



JOHN C. LINCOLN HOSPITALS

HealthBeat

ESSENTIAL HEALTH NEWS AND INFORMATION FOR OUR COMMUNITY

Inside:

- Positive Attitude Aids Healing
- New CPR Recommendation
- Lincoln GIVES Turns 25

September / October 2010

10 YEARS in the World of Medicine Changes Imminent Death into Routine Life

Cardiovascular surgeon Kevin Brady, MD, left, vascular surgeon Curtis Erikson, MD, with patient LeRoy Gorniak.



What a difference a decade makes.

A dozen years ago, surgeons couldn't repair 76-year-old Ellie Thompson's lethal thoracic aortic aneurysm without major surgery that was in itself life-threatening.

Fast forward to April 2009.

WWII draftee LeRoy Gorniak was in and out of the hospital, back to all the normal activities of daily living, his thoracic aortic aneurysm repaired without major surgery, with only a tiny scar as evidence of his doctor's work.

Gorniak was saved with a surgical procedure that was barely an idea for future medical research when Thompson needed it in 1998. The quality of American health care is advancing that quickly, and John C. Lincoln's patients are the beneficiaries.

To understand the magnitude of this medical advance, consider the similarities – and the differences – of the two cases.

In 1998, Ellie Thompson was having her best day of the year. Her pneumonia was finally cured, her energy was back and she was out for lunch and a movie with her "girlfriends." But in the middle of the movie, the nagging chest pain she'd earlier felt and dismissed came back with a vengeance.

Within the hour she was in the hospital emergency room.

An X-ray showed a shadow in her chest, outside her lungs, which doctors diagnosed as pleural fluid from her pneumonia which had congealed instead of being reabsorbed by her body.

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The Beat Goes On



Caring for Kids

Our Virginia G. Piper Pediatric Center of Excellence

provides emergency and medical care for children. We're staffed by physicians,

nurses and other health care providers specially trained and experienced in caring for children of all ages, from infants to teenagers.

Beyond our medical and nursing expertise, our pediatric services are designed to take the "scary" out of a hospital experience. Our private rooms – both at Mendy's Place, the 24/7 pediatric emergency department, and KidsZone, the floor for hospitalized children – are brightly decorated with equipment designed for pediatrics.

KidsZone has a well-stocked playroom for children and siblings to take a break. If a child can't leave the room, a mobile DVD/video gaming system comes to him or her.

Parents of the children we serve have ranked Mendy's Place (where children "mend") in the top 1 percent nationally for patient satisfaction.

Learn more about our services for children at JCL.com/pediatrics.

John C. is Tobacco-free

On Sept. 1, the John C. Lincoln Health Network became tobacco-free. The use of cigarettes and tobacco products is prohibited on all John C. Lincoln property for employees, patients and visitors. Nicotine gum is available for sale in the gift shops on both hospital campuses.

Learn more at JCL.com/tobaccofree.

Routine Life << continued from page 1

They decided surgical removal of the substance was the only way to fix the problem.

Although the incision was huge, the procedure was supposed to be simple. But it didn't work out that way. Instead of pleural fluid, the surgeons found blood that had leaked from an unseen and unsuspected thoracic aortic aneurysm, a ballooning weakness in the large artery that carries fresh blood out of the heart.

This was bad. Really bad. The doctors were not prepared to do the intricate and extensive surgery required to replace the damaged portion of the aorta with an artificial graft, so they closed the incision to wait for her to heal before deciding what to do next.

It was a tough call. The major surgery required to repair the aneurysm would be extremely risky: chances of simply surviving it were slim. If she did survive, the side effects of the surgery included possible paralysis. At the same time, if left untreated, the aneurysm could blow at any moment, resulting in sudden death.

Back then, no alternatives existed. Today, however, they do. Gorniak's experience testifies to medicine's advances.

In 2009, Gorniak was also having a great day that was interrupted by unexpected agony. While getting ready for dinner with his family, he was wracked with excruciating chest and back pain.

He got to the hospital emergency department in less than an hour, but in addition to X-rays, Gorniak had more sophisticated, revealing and noninvasive medical images called CT scans.

Gorniak's CT scan clearly showed – without invasive surgery like Thompson's – that his problem also was a weak spot, an aneurysm, in the upper section of his aorta.

