

Spring 2021

HealthMatters

A Journal of Wellness and Good Health Care

The care you need.



When and where you need it.



MaineGeneral Health 

HealthMatters is published as a service for the people of the Kennebec Valley region. Information is written by MaineGeneral's Marketing and Communications staff.

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Thank you for considering supporting local care by using the envelope inserted in this issue.





Message from the CEO

MaineGeneral's tag line "We're with You" has never meant more to us than it has this past year. So much has changed about the way you access health care services, but one thing that has only grown is our commitment to serving you.

We're leading changes so you have more options for vital health services you need.

In this issue of *HealthMatters*, you'll learn about new ways we're serving you better, quicker and giving you more options to get the health care services you need.

Many total joint replacements (knees and hips), for example, can be done same-day, meaning you don't need to stay overnight at the hospital.

For community members needing help with substance use disorders, we have a new practice focused just on Addiction Medicine.

We've made it easier for you to have coordinated care for chronic heartburn and have a new minimally invasive procedure if you suffer from this condition.

We added to our Express Care locations, giving you more options for care right where you live.

And when you don't want to or can't come to us, we're offering more services that don't require you to travel to get to us through expanded virtual health options and deploying community health workers.

Throughout the pandemic, we've responded to your needs. We continue to adjust services to provide the care you need, when and how you need it.

This includes offering the COVID-19 vaccines. With great partnerships at the local and state level, we've vaccinated thousands of our community members and will continue to vaccinate so we can all get back to the lives we want to live.

We are proud to serve you, and appreciate the support you've given us in return.

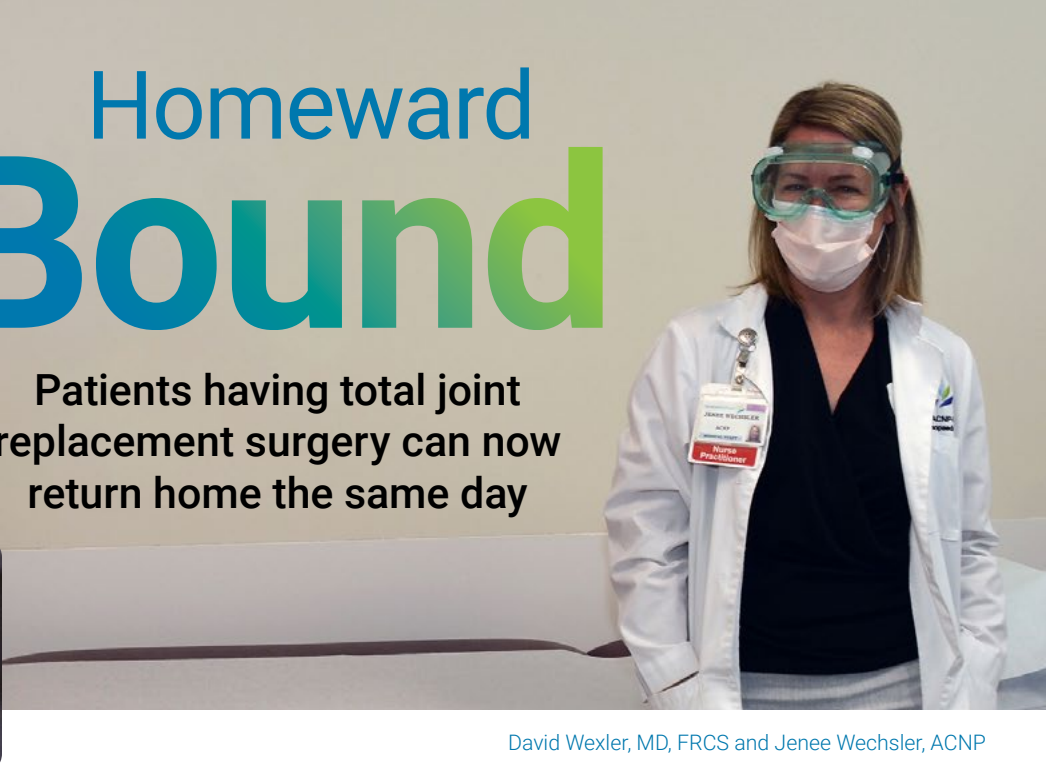
We know this year has been hard on everyone in our community. We pledge to continue to do our best to give you the highest level of care and service – every day.

Thank you for entrusting your care and the care of those you love to us.

Chuck Hays
President & CEO
MaineGeneral Health

Homeward Bound

Patients having total joint replacement surgery can now return home the same day



David Wexler, MD, FRCS and Jenée Wechsler, ACNP

When Cathy Bourque started as a physical therapist 28 years ago, total joint replacement patients spent up to two weeks in the hospital after surgery.

By comparison, a new collaborative effort between MaineGeneral Orthopaedics, anesthesiology staff, PACU/Day Surgery, home health and outpatient therapy has many of these patients returning home the same day – with great results!

More than 90 patients have had outpatient total joint surgery since June, with many more expected.

“To think patients can now go home the same day is just amazing,” says Bourque, administrative director of Orthopaedics and Rehabilitation Services at MaineGeneral, “and they’re doing wonderfully.”

How it began

Plans to offer outpatient total joint surgery started more than two years ago when orthopaedic surgeon David Wexler, MD, FRCS, and Jenée Wechsler, ACNP, who assists him in the operating room and provides pre- and post-operative patient care, attended a conference and learned what was needed to make it work.

They and other MaineGeneral Orthopaedics’ surgeons and staff did some preliminary work but developed the program fully last spring when COVID-19 halted elective surgeries for a period of time.

Wechsler said her past PACU/Day Surgery nursing experience was extremely helpful in identifying all of the elements and players needed to make the program successful.

“I had a very good understanding of how things flowed, which helped me put things together,” she says.

Wexler and Mike Rodger, MD, FRCS have really championed the effort. Colleagues Stuart Aitken, MD, FRCS, and Marc Golden, DO, also have done same-day cases since June.

“We had to identify the different teams that needed to be involved because a lot more preoperative planning goes into it,” Wexler says.

To further development of same-day joint replacement, MaineGeneral Orthopaedics welcomed Heather Urquhart, RN, as orthopaedics nurse navigator. She helps patients before and after surgery, and follows up with them after they return home. She also ensures they have what

they need, which includes such things as medical equipment and home health and outpatient therapy.

Patient benefits and response

Wexler says there are many benefits for patients who have outpatient joint replacement surgery.

“The biggest benefit is that there’s no place like home,” he says. “There’s less risk of infection, they can sleep in their own beds and stay with their families. And we’re fortunate in that if a patient has to stay at the hospital longer, that’s an option for them.”

Wechsler and Urquhart say the overwhelming response they’ve received has been very positive.

“They’re very happy to go home and they’re surprised at how well they do,” Wechsler says. “This is very exciting for patients and also very exciting to be part of.”

“Those who have chosen to do it have really liked it,” Urquhart adds. “That’s a credit to the many staff involved from start to finish. It takes a team effort to make sure this goes really well.”



