

Sign Up for the Weeks Patient Portal & Healow App

Patient Portal Use Improves Quality of Care and Strengthens Preventive Care

Accessing your medical records and getting answers about your healthcare were often time consuming and frustrating. Not anymore!

The Weeks patient portal is designed to give you more access to your healthcare information, all in one place, with 24-hour availability in a safe, personal, easy-to-use online environment. You can also view your information from anywhere you login to the internet, including through the new healow app for smartphones and tablets.

Taking charge of your healthcare also has never been easier and more convenient. A goal of the online portal and healow app is improving the quality of patient care and strengthening preventive care services. The portal and app are designed to engage patients and their family members in their health and healthcare scheduling and decisions. Accessing your family members' health information can help you take care of them more easily. Also, the portal offers self-service options that can eliminate phone tag with your doctor and sometimes even save a trip to the doctor's office.

"The patient portal and the new healow app allow our hospital and providers to be more efficient and focus more on our patients," said Weeks CEO Scott Howe. "The portal and app also allow patients to take charge of their

healthcare like never before. Our portal and app are designed to boost patients' involvement in their care."

Using the Weeks healthcare portal is easy. With a secure username and password, you can view health information such as recent doctor visits, discharge summaries, medications list, immunizations, allergies, lab results, and educational materials. The portal also lets you exchange secure email with your health care providers, request prescription

"The healow app is great for keeping track of my medications and very helpful for assisting my mother with her medical care."

— A.C., Lancaster

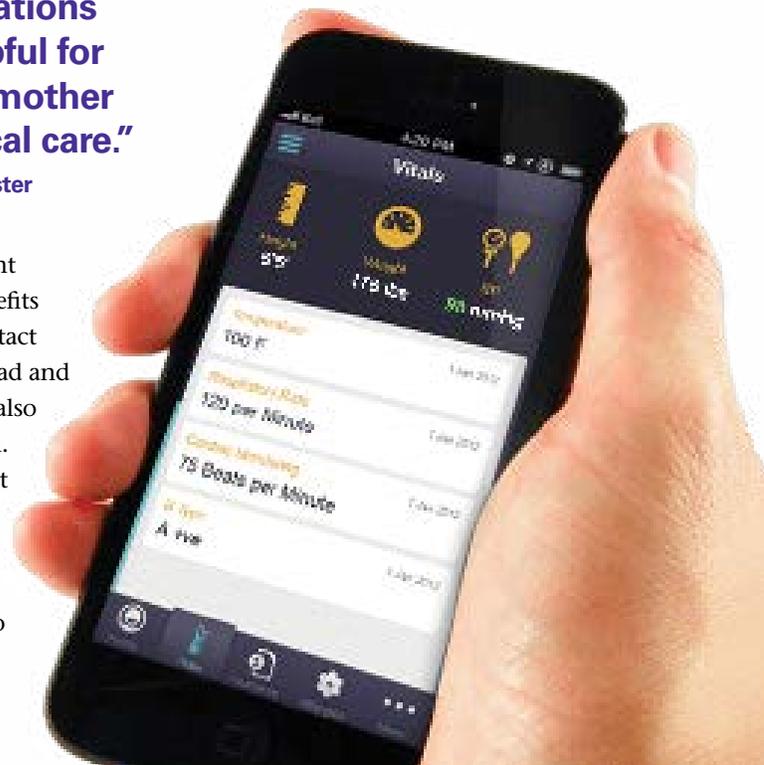
refills, schedule non-urgent appointments, check benefits and coverage, update contact information, and download and complete forms. You can also print all your information.

Another exciting aspect of the patient portal is the new healow app for smartphones and tablets. The free app allows you to

access your portal account and healthcare information from anywhere. You can also link multiple accounts if you manage the information of family members. The app lets you manage your medications, communicate with your doctor, and view lab results. It can also remind you about appointments, help you renew prescriptions, and lets you record health information.

If you receive medical services from Weeks Medical Center at any of its locations, you may request access to the patient portal. You can download the healow app from the App store and from Google Play.

For questions about your personal health records at Weeks Medical Center, you may call 603-788-5636.



Two New Doctors Join Weeks Staff

NH Native Comes Home to Practice

With the growing demand for podiatry care in the North Country, Weeks is pleased to announce the appointment of Tara Soraghan, DPM, as a staff podiatrist. Soraghan recently completed her clinical and surgical residency program at Our Lady of Lourdes Hospital in Binghamton, NY. She joins the practice of Drs. Hal Goolman and W. Kemp Schanlaber at the Whitefield physicians office.