To understand what this means, it's important to know that the aorta, the body's largest artery, runs from the heart to the lower abdomen and distributes blood via its many branches throughout the body. Its top section that runs through the chest is called the thoracic aorta. Its lower section is called the abdominal aorta.

An aneurysm can be caused by age, disease or injury, but regardless of cause, it carries a huge health risk. That's because when the weak spot stretches and balloons outward – as happened to Thompson – the arterial wall thins to the point that it can burst. When that happens, even today, death is virtually unavoidable.

Although Gorniak's procedure, minimally invasive treatment of thoracic aneurysms, only recently has become generally available,

vascular surgeons have been able to treat abdominal aortic aneurysms this way for almost 20 years.

To do so, they make a relatively small incision in the groin and run a catheter up the artery to the abdominal aneurysm, where they deploy a metal mesh tube, called an endoluminal graft. Blood then travels from the healthy part of the artery through the tube, bypassing the stretched out section, and flows into the remaining section of healthy aorta and its branches. Because blood is no longer pulsing against the stretched area, the pressure on the aneurysm is eliminated. As long as blood doesn't leak around the graft into the ballooned area, the aneurysm is no longer a health threat.

Until recently, this procedure only was done in the lower part of the aorta. Not only is it a whole lot trickier to run a catheter higher and farther up the aorta toward the heart, but important branches off the thoracic aorta carry fresh blood to the brain, lungs and arms.

Blocking one of those branches could be devastating.

"The aortic branches that go to the brain and other vital areas are a major challenge," said Gorniak's vascular surgeon, Curtis Erickson, MD, who frequently works with his colleague, cardiovascular surgeon Kevin Brady, MD, at both John C. Lincoln Hospitals.

"If the graft blocks blood flow to vital areas you can cause serious damage, paralysis or even death."

Some of the stent graft manufacturers are now offering grafts with openings that can be matched up with the various branches of the aorta. These may hold promise in the future, Dr. Erickson said.

Now, if a graft repairing an aneurysm blocks one of the arterial branches, surgeons have to install a bypass reconnecting the blocked branch with the aorta, so life-giving blood flow can resume.

Another challenge inherent in aneurysm repairs, Dr. Erickson said, is that older patients who develop aneurysms usually have other medical problems.

"We have to look for other diseases or degenerative conditions that make it more difficult for patients to bounce back after surgery, even minimally invasive surgery."

That makes predicting outcomes much more difficult, he said. "We know once the graft is successfully

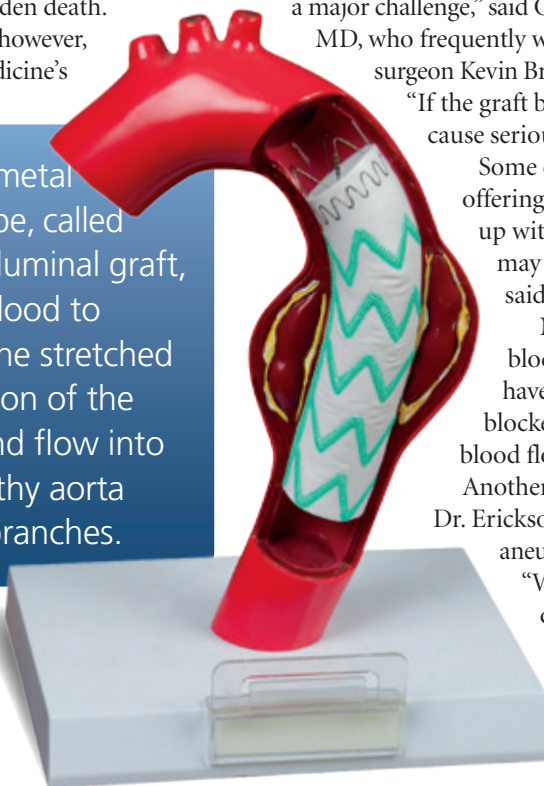
deployed, the patient has an excellent chance of survival, as far as the aneurysm is concerned. But all the other factors associated with these patients, regardless of cause, will affect outcomes.