New knee, back in action.

Paul Guimond belongs to what most likely is a very select club when it comes to total knee replacement surgery.

The 67-year-old Winthrop retiree had his left knee replaced several years ago and spent two nights at the Alford Center for Health before being discharged.

In January 2021, it was his right knee. But this time, his surgery was done as an outpatient procedure through a new same-day surgery program that started in June. His surgery started at 8 a.m. and he was back home by noon – and very impressed with the experience!

“It went really well,” he says. “They got me right up and got me going, and I had the pain block in my leg which made a big difference at home.”

“

I made sure to let everyone at the hospital know before I left just how grateful I was and how much I appreciated everything they did. They were so professional and I couldn't get over it. It was very nice and I wanted them all to know.

Paul Guimond

Guimond had one home health therapy visit after surgery followed by one outpatient physical therapy session – and he was quickly back to an active lifestyle that includes many hobbies and interests, like building street rods from the ground up, something he's enjoyed doing since he was 18 years old. In fact, he was interviewed by phone in his garage, just five weeks after surgery, while taking a break from working on his latest project.

“I'm a welder, fabricator, machinist, mechanic – I do everything,” he says. “I'm very active and I just can't sit still. I'm always moving.”

Guimond says the physical work he has done all his life – particularly outdoors in the elements – likely contributed greatly to the osteoarthritis that eventually led to his joint replacement surgeries.

“I'm a very physical guy and do a lot of manual labor. I work in the woods, I'm a mechanic and I've abused my body pretty hard. And I was wild and crazy when I was young, so I've had a lot of wear and tear over the years,” he says.

He held off scheduling his most recent surgery until his knee pain started to become unbearable.

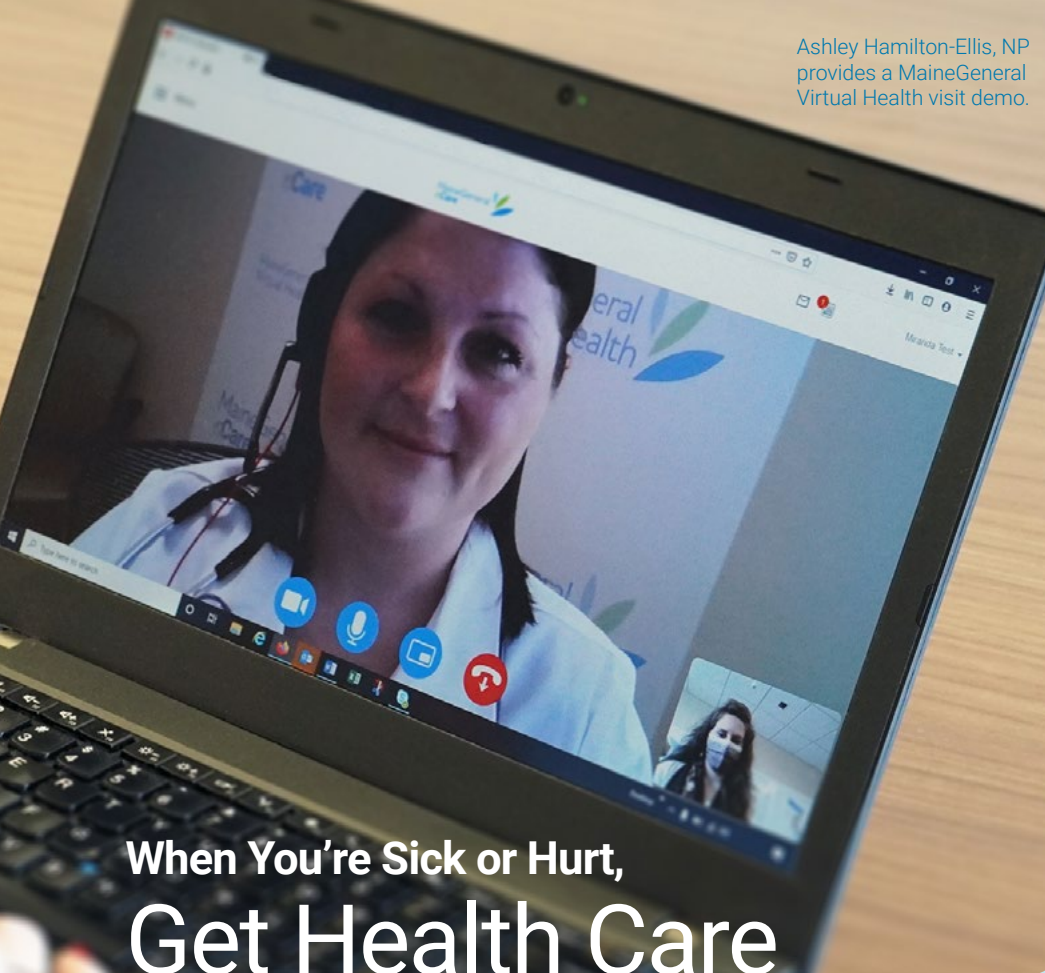
“Eventually I couldn't walk very far and things slowly got worse to where I had a hard time walking from my house to the garage and back without it being very painful. That's when I said, ‘Enough is enough!’”

Now fully healed and pain-free, Guimond can put his full attention to finishing his latest project.

“Right now, I'm working on a 1932 Chevy Coupe, an open-wheel car that will look like the yellow car in American Graffiti when I'm done.”

Photos submitted by Paul Guimond





When You're Sick or Hurt, Get Health Care

Wherever You Are

MaineGeneral eCare features fast, convenient medical care when you need to be seen quickly. This care can be received anywhere through a patient's smartphone, tablet or computer.

Intended for patients age three and older, it's ideal for conditions such as allergies, cold and flu symptoms, rashes, ear infections, pink eye and more. And it's affordable – \$49 per visit (payable by credit, debit or Health Savings Account card).

Tina Netten, DNP, FNP-C, a clinician and MaineGeneral Express Care's medical director, has worked extensively with the team that helped launch the service.

MaineGeneral had begun offering various forms of virtual health care before the start of COVID-19, Netten says. The pandemic only reinforced the importance of those efforts.

"The staff has really embraced it and has become more comfortable delivering care this way," she says. "Patients who have used it have found it to be very helpful."

The service is available from 8 a.m. to 7:30 p.m., Monday through Friday, and from 8 a.m. to 5 p.m. on weekends. No appointment is needed.

"Secure video visits with trusted medical staff from the comfort of your home or anywhere you may be is a convenience for community members," says Laura Mrazik, telehealth coordinator. "Patients appreciate not having to travel to the practice and sit in a waiting room

when they're feeling sick or hurt. The medical staff also feels this is an effective way to deliver care."

Netten says MaineGeneral medical staff get a text when a patient is waiting to be seen and then log into the system to see the patient.

“

This is a really great option for people to be seen for their less serious health care needs, and I think patients who have used the service have been really happy to be able to do these types of visits.

