

REFERRING TO LAWRENCE GENERAL HOSPITAL: FREQUENTLY ASKED QUESTIONS FOR PHYSICIANS

Today, a referral to Lawrence General Hospital means access to comprehensive services for patients, the combined clinical expertise of hospitalists and top local and Boston specialists, plus leading-edge technologies. All right here, close to home.

Q: How do I refer a patient to Lawrence General Hospital?

A: To refer a patient to Lawrence General Hospital, call our referral line at 978-946-8244 Monday-Friday between 7:30 am and 5:00 pm or visit lawrencegeneral.org/for-providers for more information and to search our medical staff.

Q: Why refer patients to Lawrence General Hospital?

A: Thanks to clinical affiliations with both Beth Israel Deaconess Medical Center and Floating Hospital for Children at Tufts Medical Center, local patients have access to specialty services and clinics, plus expert care from specialists, often without having to endure the hassles of traveling into Boston.

Q: What if the patient is uninsured?

A: There are several options that may help cover the cost of health care services. The hospital's Financial Counseling Office can inform your patient of the various options available, eligibility requirements, additional financial assistance he or she might qualify for, and help with filling out the applications.

*Patient Financial Counselors (available Monday - Friday 8:00 am - 4:30 pm)
978-683-4000, ext. 2069, ext. 2820 or ext. 2833*

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

A: According to 2013 comparative data by the Massachusetts Center for Health Information and Analysis (CHIA), Lawrence General Hospital is consistently recognized as one of the highest scoring facilities in the state in measures of quality of care and costs and significantly outperforms state averages on key quality measures of hospitals.

If you have specific questions about our quality and safety performance, please contact Terry Sievers, RN, Vice President of Quality and Patient Safety, 978.946.8109.

Q: English is not my patient's first language. Does the hospital offer interpreter services?

A: Yes, Lawrence General Hospital provides FREE access to qualified medical interpreters to 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.

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Q: What are Lawrence General Hospital's primary areas of expertise?

- A:**
- Cardiovascular Center (and 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 medical center offer leading-edge technologies?

A: Leading-edge medicine is practiced across the entire hospital and there is continual investment in the latest diagnostic tools and equipment. Some examples are:

- Breast Tomosynthesis (or 3D mammography)
- Endoscopic Ultrasound
- Computer assisted navigation for spine surgery
- Radial First Cardiac Stenting
- SPECT-CT Camera
- Full-service Laboratory accredited by the College of American Pathologists

The Mammography units are licensed by the Massachusetts Department of Public Health - Radiation Control Program.

Q: I'm inclined to refer a chronically ill patient to Boston for cardiovascular treatment. What makes Lawrence General Hospital a smart choice in this specialty 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). Plus, the hospital's Cardiovascular Center has an ongoing clinical affiliation with the CardioVascular Institute at Beth Israel Deaconess Medical Center.

If the answers to these frequently asked questions aren't convincing enough to you that referring your patients to Lawrence General Hospital is your best choice, we encourage you to contact Neil Meehan, DO, FACEP, Chief Medical Officer at 781-521-9352 or Pracha Eamranond, MD, Chief Transformation Officer at 978-946-8043, pager 978-366-0421 with any of your unanswered questions.

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