torres & Law Adkins

Women's Closest to the Pin

Mary Dale Craig

Men's Closest to the Pin

Salty Selt & Evan Hileman

Floating Green Contest

Evan Hileman; Dan Parker; Larry White; Jim DeAngelis; Penny O'linger

Putting Contest

Kevin Brown; Ernie Wagner; Charlie Capute

Golden Ball Challenge

American Legion – Tom Wengert, Gilbert Bordaille, Harry Rey, Jim Wolf

Last Place "AGH Anchor" Team

Bill Harrington, Susan Gatcomb, Matt Simpson, Ellen Waters

Winning Teams

1. Home Instead – Don Boger, Jim DeAngelis, Evan Hileman, Robert Williams
2. Bradshaw's Drywall – Tom Bradshaw, Kevin Brown, Tim Perunko, Ray Wank
3. Castle in the Sand – Bob Bonello, Steve Kiggins, Salty Selt, Eric VonWagner

30th Anniversary

May 18, 2023

Celebration

Thank You to Our 30th Anniversary Celebration Sponsors

Event Co-Chairs: **Emily Tunis & Sara Hambury**
Hosted by **Matt & Jessica Giardina and Family**

Dean & Nicole Burrell
Centric Business Systems
Mike & El Diffendal
Rocco & Jennifer DiFilippo
John Engquist
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Oceanfront
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Margaret Warfield
Wilmington University

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BRONZE SPONSORS

Atlantic Dental Cosmetic &
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Upcoming Events

Walk with a Doc – educate, exercise, empower *3rd Saturday of every month – 9 a.m.*

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 and location information, visit us on Facebook @AtlanticGeneralHospital.*

Diabetes Support Group

First Wednesday of the month

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

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

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

Parkinson's Support Group

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

Atlantic General Neurology office, Berlin

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

Breast Cancer Support Group

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

Burbage Regional Cancer Care Center

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

CPAP Mask Fitting – appointment necessary *1st and 3rd Thursdays of every month*

Atlantic General Hospital 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 ahead to set up an appointment. To schedule, contact Robin Rohlfing at **410-641-9726**.

T.O.P.S. of Berlin – Group #169

Every Monday • 5 – 6:30 p.m.

Conference Room 1, Atlantic General Hospital

Take Off Pounds Sensibly is a weekly support and educational group promoting weight loss and a healthy lifestyle. Contact Rose Campion at **410-641-0157** for more information.

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 confidentially and spend time with others who understand. Please contact Gail Mansell at **410-641-9725** or **gmansell@atlanticgeneral.org** for more information.

Stroke Support Group

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

Atlantic General Neurology office, Berlin

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

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

It's Time to *Get Ready* ...

for the 30th Annual Penguin Swim benefitting the Atlantic General Hospital Foundation!

The Penguin Swim is a fun annual event to support our not-for-profit community hospital! Each year, hundreds of Penguins raise funds to help AGH provide the excellent quality care on which our community depends.

Individual and team fundraising efforts by Penguin Swim participants enable Atlantic General to continue to provide that care — but they can't do it alone! Business sponsors help make the event a great success, as the Penguin Swim is one of our largest fundraisers in support of AGH's mission to provide a coordinated care system with access to quality care, personalized service and education to improve individual and community health.

Event day check-in and registration runs from 9 to 11:30 a.m. The swim will take place at 12 p.m. on the beach. ALL participants MUST register either online or in person AND check in to receive a wristband to gain access to the Swim Area!

We offer a special invitation to all participants to come to the advance check-in and registration at the Princess Royale from 2 to 4 p.m. on New Year's Eve.

The registration fee is \$30 per participant for those who register online on or before December 30th. The registration fee is \$35 per participant for those who register online or in person on December 31st and January 1st.

Official 2024 Penguin Swim short-sleeve t-shirts for participants who register after December 10th will be available while supplies last. Additionally, participants who raise or donate \$100 or more are also eligible to receive an official 2024 Penguin Swim long-sleeve t-shirt while supplies last.

You can register online at aghpenguinswim.org. If you are a returning Penguin from last year's Penguin Swim, please LOGIN first before signing up for this year's event.

Become a Penguin Swim Sponsor!

We invite you to become a sponsor of the 30th Annual Penguin Swim. The Penguin Swim has grown exponentially with 1,000+ participants, and has tremendous reach via social media.

Sponsorship benefits are many! All sponsors are recognized on our event website, AGH's Facebook pages, on a sponsor banner at the event, in all press and social media up to and following the event, and in the annual donor recognition edition of our care. together magazine. Also, all sponsorships include ads in our event program that will be distributed to all participants and spectators.

To learn more about how to become a Penguin Swim sponsor, contact the Foundation office at 410-641-9671 or penguinswim@atlanticgeneral.org, or visit www.aghpenguinswim.org. All proceeds benefit Atlantic General Hospital Foundation. AGH is a 501(c)(3) nonprofit organization and contributions to the Penguin Swim are tax-deductible to the fullest extent of the law.