Tina Netten, DNP, FNP-C

Chuck Hays, MaineGeneral Health president & CEO, also touts the benefits of the new service, especially during COVID-19.

"It offers fast, convenient and affordable virtual visits to anyone throughout the Kennebec Valley and beyond," he says. "Access to quality health care at the right time is more important than ever. Patients have embraced telehealth during the pandemic as a safe, secure and convenient way to get the care they need, and we're proud to offer it to people, wherever they are."

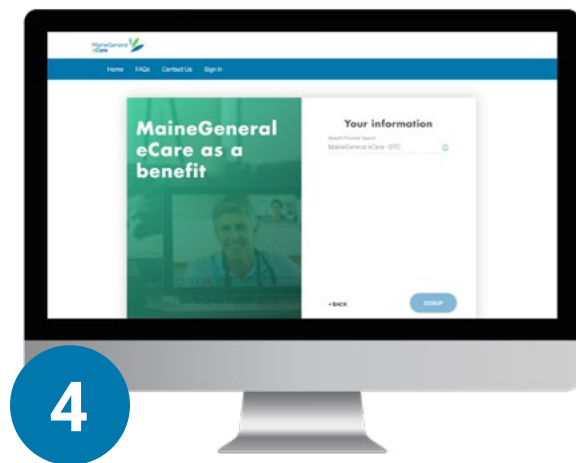
To learn more about MaineGeneral eCare, a service of MaineGeneral Virtual Health, or to get an eCare visit, go to www.mainegeneral.org/ecare or find the app in the Apple or Google Play app stores by searching for MaineGeneral.

How to Sign up for MaineGeneral eCare

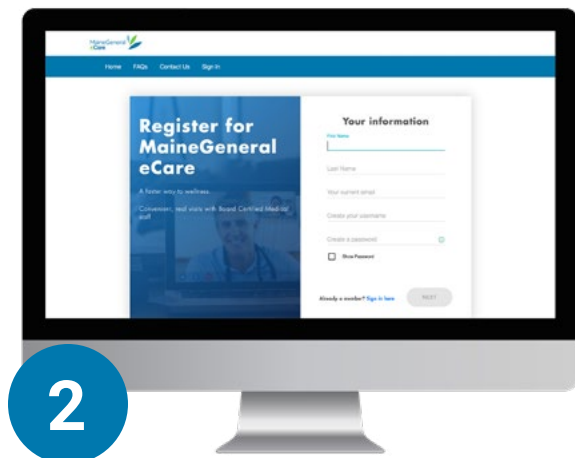
MaineGeneral eCare is a great, affordable way to have a health care visit – wherever you are!



Before you need care, sign up at ecare.mainegeneral.org. It's fast, easy, and you'll be able to use MaineGeneral eCare quickly when you need it.



On the last screen, select "MaineGeneral eCare – DTC." Then click "**Signup**." Process complete! Now you are registered to use MaineGeneral eCare whenever you need it.



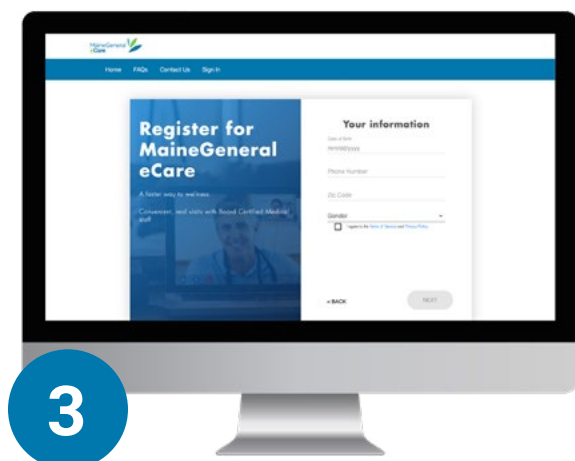
The first screen will ask you to enter your first name, last name and email address. Then you can create your username and password. Click "**Next**."

5

We'll send a confirmation email to the email address you gave in registration. Please click on the box in the email that says "Verify E-Mail" to finish the registration process.

6

You are now ready to go in and set up your Health Profile. This part may take a few minutes so don't wait until you are sick. Go in and set up this information now. Once your profile is complete, you will be ready to go for your first eCare visit.



The second screen asks for a little more information - date of birth, phone number, zip code and gender. Click "**Next**." You are already moving onto the final step.

MaineGeneral eCare is available:

- Monday – Friday, 8 a.m. – 7:30 p.m.
- Saturday – Sunday, 8 a.m. – 5 p.m.

If you have problems accessing your account, call toll-free **888-921-0349**.

“

Having retired a few years ago, I was actually feeling badly that I was not helping out during the pandemic. Although what I'm doing now pales in comparison to what my colleagues on the front lines have been going through, I'm very happy to be able to contribute now by giving vaccinations.

Larry Kassman, MD

COVID-19 Corner

Larry Kassman, retired ED physician and current volunteer at MaineGeneral's vaccination clinics

As of the writing of this issue, we're a year into the pandemic: the single-largest health care crisis of our time. There's no road map for this kind of event.

Jacob Brown, of the 1 West inpatient unit at the Alford Center for Health



Over the past year, we all have adjusted our lives and evolved in the way we handle the crisis at hand.

At MaineGeneral, our learnings, our adjustments and the strength of our partnerships help us meet the goal of protecting the people of the Kennebec Valley from the COVID-19 virus.

We work every day with other health care systems, our government partners and, most importantly, you, to provide the best care possible in the safest way possible.

Early in the pandemic, we closed many of our services to focus on COVID-19. We sourced personal protective equipment for our staff, put up Plexiglass barriers and changed how we scheduled appointments so that all patients – those with COVID-19 needs and those with other, non-COVID-19-related needs – could be seen safely.



Debbie Hutchins, RN, Outpatient Nursing Manager, Thayer Internal Medicine

By late fall, we were reopening our services and doing so safely and effectively.

The holiday season in late 2020 and early 2021 brought a large spike in COVID-19 cases and hospitalizations. Again, adjustments like limiting visitation for inpatients and long-term care residents had to be made.

Then, vaccines to fight COVID-19 emerged and a Maine CDC-guided approach to provide these vaccines to our community – a huge undertaking – began and continues today.

All through this year, MaineGeneral staff have served on the front lines to keep our community safe.

It's been intense, even exhausting work. But it's been our number-one focus, and we're proud to serve you.

Staff of Oakland Family Medicine





One of the many expressions of thanks staff received during the pandemic from fellow first responders and the City of Augusta.

Staff Stories

“

I have never taken for granted the fact that what I do means so much to so many people, but it seems especially true now. I have learned that most everyone is willing to make great changes when faced with unthinkable adversity and the results have become something far greater than any one of us could have accomplished on our own.