"No matter which situation you're facing," Dr. Erickson explained, "the challenge of getting a good outcome is not based completely on what you're doing to treat the aneurysm, but who you're doing it to – what other problems are present."

For Gorniak, however, the future is bright. "I feel good," he said, "and I can do everything I could do before I developed the problem. I go out every morning and evening and walk with my dog, Hilary. She's a little Bichon Frise terrier mix, about five years old, and she keeps me healthy and happy."

Visit JCL.com/heart for information about our cardiac services.

A small metal mesh tube, called an endoluminal graft, allows blood to bypass the stretched out section of the artery and flow into the healthy aorta and its branches.



BREAST HEALTH AND RESEARCH CENTER PROVIDES Coordinated Care

Mona Velasco's official title is patient care coordinator at the John C. Lincoln Breast Health and Research Center. But Gary Kelly, the husband of patient Judy Kelly, likes to call her the cruise director.

"She made things so much easier for us, to have one point of contact and not to have to constantly deal with different people," he said. "She was able to assist us with questions about insurance, different surgeons who were available, everything.

It was reassuring to find that Mona and John C. Lincoln were able to give us the ability to direct attention toward healing and not worrying about the details."

Velasco, who also wears the winning smile of a cruise director, wants to make everything as easy as possible for the patients and families. She expedites appointments, and, in the case of Judy Kelly, she was able to get the insurance and physician referral for the next appointment as the couple left the building. Velasco chased them down in the parking lot so they didn't have to come back another day. Judy Kelly, a retired accountant and Sun City West resident, had early stage cancer, contained in her ducts. She had two lumpectomies, a lymph node removed and radiation.

Velasco also makes appointments

quickly so women have less time to worry about what's next.

"Most patients, once they hear the word 'cancer,' don't even know where to begin. They are nervous.

They can barely make it through a weekend, some of these patients," she said. "The process

can be so overwhelming, but I guide them through it. I reassure them about the excellent treatment options and outcomes and talk them through their fears."

Gary Kelly's mother passed away from breast cancer, and he remembers helping her and dealing with a patchwork of care and treatment. The experience with his wife was completely different.

"I know as a patient, I was at such a high-stress level. You're not thinking straight because you are so emotional," Judy Kelly said. "I know Gary was stressed, too, but having Mona there made all the difference. Everyone there is so considerate. I will never go anywhere else."

Reach the John C. Lincoln Breast Health and Research Center, 19646 N. 27th Ave., Suite 205, Phoenix, at 623-780-HOPE (4673) or JCL.com/breasthealth.



Gary and Judy Kelly talk with patient care coordinator Mona Velasco, right.

RACE FOR THE CURE

October is National Breast Cancer Awareness Month

John C. Lincoln is putting together a team for the 18th annual Susan G. Komen Phoenix Race for the Cure on Sunday, Oct. 10.

Register by going to komenphoenix.org. Select "Register today" on the right side, "register here," then "Join a team." Our team name is John C. Lincoln.

You can set your goal to zero or set a fundraising goal. If you have questions, please contact team captain Pamela McCardell at pamela.mccardell@JCL.com.



The Will to Heal

Doctors Love Athletes, Weekend Warriors with Positive Attitude

Attitude is such a large part of recovery. No matter their specialty, doctors across the spectrum will tell you even though they can't quantify that elusive quality known as "attitude," they know a positive and cooperative outlook will help even marginal patients have successful outcomes. Conversely, they've seen negative or noncompliant patients have much worse results, even when their initial risk factors were minimal.

A good example of a patient with a recovery to match his great attitude is Phoenix resident and weekend athlete Allan Gange. Athletes, even the weekend warrior types, are a special class of patients whom doctors tend to love. They are the patients who have the desire and self-discipline to religiously follow their doctor's rehabilitative orders, the ones, in the words of one trauma surgeon, "who make us look good."

But these are also the patients who more frequently than average become patients. Guys who've been athletes – even if they never went pro – often are surprised when something that looks easy or routine instead turns out to hurt them.

That's the way it was for Gange, now 55, who spent years in high school and as a young adult lifting weights, working out and being involved in a wide variety of athletic activity.

