



Making your emergency visit as speedy and comfortable as possible

The circumstances that brought John Martenson and Cheryl Tutterow to the Village Hospital emergency department were very different. John had injured himself painting. Cheryl began to have breathing difficulties. But once they arrived at the Village Hospital for emergency treatment, their experiences were very similar.

Tutterow knew it was time for relief when upper respiratory symptoms began causing breathing problems. Her husband drove her to the Village Hospital's emergency department, and Tutterow was immediately taken to a treatment room. "I was shocked; I'm used to waiting hours," said Tutterow. "Everyone there tried to do everything they could to make me feel better. They showed such concern for us. I know that they treat many people, but they didn't make me feel as if I were just another patient. We will definitely be returning for any future emergency needs."

Martenson immediately knew something was wrong when he felt sharp pain in his shoulder while he was painting. He'd heard about the

Village Hospital and decided to go there for emergency treatment. "We were so impressed," said Martenson. "They called me back to a treatment room after only a short wait. The nurses, doctors and technicians were extremely courteous and helpful. Absolutely the very best consideration was given to us; our experience could not possibly been any better. Whenever we have to go to the emergency room, we'll always go to the Village Hospital."

Thoughtful and compassionate treatment is a distinction of the Village Hospital emergency department. "Our entire team does all they can to genuinely help our patients," said Tammy Allison, RN, BSN, manager of emergency services at the Village Hospital. "Patients come to us because they're injured or in pain. We know they'd rather be at home. But while they're here, we do all we can make them comfortable, whether it means bringing them a warm blanket or listening to their concerns."



Serving your emergency needs day and night

The emergency department at the Village Hospital is dedicated to providing comprehensive, advanced emergency care. The hospital's professional staff provides this care to patients with a wide range of emergency medical problems, 24 hours a day, seven days a week.

The department's ongoing mission is to provide outstanding emergency care, outstanding service and to give patients the best experience possible. "We're really proud of the service that we deliver," said Allison. "I attribute much of it to the experience of our team."

The Village Hospital's staff includes some of the most experienced and trusted emergency care specialists in the area. Every emergency physician on staff has earned certification by the American Board of Emergency Medicine and is residency trained in emergency. Backing the physicians is a team of experienced nurses who have extensive training in many areas of nursing and more than 150 years of combined emergency medicine experience.

And what about speed of service? Our length of stay in the emergency department is one-half the national average, typically two hours from door to discharge.

Satisfying patients

Since opening, the Village Hospital emergency department has continued to earn distinctions for its service excellence. The department ranks in the 99th percentile in patient satisfaction for similar-sized emergency departments in South Carolina, North Carolina and Georgia.

These rankings come as no surprise to patient Annette Valdespino, who came to the emergency department with an orthopedic injury and had surgery at the Village Hospital the next day. "This was the very best hospital and staff I have ever seen. Everyone was so kind, the type of kindness that comes naturally. They bent over backwards to help me."



VILLAGE at pelham

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Featured Events

As part of our commitment to keeping you healthy, active and informed, the Village at Pelham offers a wide selection of health education classes, seminars and events. To register or for a further listing of upcoming classes, visit www.villageatpelham or call 864-849-9470.

THYROID DISORDERS — MORE COMMON THAN YOU THINK

Tuesday, February 2 · 12 - 1 p.m.

Join Paige Gault, M.D. to learn how thyroid disorders can be the source of obesity, depression, fatigue, high cholesterol, infertility and many other health challenges. Lunch served. Free

PREPARED CHILDBIRTH SERIES

\$15 per class or \$50 for the series. Meet in the lobby of the Village Hospital

Preparing for Childbirth I, Monday, February 1 · 6 - 8 p.m.

Preparing for Childbirth II, Monday, February 8 · 6 - 8 p.m.

Infant Care, Monday, February 15 · 6 - 8 p.m.

Breastfeeding 101, Monday, February 22 · 6 - 7 p.m.

TOUR OF THE VILLAGE HOSPITAL LABOR & DELIVERY SUITES

Wednesday, February 3 · 6 - 6:30 p.m. & Wednesday, March 3 · 6 - 6:30 p.m.

Meet in the lobby of the Village Hospital for a tour of the hospital's Labor & Delivery suites. Free

WOMEN'S HEALTH — TAKING CARE OF YOUR HEART

Wednesday, February 10 · 6 - 7 p.m.

Cardiologist Kristen Nawabi, M.D. will talk about alarming trends when it comes to women's heart health and the steps women need to take to take care of their own heart. Light meal served. Free

MY HEART BEATS FOR YOU!

Thursday, February 11 · 3:45 - 4:30 p.m.

Children in grades three to five are invited to learn about how their cardiac system works during a hands-on Valentine's program with heart-healthy crafts, activities and treats. Free

ALTERNATIVE THERAPIES FOR CHRONIC BACK PAIN

Tuesday, February 23 · noon - 1 p.m.

Kevin Walker, M.D., board-certified anesthesiologist and pain management specialist will discuss alternative therapies for chronic back pain including spinal cord stimulation. Lunch provided. Free

INFANT CPR

Thursday, February 25 · 6 - 8 p.m.

Based on American Heart Association guidelines, learn how to recognize and react in emergencies dealing with your infant. Meet in the Village Hospital lobby. \$10 per family

GETTING "HIP" ABOUT HIP REPLACEMENT

Thursday, March 4 · 12 - 1 p.m.

Join orthopaedic surgeon Frank Armocida, M.D. to learn what conditions contribute to deterioration of the hip joint, treatments available for hip pain and what to expect if you need hip replacement. Lunch provided. Free

MEDICAL OPTIONS FOR WEIGHT REDUCTION

Tuesday, March 16 · 6:30 - 7:30 p.m.

Join bariatric surgeon Paul Ross, M.D., nurse practitioner Debbie Shields and registered dietician Jessica Griffin as they discuss medical weight loss options. Refreshments served. Free

ALL ABOUT GERD (GASTROESOPHAGEAL REFLUX DISEASE)

Tuesday, March 23 · noon - 1 p.m. & 6 - 7 p.m.

If you suffer from frequent heartburn, regurgitation or difficulty swallowing, you may have Acid Reflux Disease also known as GERD (Gastroesophageal Reflux Disease). Join Michael Riel, D.O., FACP to learn about GERD symptoms, causes and treatment options. Lunch provided at the noon session; desserts served in the evening. Free

Community Health Talk

Toni Conner, R.N. | community resource nurse,
the Village at Pelham



I hope this finds you working hard toward reaching your goals for the new year—especially your health-related goals. When I think of the things we can do to improve our health, I especially think about getting "heart healthy."

February is National Heart month, and it's the perfect time to assess the good things we're doing for our heart and the areas that could use some improvement. To help your heart stay healthy, experts say that a healthy diet and lifestyle are the best ways to fight cardiovascular disease. It's not as hard as you may think!

Heart disease runs in my family, and it's probably something that has impacted your life too. Today is a good time to start working toward achieving a more healthy lifestyle and making your heart stronger. If you'd like more information about how to improve your heart health, you can come talk to me or you can visit my friend Lori Boyd, R.N. at the new Heart Resource Center at Spartanburg Regional Medical Center.

Lori and I are sharing resources and are both here to help you develop healthy lifestyles and improve the quality of your life.

I also hope you'll consider joining us at the Village of Pelham's adult heart education program in February featuring Dr. Kristen Nawabi. For the younger set (second to fourth graders), I will be teaching a Valentine-inspired class about how the heart works and how to keep it healthy. Keep up the good work on getting or staying heart healthy! Everything we do today to be healthy will impact what the future holds for us.