*Racheal McKenney, RN, occupational health nurse,
Workplace Health, redeployed staff*

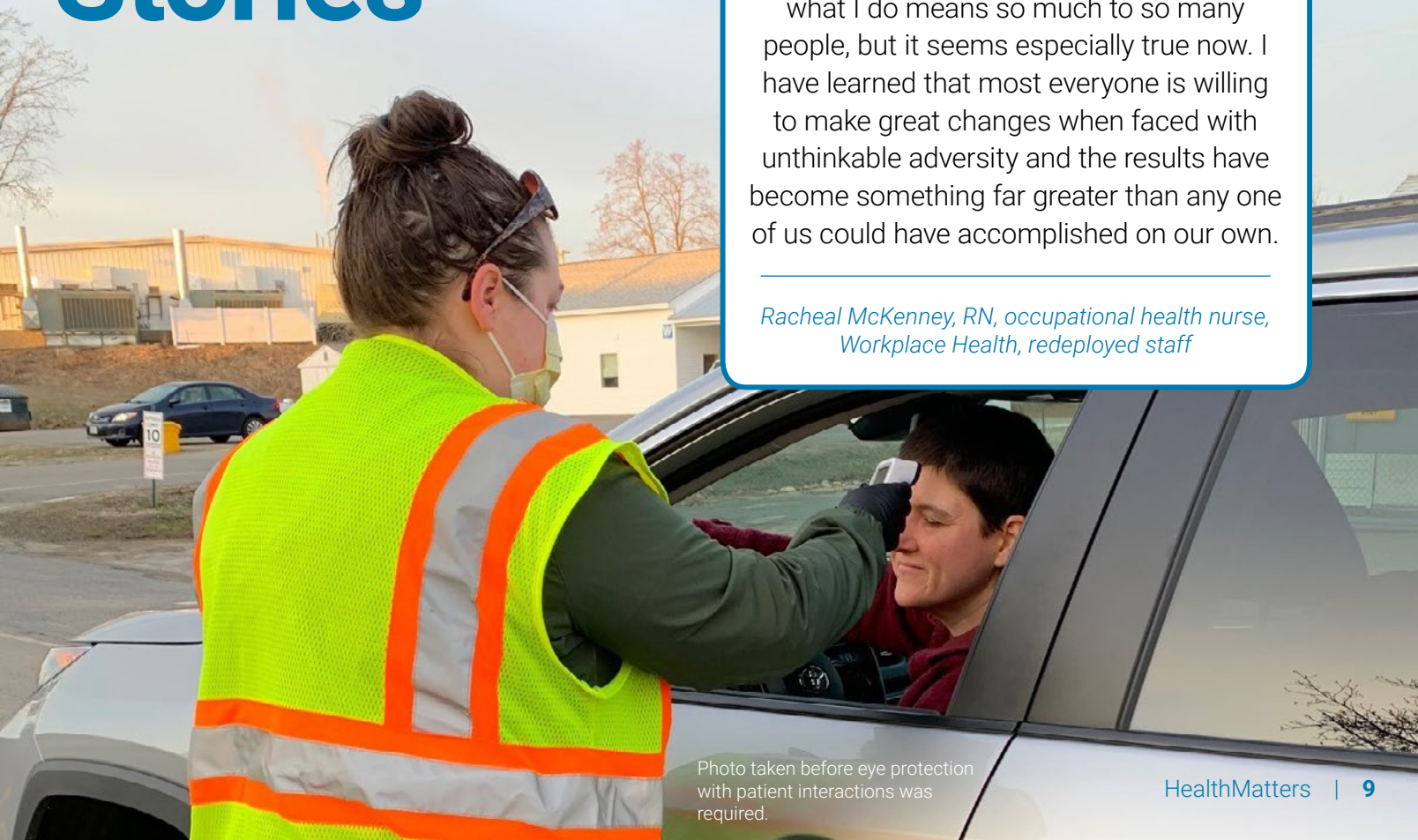
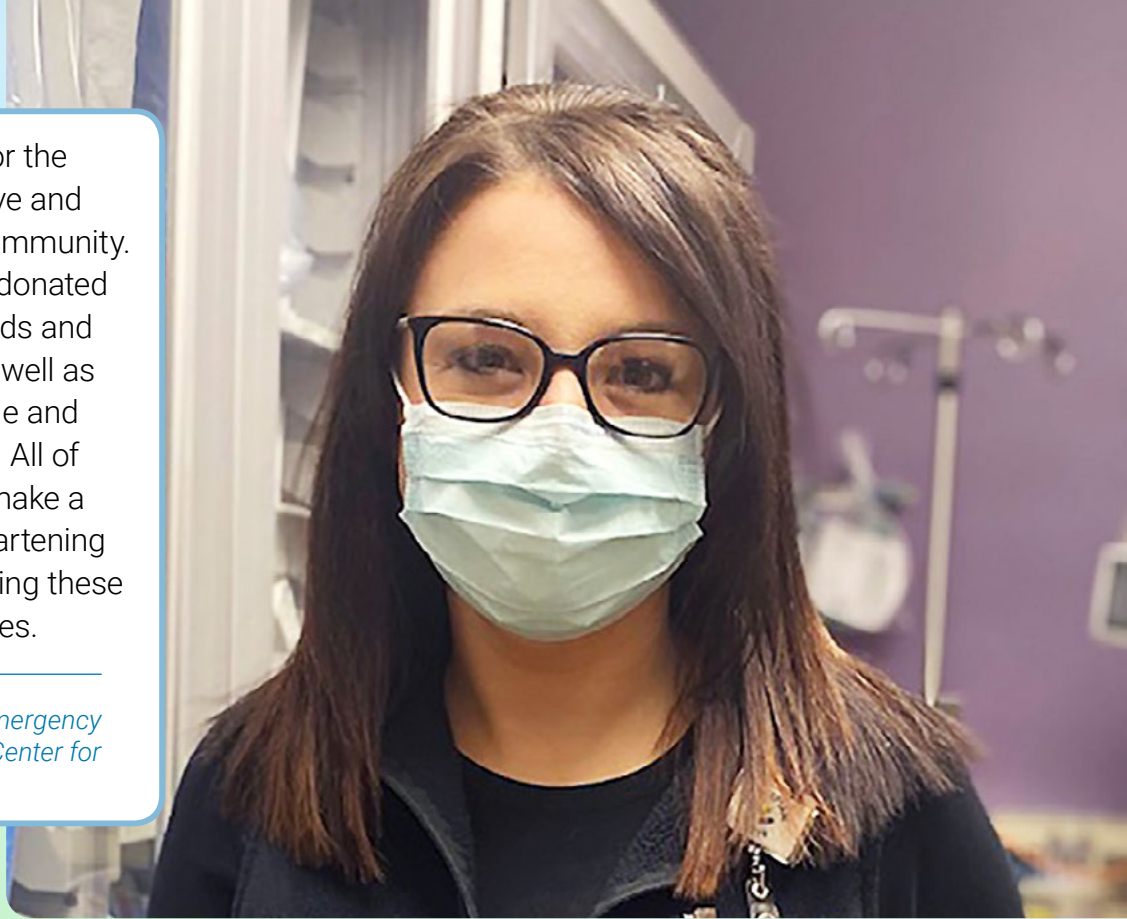


Photo taken before eye protection with patient interactions was required.