Dr. Soraghan, who grew up in Conway, received her medical training at Temple University College of Podiatric Medicine and was named to the Phi Beta Kappa honor society. Dr. Soraghan will specialize in non-surgical and surgical care of the foot and ankle and will help expand podiatry care throughout the North Country.

"We are fortunate to have Dr. Soraghan join the Weeks community," says Scott Howe, CEO of Weeks Medical Center. "She will allow us to better serve the growing podiatry needs of our communities and help us do more outreach to underserved areas. She is a welcome addition to our medical staff."

As part of this outreach, plans are underway to open a one-day a week podiatry office in Berlin and expand the amount of hours of the Colebrook office from one day to two. Dr. Soraghan will also be working with the Wound Care Center to provide a variety of care and treatment plans.

To schedule an appointment with Dr. Soraghan, call 788-5095.



Dr. Tara Soraghan

Protect Yourself from the Flu

Flu shots are available at all Weeks locations for adult and pediatric vaccines by appointment only. Cost: \$25.00 fee per person with most insurance plans accepted. Uninsured NH resident adults will be able to receive their flu shot free of charge as a result of funding through the State of New Hampshire. Schedule an appointment by calling 603-788-5095.

Hope Comes To Weeks

Spending time in the hospital isn't a goal for most people, but Todd Hope, MD, is ready to provide the care and attention you deserve if you ever find yourself as an inpatient. Dr. Hope will join Weeks Medical Center this December as a Hospitalist. In this position, Dr. Hope is trained in the most up-to-date medical developments and will manage all unique issues that patients experience during their stay at the hospital.

Dr. Hope brings to Weeks more than 10 years of experience in critical care medicine, most recently serving as an attending Hospitalist as Baystate Wing Hospital in Palmer, Massachusetts. He also has served as the medical director



Dr. Todd Hope

for several adult care facilities. Dr. Hope received his medical degree from the University College Dublin School of Medicine in Ireland and completed his combined medicine-pediatrics residency at Baystate Medical Center in Springfield, Massachusetts.

"As an internist, Dr. Hope is skilled in both adult and pediatric medical care," says Scott Howe. "He also has a strong background in managing patient care and has significant research experience in problem-based physical diagnosis."

As Hospitalist, Dr. Hope will have access at all times to all Weeks Medical Center physician office records and emergency department records. He can review all lab results and x-rays at any time to ensure continuity of care for all patients.

A former Marine, Dr. Hope also spent a year volunteering for Medical Missions in a rural hospital in Santo Antonio, Brazil, where he worked in both outpatient and surgical departments.



The Big Parade, part of the year-long celebration of Lancaster's 250th anniversary, took place on October 4. A float created by Weeks staff rolled through downtown and entertained the crowd. Capturing the theme of Past, Present, & Future were float participants Dr. Elwin Faulkenham

(past) and Weeks employees Michelle Brault, Margo Cliche, Lise Potter, Angie Simpson, Robert Cusson, Susie Short, Lorraine Dziegelewski, Peggy Colebank, and volunteers Lois Cardin, Ernest, Angelicola, and Melissa Borowski (present). Children dressed up as doctors, nurses, and executives represented the future: Caiden Brault, Cody Brooks, Jenna LaMorder, Ava Simpson, Emma Simpson, and Jacob Colebank.

Telemedicine Brings Care Close to Home

Imagine getting the best possible care from a specialist you might never meet in person. Today, that's not only possible but also a reality at Weeks Medical Center through telemedicine. Telemedicine is the use of cutting-edge technology to deliver high-value care in areas where specialist services do not exist—giving patients the care they need close to home.

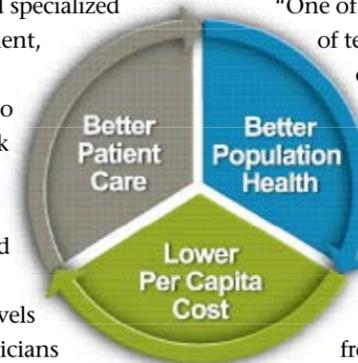
Ronaldo Pelchat is one of those patients. A Lancaster resident, Pelchat was diagnosed with an acute neurological disorder that required specialized treatment. For treatment, Pelchat was forced to make a daylong trip to Dartmouth-Hitchcock Medical Center (DHMC) in Lebanon. Telemedicine changed all that. For the last year, Pelchat only travels to the Lancaster physicians office for his appointments. By removing time, distance, and the lack of a local medical provider, Johnson is able to attend his appointments at Weeks via video teleconference to receive his care. The video monitor and the equipment attached to it, such as a special otoscope and magnification cameras, allow for a specialist at DHMC to monitor all his vital signs and provide a thorough examination.

