



Dear Colleague:

Your inpatient's experience should conform as much as possible to your preferences and guidance. Specialists caring for your patients should be those that you would select yourself.

Whether resulting from elective or emergency admission, your patients' care should reflect the very reasons you direct them to Lourdes. Lourdes hospitalists can help ensure that this care comes from the providers and resources you know and trust.

In order to deliver the best continuity of care for your patients and to honor your own referral wishes, without having to interrupt your office hours, we would ask you to list any referral preferences that you wish, by Lourdes physician. Please use the fields below and return this page to us via fax at **856-580-6343**.

Your name: _____

Practice name: _____

Please enter name of preferred specialist, if any:

Specialty	Preference
Surgery	_____
Gynecology	_____
Cardiology	_____
Neurology	_____
Gastroenterology	_____
Orthopedics	_____
Pulmonology	_____
Urology	_____
other	_____

For a complete list of specialty services and physicians at Our Lady of Lourdes Medical Center, please see www.lourdesnet.org. Or, for additional information and physician referral, call 1-888-LOURDES (568-7337).

As always, we will continue to provide the most appropriate communication to you during the care of your patients and will assure their referral back to you upon discharge. We serve as your experienced hospitalists. If you need to discuss your inpatient's care, please feel free to call us.

Sincerely,

Bruce McGann, MD
Lourdes Hospitalist
pager 856-223-2108

Ashley Coleman, DO
Lourdes Hospitalist
pager 856-253-2550

Lourdes Hospitalists At Your Service

Our Lady of Lourdes Medical Center now provides hospitalist care for its inpatients. Learn about the benefits for referring doctors and their patients:

Hospitalists—partnering with you and your patients

Primary care physicians and other referring doctors are busy. Managing complex daily inpatient care for their hospitalized patients—especially doing so in person—has become increasingly difficult for them. That's where Lourdes full-time dedicated hospitalists help out. **They ensure that care is optimally managed**, and they:

- make the hospital stay more personalized and service oriented;
- adjust care more promptly when needed;
- provide the benefit of their complete familiarity with the medical center's procedures and resources.

Hospitalists also help to make sure that the referrer's preferences for specialists are honored during the patient's stay. (See enclosed letter.)

Lourdes' hospitalists care for admitted patients Monday to Friday from 8:00 AM to 5:00 PM. Contact them at Lourdes' dedicated hospitalist number: 856-912-2402.

Making staff care better

Tens of thousands of hospitalists now practice in thousands of hospitals in the U.S. for a reason—they fill a need for **enhanced medical-staff attention** to the inpatient. Lourdes offers a depth of staff coverage that includes house staff and attending physicians 24/7. Hospitalists serve as an adjunct to this structure that increases physician oversight of each case.

Hospitalists help to coordinate and achieve consensus promptly when needed. They serve to:

- follow up on all orders and prevent unnecessary duplication of care;
- monitor that care follows accepted, evidence-based care pathways;
- improve responsiveness of all aspects of care for staff, family and the referring physician.

Hospitalists are an asset for the referring physician.

Hospitalists provide **advocacy in the interest of patients and referring physicians.**

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Attending with honed hospital skills—throughout the patient stay

Hospitalists help to **coordinate the transition** into hospital care and back out to the primary care physician, or to specialist care for follow-up. The hospitalist turns to referrers for their detailed knowledge of the patient and makes sure that the community doctor has access to the details of hospital care.

Patients in intensive care units benefit from the care of the intensivist and the hospitalist. However, the hospitalist continues with the case as the patient steps down to regular hospital units. This preserves **continuity in the care team**. These staff members also order home healthcare, such as visiting nurses or therapists, for transition to the primary clinician's attention thereafter.

The hospitalist improves communication to patients, increases patient safety and helps to **prevent avoidable readmissions**.

Research shows that the hospitalist's role can reduce length of stay and treatment costs, and improve overall efficiency of care for hospitalized patients.

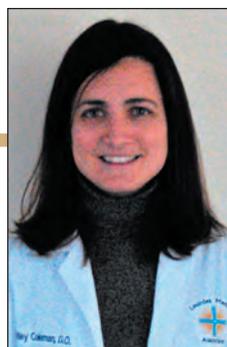
Lourdes hospitalists—here for you and your patients

Hospitalists have strong internal medicine backgrounds and concentrated experience in inpatient and consultative care, and hospice and palliative care as well as operational aspects of medicine. Though their field is relatively new, Lourdes' hospitalists trained at university hospitals and are **board-certified internists** with a concentration in hospital care.