I am thankful for the outpouring of love and support from the community. We have received donated masks, face shields and hand sanitizer as well as notes of gratitude and encouragement. All of this really does make a difference - it's heartening and comforting during these unsettled times.

Alaina Church, RN, Emergency Department, Thayer Center for Health



Patient

Testimonials

You have a five-star staff. I was treated with respect and dignity and I will always come back to your hospital. I thank them very much for taking very good care of me. All staff – from the COVID-19 tent outside to the examining room, down to when I left – respected me and showed me dignity. Thank you.

I'd like to thank everybody for their professionalism, their kindness, understanding and patience. I'd like to thank them for making my visit comfortable and not feel rushed, and listening to me. They talk to me and not at me; that's very important.

Everyone has been fantastic, beyond amazing, and we could not have gotten through this without you.

Thank you for showing compassion, care and kindness. Healing begins with attitude and your staff's kindness is definitely healing.

COVID-19 by the Numbers

The pandemic has impacted our entire community in so many ways – some of which can be calculated, and many of which we cannot quantify.

Below is just another way to look at what MaineGeneral has experienced over the past year.

Of course, numbers don't tell the whole story. Most importantly, we want our community to know that all of those who work at MaineGeneral have been so proud to serve you. "We're with you" has never meant more to us than during this past year. We are honored to be a part of this community.

\$29 million

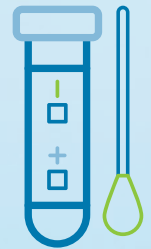
Negative impact to the MaineGeneral Health system since March 2020 (after counting offsets through FEMA and CARES Act funds)

\$150,000

Monthly cost to operate community vaccination clinics

36,543

COVID-19 tests
(as of March 11, 2021)



4,600

employees all working together to serve our community



22,907

Vaccines given to date
(as of April 9, 2021)



3 million+

Total gloves, goggles, face shields, masks and gowns

183

Total number of COVID-19 inpatients;
Average 12-day stay



140

Number of employees hired to work at vaccination clinics



Partners in better health.

IMPACT Community Health Worker Jane Allen, encouraging patient Paula Collins during a workout at the Alford Youth & Community Center in Waterville.

Paula Collins struggled with depression, a situation made worse by a lack of exercise due to COVID-19 and poor weather. She was stuck and not sure how to change her situation.

Then, while meeting with Thayer Internal Medicine clinician Jennifer Gaulin, FNP, she learned of an exciting new program that could help.

Gaulin introduced her to Jane Allen, one of seven IMPaCT Community Health Workers (CHWs) working closely with scores of patients through six MaineGeneral primary care practices, thanks to an extremely generous endowment provided by the Peter Alford Foundation.

IMPACT (Individualized Management of Patient-centered Targets) provides emotional and social support to patients as they work toward one or

more long-term health goals through weekly meetings with CHWs during a six-month period.

MaineGeneral's program uses a model developed by The Penn Center for Community Health Workers, a national center of excellence that works to expand health opportunities through effective, sustainable CHW programs. Community health workers are natural helpers and trusted, non-clinical laypeople who share a common background with those they help.

At MaineGeneral, CHWs are linked to and work closely with clinicians and staff at Augusta Family Medicine, Elmwood Primary Care, Family Medicine Institute, Four Seasons Family Practice, Maine Dartmouth Family Medicine and Thayer Internal Medicine.

Allen first met with Collins in mid-December and has received much-needed support ever since.

"Jane's working with me to get to the gym, do my exercise and get back on track because I went from walking six miles a day to nothing," Collins says.

"She makes it very easy for me to become more active and is great at encouraging me."

Collins, 70, says the program has been a blessing and has helped her make meaningful changes.

Allen says she likes helping people like Collins meet their self-defined goals by connecting them to helpful resources. It's something she's done for many years in different roles that include being a nutrition associate with the University of Maine Cooperative Extension and a Head Start teacher, where she worked with young children and their families.

“

I've never had these services offered to me before. It's a great program, I enjoy it, and I think that as I continue to work with Jane, she'll help me a lot. I never feel like I'm being pushed into doing anything. I get great follow-up, a phone call asking me if I want to do something that week and, if not, that's okay. I can't say enough good things about her or the program.”

Paula Collins

She says her life experience is invaluable in knowing how to find and access resources that help patients meet their goals.

“In Paula's case, she hadn't walked for months because of the pandemic and then the weather, so I told her that the Alford Youth & Community Center was an option,” Jane says.

“They have a SilverSneakers fitness program for older adults and a scholarship program. We met at the AYCC so she could check it out and things just took off.”

Allen and Collins met with the center's membership director to discuss the scholarship program and complete an application for which she was approved.

The pair has met at the AYCC regularly since to work on Collins' goals of increased physical activity and improved health – steps that have greatly helped with her depression.

“I also helped her get preregistered for her COVID-19 vaccination, something that really concerned her. She's now fully vaccinated, which alleviated so much stress and nervousness for her,” Allen adds. “So we're really working well together.”

If you are a patient at the one of the participating primary care practices and think the IMPaCT program would benefit you, please discuss it with your clinician at your next visit to determine your eligibility and the availability at your practice.

Teamwork on display at the Alford Youth & Community Center.





Tina Netten, DNP, FNP-C, Medical Director,
MaineGeneral Express Care

All MaineGeneral Express Care locations offer fast, convenient medical care without an appointment. You do not have to be a patient of MaineGeneral to use MaineGeneral Express Care.

Hours are:

- Monday – Friday,
8 a.m. – 7:30 p.m.
- Saturday – Sunday,
8 a.m. – 5 p.m.

MaineGeneral also has Express Care locations in Augusta, Gardiner and Waterville.

Learn more about MaineGeneral Express Care at
www.mainegeneral.org/expresscare.

New MaineGeneral Express Care

location open in **Winthrop**

MaineGeneral Medical Center has opened a new MaineGeneral Express Care location in Winthrop, expanding access to high-quality, convenient health care across the Kennebec Valley.

MaineGeneral Express Care is a great option for care when your primary care provider is not available and you have non-life-threatening symptoms. These non-emergency illnesses and injuries include:

- Sore throat
- Ear infections
- Urinary tract infections
- Cold, cough, fever and flu
- Rash and skin irritations
- Sinus problems
- Pink eye
- Seasonal allergies
- Stomach flu
- Nausea, vomiting and diarrhea



Peter Bragdon, RN

Introducing MaineGeneral Addiction Medicine

MaineGeneral Health is pleased to announce the opening of a new medical practice, MaineGeneral Addiction Medicine. Addiction Medicine provides comprehensive services to patients seeking treatment for substance use disorder, opiate use disorder and the treatment of other addictive substances. Services are offered at two locations, 9 Green Street in Augusta and Thayer Center for Health in Waterville.