Telemedicine is becoming an increasingly important tool for accessing healthcare, especially in rural areas such as the Weeks community. It is designed to improve the quality of care and provide

better outcomes to patients. It also helps reduce the cost associated with care for both the patient and the hospital.

"One of the most important features of telemedicine is providing better care at the local level," says Scott Howe, CEO of Weeks Medical Center. "Technology is allowing us to give our patients the best quality care as well as save them time and money in travel, lost work hours, and time away from their families. These services also make healthcare more affordable, reducing costs for everyone involved."

Telemedicine services currently available through Weeks include dermatology, rheumatology, and pediatric psychology. Plans are underway to expand the program for other medical services such as for kidney disease, diabetes care, and thyroid problems. Expansion plans also include bringing these services to the Groveton and Whitefield physicians offices. Currently, telemedicine services are provided only in the Lancaster physicians office. Weeks is also working to implement a telemedicine plan for emergency room



Benefits of Telemedicine

Patient Benefits

- Timely treatment close to home
- Reduced travel time
- Access to latest treatments
- Improved quality of care
- Convenience and flexibility of care

Provider Benefits

- Specialty consults to help make care decisions
- Input from leading specialists without travel
- Increased efficiency
- Improved patient outcomes
- Reduced healthcare costs

situations such as stroke and trauma.

"One of the prime objectives of telemedicine is to take advantage of key specialists earlier in a patient's care," says Helene Josselyn, project lead for telemedicine at Weeks. "We are working to expand this program to provide better patient management and care, and also saving patients a significant amount of time."

Telemedicine at Weeks is a partnership with DHMC and its Center for Telehealth. Procedure clinic nurses from Weeks have been specially trained in telemedicine procedures. These service providers act as the local hands and eyes for the specialist on the other end of the teleconference.

Telemedicine is a tool for making care, especially less available care, more accessible on a local level. The ultimate goal of telemedicine is to provide patients with the best quality care that's close to home and reduce the inconvenience of long-distance travel.

Update Your Skills

The Northwoods Center for Continuing Education (NCCE) serves the educational and training needs of each of the hospitals, EMS services, and other healthcare institutions in the North Country. The center, located in the Whitefield physicians office, offers courses to teach new skills or procedures and to test competencies to improve quality of care and reduce errors. For a complete list of upcoming courses, click on the Education link at weeksmedical.org.

New Medical Rules for Truckers

Commercial motor vehicle drivers are now required to obtain a license renewal exam from a certified medical examiner. Weeks has two certified medical examiners: Christopher Laurent, FNP-BC, is available for appointments in the Whitefield physicians office and Angelo Vozzella, PA-C, is available at the Lancaster physicians office. Appointments can be made by calling 603-788-5095.

Events

November

27 Thursday
through December 16

Giving Tree

Weeks Medical Center

'Tis the season to help a neighbor in need. This annual project provides one needy family in Lancaster, Jefferson, Groveton, North Strafford, and Whitefield with a food gift card to celebrate the holidays. Pick up an envelope on any holiday tree in the building to make a donation. Drop off your donation at the volunteer office through December 16.

December

7 Sunday
1:00 – 3:00 pm

Santa's Visit

Weeks Medical Center main entrance, Lancaster, NH

A special holiday event for kids. Come meet Santa and enjoy a free

make your own ice cream sundae (Adults \$2.00). Photo with Santa for only \$2.00. Look for the balloons!

11 Thursday

Memory Tree Lighting Weeks Medical Center

Commemorate the memory of a loved one by purchasing a bulb on this year's memory tree. Donations are \$10 and benefit the Weeks auxiliary. Refreshments will be served after the tree lighting.

January

Smoking Cessation Clinic Weeks Medical Center

The new year is a good time to quit smoking. A new smoking cessation clinic will begin in January. For more information and to sign up for the clinic, contact Margo Cliche in the volunteer office at 603-788-5221.

Be sure to visit the Weeks website for the latest Events and more! WeeksMedical.org

Best Way to Contact Us

Physician and Provider Appointments:

788-5095

Physician Office Information & Assistance:

788-2521

General Information

Hospital Switchboard:
603-788-4911

Toll-Free Number:
888-779-3529

Prescription Refills by Physician Office:

Groveton: 788-5040

Lancaster: 788-5076

Whitefield: 788-5232

North Strafford:

788-5040