The upcoming Penguin Swim promises to be filled with fun and excitement! We truly appreciate the generosity of all of our sponsors. With your support, this Penguin Swim will be a tremendous success! ●



Event Schedule

New Year's Eve at the Princess Royale Oceanfront Hotel

2 - 4 pm – Pre-Registration and Advance Check-in

Avoid long lines at the event! Wristbands, prizes, and shirts can be picked up early!

New Year's Day at the Princess Royale Oceanfront Hotel

9 am – Registration and Check-in BEGINS

11:30 am – Registration and Check-in ENDS

11:45 am – The *Bull on the Beach* team will parade down the beach!

12 pm – The Swim!

12:15 - 1 pm – Awards Ceremony

Use **#OCPenguinSwim** when posting about the Penguin Swim on social media (and make sure your post is PUBLIC so everyone can see it!). Find us on Facebook and Instagram.

Available to See You Now!

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

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

Edwin Castañeda, MD – Berlin
 Sally Dowling, MD – Selbyville
 Margo Gill, MD – West Ocean City
 Sandra Mancilla, MD – Selbyville
 Oswaldo Nicastro, MD – Ocean Pines
 Kieran Py, MD – Ocean View
 Ellen Rowe, MD – West Fenwick
 Amy Sood Barshinger, CRNP – Ocean City
 Wendy Corkran, CRNP – West Fenwick
 Alison Diesel, PA-C – Berlin
 Katie Morris, DNP – Ocean Pines and Selbyville
 Allison Pusey, FNP – Ocean Pines
 G.W. Smith, PA-C – Ocean City

► 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** or download our app.



Care Choice at Atlantic General Hospital & Health System



PRIMARY CARE

\$

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

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

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



WALK-IN CARE

\$\$

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

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

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



EMERGENCY ROOM

\$\$\$\$

Do you need medical care **NOW**?

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

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

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

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on shopping trips. Make a list of healthful foods and stick to it. Compare prices and watch for sales. Clip coupons. And, if you find that fresh produce spoils before you can use it, consider buying canned or frozen products as an alternative.

Follow these steps to discover more about your “hunger”:

- Ask yourself, “am I really hungry, or just bored, anxious, emotional... (fill in the blank)?”
- Consider whether or not you have hunger signs, such as stomach growling, low energy, grouchy mood, etc.
- Think about what you may be looking to eat. Ask yourself, “is it a healthy choice,” and if not, would you be willing to make a healthier one due to the hunger? If you are not willing to eat an apple, but would be willing to eat a cookie or other snack, this may not be true hunger!
- Drink a glass of water and decide if you still feel hungry 15 minutes later. This will help to determine if you are truly hungry, or just dehydrated.
- If you have eaten and still feel like you could eat more - have you waited at least 15 minutes to see if you have given yourself time to digest before taking a second portion? It takes our stomach’s receptor cells at least this long to help our brain register a feeling of satiety.

As much as we think we “know” how to eat well, our bodies find many ways to trick us and sabotage us into eating out of stress, boredom, or just because some particular type of food tastes too good to resist. Let this be the time you start to make small changes in the right direction!

Angela Simmons, CRNP, cares for patients participating in the Atlantic General Bariatric Center’s New Direction Non-Surgical Weight Loss Program, providing customized meal plans, medical oversight, support and education, and ongoing nutrition, exercise and behavior modification. For more information, please call the Atlantic General Bariatric Center at 410-641-9568. ●



VISION

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

MISSION

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

VALUES

We become the leaders in caring through these values:

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

QUALITY STATEMENT

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

SAFETY

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

PATIENT EXPERIENCE

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

We communicate with and treat our patients as loved ones.

ETHICAL COMMITMENT

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

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



Thinking of Volunteering?

WE NEED YOU AT THE NEW GUDELSKY FAMILY MEDICAL CENTER

Racetrack Road, Ocean Pines

Greeting & Assisting patients ~ Helping
with Directions or Escort ~ Maintaining
Safe and Tidy Lobby Area ~ and more!

Apply at
www.agh.care/volunteer
or call 410-641-9678



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.
ግንባታዎቹ: የግንባታው ድጋፍ አገልግሎት ከዚህ የትርጉም ለርዳታ ድርጅቶች: በነጻ ሊያግዝዎት ተዘጋጅተዋል: ወደ ሚኒሶታው ቁጥር ይደውሉ 1-410-629-1500.
NTi: O buru na asu lbo, asusu aka oasu n'efu, defu, aka. Call 1-410-629-1500..
AKIYESI: Bi o ba nso edè Yorùbú ofé ni iranlọwọ lori èdè wa fun yin o. E pe ẹ̀ro-ibanisọrọ yi 1-410-629-1500.
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1-410-629-1500 نيرك
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ديريگب سامت اب .دشاب يم مهارف 1500 .1-410-629-

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. ●





9733 Healthway Drive
Berlin, MD 21811

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Friends and Neighbors of Atlantic General Hospital

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(410) 629-1500

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(410) 641-9654

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