Nicholas Gallagher, DO, medical director of MaineGeneral Addiction Medicine, was drawn to this specialty during his emergency medicine residency in Elmira, NY, where he saw the severe opioid problem firsthand.



Everyone has an image of the kind of person who is addicted to opioids. Working in the Emergency Department at night totally shattered my image. I saw people from all walks of life – young, old, rich, poor. I saw the impact opioid addiction can have on a community. And I also felt the joy of helping people turn their lives around. That's why I'm here.

Nicholas Gallagher, DO

Dr. Gallagher connected so much with the work and patients that he pursued a fellowship in addiction medicine at Brown University in Providence, RI. He was working as an emergency medicine physician

at Kent Hospital in Warwick, RI when COVID hit and he felt drawn to come home to central Maine where he grew up. When he saw the opportunity to come to MaineGeneral, he jumped at it.



"I knew MaineGeneral and Dr. Diaz, chief medical officer, and felt like we would get a lot of support to develop a comprehensive addiction medicine treatment program. That has proven to be correct. By creating an independent addiction medicine department, MaineGeneral has shown its dedication to treating patients with substance use disorder. We have a great team of providers and staff who are solely dedicated to, and focusing on, addiction treatment."

MaineGeneral's Addiction Medicine team uses an evidence-based approach to manage opioid, alcohol and stimulant and sedative (benzodiazepine) use disorders, with a focus on diagnosis, treatment and prevention. "From one-on-one appointments with addiction medicine physicians, to group meetings, individual counseling and needle exchange services, we are here to support patients and families through this process," Gallagher says.

"MaineGeneral looks forward to providing more robust substance use disorder treatment services to our community," says Chuck Hays, president/CEO. "For the last 15 years, we have provided medication-assisted treatment for opiate use disorder. Having an Addiction Medicine practice allows us to continue to effectively respond to the current opioid crisis in our community, as well as the ongoing prevalence of alcohol use disorder and its long-ranging effects on individuals and families."

Gallagher and his team plan to continue to grow Addiction Medicine with the goal of being able to provide services to all patients in need in ways that best serve them. "This field has shown me about stepping into other people's shoes. No one chooses this road. There's always a reason so we do a lot of listening and seeking to understand, which patients really appreciate. We approach patients with respect and support. We want this to be a welcoming place where people get better, and we are succeeding."

To learn more about MaineGeneral Addiction Medicine, visit www.mainegeneral.org/addiction or call 207-621-3759 or 207-872-4151.

Establishing an Addiction Medicine practice is one way in which MaineGeneral demonstrates leadership in addressing the substance use disorder crisis. Here are some specific ways in which we are trying to help our community combat this epidemic:

- We distribute nasal naloxone (NARCAN®) through MaineGeneral's primary care practices, Emergency Departments and inpatient units, as well as through MaineGeneral's Addiction Medicine and Harm Reduction programs, at no cost to community members. We also distribute NARCAN® to other agencies in Maine through the state-funded "Maine Naloxone Distribution Initiative."
- We offer community overdose prevention and safe-sex presentations.
- We purchased 20 Naloxboxes to install in community settings for accessible overdose response and education. So far we have installed one at the LINC Center in Augusta and another at the Waterville Peer Recovery Center, with more to come.
- The Harm Reduction program has expanded its hours in both Augusta and Waterville while enhancing their focus on patients' physical and social well-being during treatment and recovery.

To learn more, visit www.mainegeneral.org/behavioralhealth.

Team + Technology = Triumph

One year ago, Darcey Palmer didn't know anything about hyperbaric medicine, its benefits or the fact that MaineGeneral has a comprehensive hyperbaric program at the Alford Center for Health (ACH) in Augusta.

The Albion mother's education began quickly and unexpectedly in late March 2020 when her daughter Addyson was attacked by one of the family's dogs who became food aggressive and lunged at the then 10-year-old's face, causing extensive facial trauma in seconds. This happened late on a Friday night and the youngster was rushed to the ACH for emergency plastic surgery.

While Addyson's facial reconstruction was successful, the Palmers and the medical staff they worked with became concerned that the effort could fail because of the extent of the trauma.

That's when Darcey and her husband Jason began to learn about the potential benefits of Hyperbaric Oxygen Therapy (HBOT) provided by MaineGeneral Wound Healing & Hyperbaric Medicine.

HBOT is a medical treatment that enhances a body's natural healing process. Patients inhale 100 percent oxygen in a total body chamber where atmospheric pressure is increased and controlled in a treatment called a "dive."

Former MaineGeneral surgeon Kevin Price, a hyperbaric medicine specialist, discussed Addyson's case with Hyperbaric Safety Officer Bruce Carleton and other members of the practice's team.

Addyson's situation was unique for the team because of its circumstances and her age. While the team had never treated a pediatric patient before – and one needing immediate, intensive treatment – Price thought the effort was worth trying given the alternative.

Complicating the matter was the timing of Addyson's weekend injury, as the practice operates in an outpatient capacity from Monday to Friday during regular business hours. Carleton said the team – many of whom had children, including some close in age to Addyson – very willingly followed Price's lead and worked to accommodate her treatments throughout the weekend and well into the next week.

"It was a tough case because the odds of success were less than 50-50," Carleton recalls. "Dr. Price said, 'You're not required, but I really want to try to do something for her.' It says a lot about the team in their response of 'No problem. Let's do it!' Those who had the time came in to help and Dr. Price and I were involved the whole time because we started it and wanted to see it through."

Both Palmer and Carleton note that the former was very skeptical that the hyperbaric dive oxygen therapy would make a difference – for the first few days, anyway.

"I didn't understand what it was going to do at first, but to see the color change – that skin flap went from black to pink – was phenomenal," Palmer says. "And the staff was just amazing throughout her treatments. Honestly, without the hyperbaric chamber, she would have lost half her face."

Carleton says equally amazing was Palmer's transformation in becoming one of service's biggest proponents..

"I explained to her that there are several benefits from the treatment – one is to lay down deep vessels so the surgical flap will take better, which delivers blood

oxygen to that area. When we first started the dives, everyone was convinced that it was going to die but we wanted to give it our best shot," he says.

"On the third day, after Addyson's second dive, the skin flap was pink and kept getting pink after every dive that followed. Her mom's response was, 'Oh my God, look at the color, she just opened her eyes and is looking at me.'"