Lourdes' hospitalists encourage referring physicians to provide contact information directly to them and specify their wishes on how, and how often, they would like updates on their patients. They are happy to meet personally with referring physicians and to hear from them. **Referrers may specifically request Drs. McGann or Coleman for their patients.**



Bruce McGann, MD



Ashley Coleman, DO

Lourdes hospitalists

856-912-2402



Lourdes Services Rank

Among New Jersey's Best Medical Care.

Accomplished Strengths

Our Lady of Lourdes Medical Center offers the full range of services that referring physicians expect from a top-level, community teaching hospital. It provides patients with both routine medical center care and highly technical, specialized procedures.

The Lourdes staff prides itself on leading its area in the latest advances in major specialties and on setting benchmarks in skill and experience in delivering care. Our Lady of Lourdes Medical Center places equal measures of resources and quality assurance on acute or elective care and on offering a complete set of options for chronic, sudden and episodic conditions.

Services of excellence and distinction* include:

Heart care

Nearly 100 cardiologists and cardiovascular surgeons make Lourdes one of the largest providers of cardiac services in the Delaware Valley.

- **top 5** in New Jersey and among the top 10 percent in the nation for overall cardiac services
- **five star** rated for cardiology services and coronary interventional procedures

Stroke care

As a New Jersey Primary Stroke Center, Lourdes has made stroke care integral to its cardiovascular accomplishments.

- **five star** rated and among the top 10 percent in the nation for treatment of stroke

Vascular services

First-rate vascular management, intervention and surgery completes Lourdes' standing as a major cardiovascular center.

- **top 2** in New Jersey

Bariatrics services

Overweight patients should have a full range of safe options in weight reduction, including lap-band surgery for the chronically obese.

- **top 5** in New Jersey and five-star rated for bariatrics
- designated a Bariatric Surgery **Center of Excellence** by the American Society for Metabolic and Bariatric Surgery and the Surgical Review Corporation, a **Blue Distinction Center** for Bariatric Surgery by Horizon Blue Cross Blue Shield of New Jersey and a **Cigna Center of Excellence** for Bariatric Surgery by Cigna.



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Areas of special achievement also include:

Kidney and liver services

Caring for thousands of patients in recent years, Lourdes nephrology and hepatology services offer the most current options, in the hands of practiced, committed specialists.

Rehabilitation.

Lourdes has one of the most respected rehabilitation centers in New Jersey. A hospital within a hospital, this fully accredited center returns function and renews independence for patients.

Transplant services

Among the most successful transplant services in the state, this program gives patients a new lease on life with kidney, pancreas and liver transplantation, using such leading-edge organ strategies as paired exchanges and unrelated donors.

Diabetes services

Lourdes organizes a truly multi-specialty, cross-disciplinary system of care for patients suffering from all forms and severities of diabetes.

Robotic surgery

A leader and pioneer in this sought-after form of surgery, Lourdes has improved the surgical experience and outcomes for patients across the gynecologic, urologic, general and thoracic surgical services. In 2010, Lourdes surpassed 1,000 completed robotic-assisted procedures.

Care of chronic wounds

Lourdes' hospital-based wound care centers help to set the bar in committed subspecialty focus on treating recurrent and difficult-to-heal wounds.

These areas help to define Lourdes' commitment:

Patient Safety

Lourdes Health System and its parent health system Catholic Health East have helped to pioneer progress in patient safety, seeking to identify and remove sources of medical error and inconsistency. In 2008, HealthGrades® recognized Our Lady of Lourdes Medical Center with its [Distinguished Hospital Award for Patient Safety](#), placing Lourdes in the top 5 percent of hospitals in the nation in these efforts.

Wellness

Lourdes' wholistic mind-body approach, its Wellness Center and its Prepare for Surgery program set a standard for integrative, complementary medicine and therapy.

Access

From online patient self-scheduling to establishing model primary care services, Lourdes continues to prove that healthcare works best when it's easy to access and extended to all as a human right.

Point your patients to Lourdes. Sample its achievements.

*rankings based on 2011 scores from HealthGrades®, the leading independent healthcare-ratings organization



Quality

As a practical and philosophical core of its identity, Lourdes has long built quality measurement and control into its every department, division and center.