

PATIENT REFERRAL TO LAWRENCE GENERAL HOSPITAL: FREQUENTLY ASKED QUESTIONS FOR PATIENTS

Today, a referral to Lawrence General Hospital means access to state-of-the-art treatments and technologies, comprehensive services for families, and the ability to see top Boston specialists in cardiology and pediatric medicine. It's all right here and all close to home.

Q: Why am I being referred to Lawrence General Hospital?

A: Your physician is referring you to Lawrence General Hospital because he or she believes you will receive the best access to doctors and procedures that meet the level of care you need. Your primary care physician will be closely involved in your care and progress while you are in the hospital and coordinate with Lawrence General hospitalists on your condition. (Hospitalists are physicians who specialize in caring for patients in the hospital.)

Q: What areas does the hospital specialize in? What are they known for?

A: At Lawrence General Hospital, you receive all the benefits of a state-of-the-art hospital close to home.

Areas of Expertise Include (but are not limited to):

- Cardiovascular Center (an Accredited Chest Pain Center)
- Emergency and Level III Trauma Center
- Accredited Community Cancer Program
- Accredited Weight Loss and Bariatric Surgery Program
- Services for Growing Families (Comprehensive pediatric care including inpatient, outpatient, emergency, maternity and newborn care)
- Certified Stroke Center
- Medical and Surgical Spine Care
- And more! (For a complete list of our services, please refer to our website)

Q: Does the hospital offer state-of-the-art medical technologies?

A: Absolutely. Leading-edge medicine is practiced throughout the entire hospital and patients benefit from innovations in surgery care, imaging/radiology, sleep care, weight loss, cancer care, technology and more.

Q: How does Lawrence General rank in terms of quality care and patient safety?

A: Lawrence General Hospital is consistently recognized as one of the highest scoring facilities in Massachusetts and significantly outperforms state averages on key quality measures of hospitals.

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Q: How does Lawrence General compare to other hospitals in the area?

- A:**
- Lawrence General Hospital is the only Accredited Chest Pain Center in the Merrimack Valley.
 - It is the only hospital in New England accredited for excellence in cardiac catheterization and coronary intervention by the Accreditation for Cardiac Excellence (ACE).
 - It is the only hospital in the region to earn the Blue Distinction for Maternity Care from Blue Cross Blue Shield of Massachusetts
 - It was the region's first Level III Trauma Center.

(To become accredited in a specific service requires that a hospital submit data to nationally accepted organizations who conduct expert surveys to ensure that the hospital's services meet all quality standards.)

Q: Can I see top Boston specialists at Lawrence General Hospital?

- A:** Yes. Lawrence General Hospital has clinical affiliations with leading Boston Academic Medical Centers such as Beth Israel Deaconess Medical Center and Floating Hospital for Children at Tufts Medical Center. This allows you or members of your family to see top local and Boston specialists, often right here in Lawrence.

Q: English is not my first language. Does the hospital offer interpreters?

- A:** Yes, Lawrence General Hospital provides FREE access to qualified medical interpreters for patients and their family members or companions who do not speak English, have Limited English Proficiency (LEP), or are deaf or hearing impaired. Interpretation by telephone or video conferencing is always available for more than 100 languages.

For more information, please contact the Office of Interpreter Services at (978) 683-4000, ext. 2676 or tty: 978-794-3531.

Q: I don't have insurance right now. Can I still use my referral?

- A:** If you are uninsured, there are several options that may help cover the cost of health care services. The hospital's Financial Counseling Office can inform you of various options available, eligibility requirements and additional financial assistance

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To learn more, visit lawrencegeneral.org