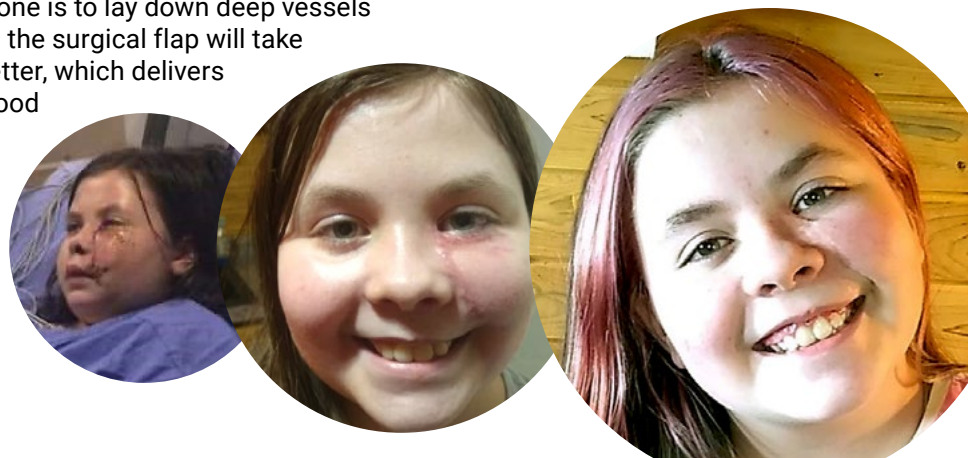
Carleton notes that Palmer became very educated about the treatment process by her daughter's final dive.

"We had a lot of time to talk during each hour-long treatment. She asked every question imaginable and then would go home, do some internet research and come back the next day with more questions," he says. "And her daughter was a trooper and very brave through it all."

Addyson, currently a sixth-grader at Albion Elementary School, will soon receive additional treatment at Shriners Hospitals for Children in Boston. And her family continues to be extremely grateful for the outstanding care she received at MaineGeneral.

"It was a great experience," Palmer says. "The hyperbarics program is an amazing part of the hospital."

To learn more about HBOT, please visit www.mainegeneral.org/hyperbaric-oxygen-therapy.





New Minimally Invasive Treatment Available for Heartburn

MaineGeneral can help you find relief and get to the root cause of your heartburn with a new minimally invasive procedure that requires no incisions.

The procedure, called TIF, treats heartburn at its source, reconstructing the valve that prevents acid from flowing back from the stomach into the esophagus. This process restores your body's natural protection against acid reflux.

Benefits include:

- Faster recovery
- No visible scars
- Restores valve to natural state
- No increased gas or bloating
- More than 80 percent of patients can stop medication for heartburn in one year.
- The procedure is done under general anesthesia and usually takes less than an hour.

This is just one of the treatment options for patients with chronic heartburn. Talk to your doctor about getting a referral to the MaineGeneral Heartburn Center to see what treatment is best for you.

MaineGeneral Heartburn Center Offers Relief for Patients

Chronic heartburn, a symptom of acid reflux (GERD), can be painful, debilitating and life-limiting.

MaineGeneral now offers patients with these conditions seamless care through the MaineGeneral Heartburn Center.

Each patient receives care specific to their needs. This care is coordinated by a team of highly trained, compassionate medical staff from MaineGeneral Gastroenterology and MaineGeneral Surgery.

Whether medication, diet and lifestyle changes or surgery is right for you, the Heartburn Center is here to help you on your journey to finally getting rid of chronic heartburn or reflux.

The Heartburn Center offers appointments by referral only. If it's time to seek help for your chronic heartburn, talk to your doctor about getting a referral.

Is Arthritis Taking You Away from the Things You Love to Do?

Maybe it's time to see one of the specialists at MaineGeneral Rheumatology.

Led by William Monaco, MD, and Richard Raskin, MD, MaineGeneral Rheumatology sees patients age 18 and older for arthritis and a variety of other conditions related to musculoskeletal disease and the autoimmune system. These conditions can cause joint and muscle pain and swelling.

We specialize in treating:

- Rheumatoid arthritis, psoriatic arthritis, reactive arthritis, Ankylosing spondylitis and other inflammatory arthritis;

- Lupus and other autoimmune diseases;
- Scleroderma;
- Gout and crystal arthritis; and
- Osteoarthritis, tendinitis and other chronic musculoskeletal causes of pain.

If you need the next level of care to manage any of these conditions and get back to the activities you love, talk to your doctor and ask for a referral to MaineGeneral Rheumatology.



Welcome New Medical Staff

More than 75 full- and part-time medical staff have joined MaineGeneral since Jan. 1, 2020, adding to the depth and breadth of care we provide to our community. We welcome them.

Addiction Medicine

Nicholas Gallagher, DO
MaineGeneral Addiction Medicine

Anesthesiology

James DeCoursey, DO
Janie Nguyen, DO
Heather Crosby, CRNA
Michelle Moran, CRNA
Kennebec Anesthesia Associates

Developmental & Behavioral Pediatrics

Tara Reagan, PsyD
Edmund N. Ervin Pediatric Center

Diabetes & Nutrition

Rebecca Brown, PA-C
Diabetes & Nutrition Center

Ear, Nose & Throat

Debra Ann Gonzalez, MD
MaineGeneral Ear, Nose & Throat

Emergency Medicine

Jesse Fisk, MD
Kelly Meehan-Coussee, MD
Jessica Perez, MD (fellow)
Justin Quinlan, DO (fellow)
Bryan Stanley, MD (fellow)
Emergency Department

Express Care

Katheryn Baden, PA-C
Matthew Campbell, PA-C
Kai Cheng, PA-C
Jessica Cysner, PA-C
Tricia Garrett, PA-C
Samantha Guyette, PA-C
Rachel Hough, PA-C
Christine Laverdiere, FNP-C
Nichole Lyford, FNP-C
Samantha Nadeau, PA-C
Katelyn Rock, FNP-C
Alicia Sanborn, PA-C
Peter Volk, PA-C
MaineGeneral Express Care

Family Medicine

Lisa Belisle, MD
Primary Care Medical Director
Elmwood Primary Care

Alyssa Finn, MD
Family Medicine Institute

Adam Liegner, MD
Rick Marden, MD
Gardiner Family Medicine

Caroline LaFave, DO
Maine-Dartmouth Family Practice

Lisa Clarq, DO
Jonathan Yun, MD
Thayer Internal Medicine

Kieran Donaghey, NP-C
Augusta Family Medicine

Kellee Gorgone, FNP
Maine-Dartmouth Family Practice

Kelly Hoyt, PMHNP
Gardiner Family Medicine

Louise Langlais, FNP-BC
Family Medicine Institute

Victoria St. Hilaire, PMHNP
Thayer Internal Medicine

Lisa Theriault, FNP-BC
Family Focused Health Care

Megan Thornberg, PA-C
Elmwood Primary Care

Gastroenterology

Cathleen Cassie, PA-C
Jennifer Morris, NP-C
MaineGeneral Gastroenterology

Geriatric Medicine

Olivia Simpson, MD (fellow)
Rebecca Spear, DO
Maine Dartmouth Geriatric Medicine

Hospitalists

Jehangir Ansari, MD
Navid Eslami, MD
Theodore Klem, MD
Rebecca Williams, DO
Adult Hospitalist Service

Robin Leblond, MD
Pediatric Hospitalist Service

Kidney Care

Susan Dunn, MD
Kate Klein, ACNP-BC, CCRN
MaineGeneral Kidney Care

Long Term Care

Sandra Cadwell, AGNP
Marie Dufresne-Dixon, FNP-C
Gray Birch

Neuromuscular Medicine

Josephine Conte, DO
Sara Modlin, DO (fellow)
Anna Veach, DO
Maine Dartmouth Collaborative Care Center

Obstetrics/Gynecology

Janette Tschirhart, MD
Angela Legassey, FNP-C
MaineGeneral Obstetrics & Gynecology

Michelle Tocher, CNM
MaineGeneral Midwifery Services

Orthopaedics

Stephen Clark, MD
Bert Mason, DPM
MaineGeneral Orthopaedics

Palliative Care

Jamie Boutin, FNP
Karin McDonald, FNP-C
MaineGeneral Palliative Care



New Medical Staff Spotlight: Stephen Clark, MD

Dr. Stephen Clark, board-certified spine surgeon, joined our highly skilled team at MaineGeneral Orthopaedics last year. He specializes in the surgical treatment of spinal conditions in both the neck and back.

Dr. Clark completed an orthopaedic surgery residency at Westchester Medical Center in New York, followed by a fellowship in orthopaedic spine surgery at University of Maryland. He joined MaineGeneral Orthopaedics after working as an orthopaedic spine surgeon at Central Maine Orthopedics in Auburn.

MaineGeneral Orthopaedics offers surgical and non-surgical orthopaedic care at its Augusta, Gardiner, Oakland and Winthrop locations. We use the latest technology and minimally invasive techniques to give you options that fit your lifestyle and help you enjoy an active, pain-free life. We offer same-day total hip and knee replacement as well as walk-in care in Augusta and Oakland.

For information about MaineGeneral Orthopaedics and other MaineGeneral services, call **1-855-4MGH INFO** or visit www.mainegeneral.org.

Pediatrics

Sarah Crowley, MD
Laura Lee, DO
Kennebec Pediatrics

Pulmonary/Critical Care

Jason Henry, MD
MaineGeneral Pulmonary

Radiation Oncology

Neilayan Sen, MD
Harold Alfond Center for Cancer Care

Radiology

Nicholas Durocher, MD
Daniel Hechavarria, MD
Radiology Alliance of Maine

Sports Medicine

Douglas DiCola, MD (fellow)
Jarrod Tembreull, MD (fellow)
*Maine Dartmouth Sports Medicine
Fellowship Program*

Surgery

Julie Cummings, ANP
Allyson Eller, PA-C
Jacob Soucy, PA-C
MaineGeneral Surgery

Rachel Gobetz, PA-C
MaineGeneral Surgery (vascular)

Urology

Meagan Grant, FNP
MaineGeneral Urology

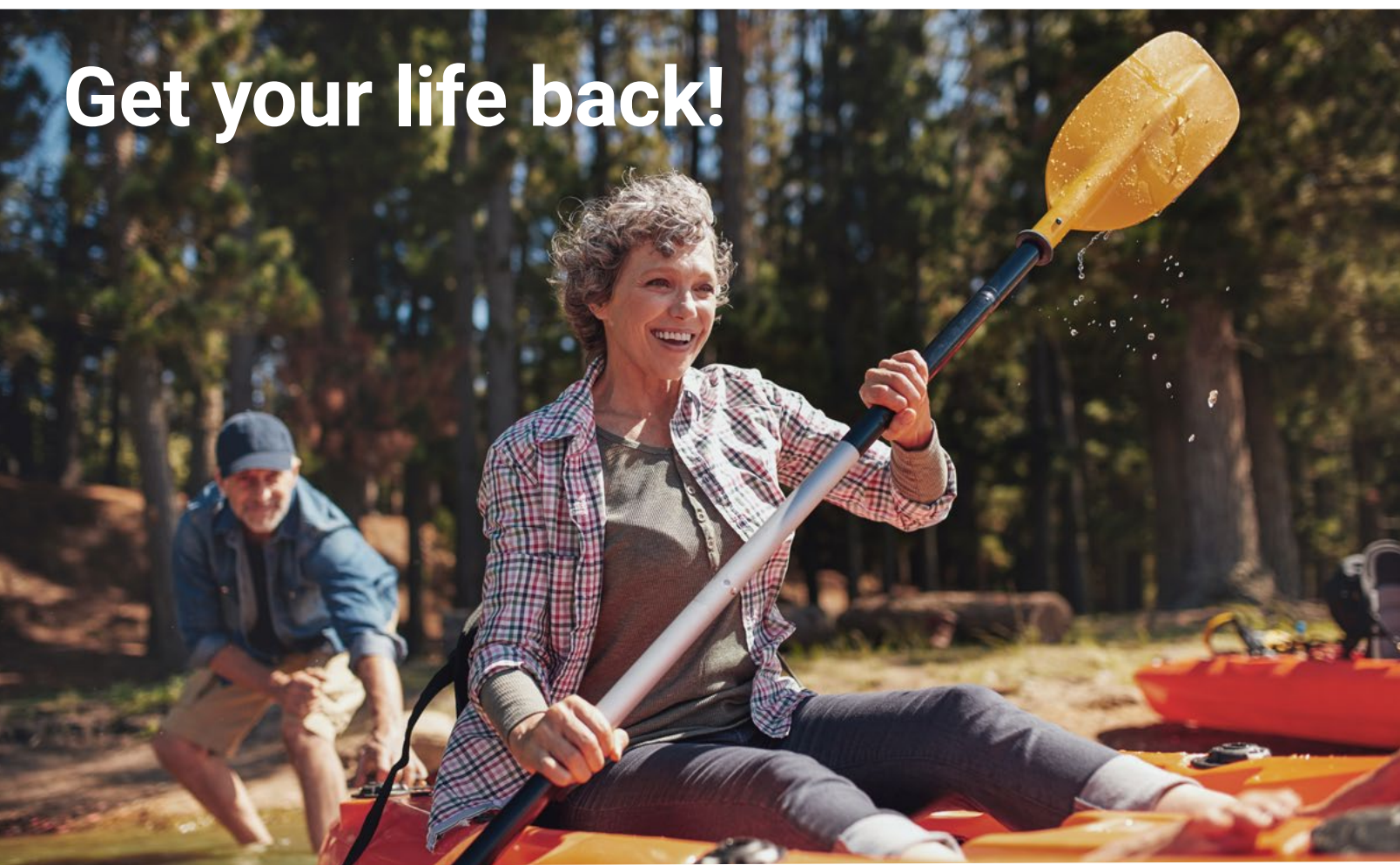
Workplace Health

Autumn Corbin, NP
Kara Drummond, NP-C
Workplace Health



MaineGeneral now offers **same-day total joint surgery** for knees and hips.
You want your quality of life back. We're with you.

Get your life back!



If joint pain is keeping you from the things you love, it may be time to consider MaineGeneral's same-day total joint program.

Let us get you back to living your best life, doing what you love with those you love.

To learn more, visit www.mainegeneral.org/orthopaedics.