So last spring, when he saw an abandoned mattress someone left lying in his yard, his first thought was to toss it into the trash. He bent over to pick it up without thinking about recent rainfall that left it sodden – and infinitely heavier than it was when it was dry.

"I moved; it didn't, and I ripped my biceps muscle," he said. "It just popped. I knew what happened as soon as I did it. Even though I've never done this to myself before, in my history of working out and weight lifting, I've seen it happen to other guys."

Because John C. Lincoln North Mountain is not only his community

hospital, but because his mother, wife and daughter all have had great medical care there, he drove right to the North Mountain Emergency Department.

"I work in health care," Gange said, "so I understand how well my care was handled at John C. Lincoln." His ability to evaluate the quality of his care also was enhanced through personal experience. Along with a variety of sprains and minor injuries that "only needed stitches," Gange has had 13 broken bones and several concussions, mostly related to his sports activities.

His expectations for good care at John C. Lincoln were immediately fulfilled in the Emergency Department, he said. "The Emergency doctor who treated me (Michael Haley, MD) was terrific – we had an interesting conversation. And he had a great sense of humor, which made everything easier."

Dr. Haley referred Gange to orthopedic surgeon and sports medicine specialist Grant Padley, DO, of Valley Orthopedics, a division of IMS. "I was in the Emergency Department on Friday and I got in to see Dr. Padley on Tuesday, which I thought was pretty quick," Gange said. "Dr. Padley was very articulate, which I appreciated. He explained exactly what I needed, a distal tendon biceps repair.

"I looked up the procedure on the Internet," Gange said, "and it turned out that the specific surgery Dr. Padley did was even newer than anything I'd seen online. He inserted a metal tab to re-anchor my tendon into my arm bone."

Gange arrived at the hospital around noon; the outpatient surgery was finished and he was ready to go home by 4 p.m.

His arm healed "on schedule," Gange said. "My physical therapist was cautious, and I took great care to follow doctor's instructions, because I wanted it to heal

correctly. And I am feeling much better."

Gange's attitude – his intense commitment to compliance with rehab rules – is one of the reasons Dr. Padley was drawn to orthopedic sports medicine.

"These are great patients," Dr. Padley said. "They have interesting, active, athletic lives. Sometimes they push the limit, whether they're professional athletes or weekend warriors. They tend to think they can do something that they can't, and they end up getting hurt like Allan did.

"But then they're aggressive about getting better. They do everything they're supposed to do and they recover really well. They have better outcomes," he said.

Dr. Padley, who's been around sports all his life, knows what he's talking about



Grant Padley, DO, tests the healed biceps muscle of patient Allan Gange.

– not only is his practice busy with informally athletic guys like Allan Gange, but he's team physician to the Cincinnati Reds during spring training and to their minor league team all year long.

"The professional athletes really push themselves, and then the team trainers and others get involved," he said. "They have even more pressure to heal."

Visit JCL.com/orthopedics to learn more about John C. Lincoln's orthopedic services.

Save Lives with Hands-only CPR

If a heart stops beating, do you know what to do?

Save a Life

Whether or not you have had CPR training, when an adult collapses, follow two simple steps:

- 1** Call 911.
- 2** Push hard and fast in the center of the chest.

See a demonstration video from the American Heart Association at handsonlycpr.org.

Heart Attack Warning Signs



Not everyone experiences every symptom, and women are more likely than men to suffer milder symptoms. Call 911 immediately for the following:

- Chest discomfort, such as a pressure, squeezing, fullness or pain that won't go away.
- Discomfort in the arms, back, neck, jaw or stomach.
- Shortness of breath.
- Cold sweat, nausea and/or light headedness.

Celebrate the 50th anniversary of CPR this year by learning the new guidelines for saving a life:

Continuous Chest Compression CPR or hands-only CPR. Free training classes are being held in Arizona in October as part of CPR Across America Tour, and you can find the schedule at cprcrossamerica.org.

A heart attack is not cardiac arrest – when the heart stops – but a heart attack can cause cardiac arrest. CCC CPR keeps the heart pumping and creates enough blood pressure for oxygenated blood to continue reaching the brain until emergency professionals arrive. Compressions alone push some stale air out of the lungs and draw in some fresh air, without losing important blood pressure.

Last year, almost 800,000 Americans had a heart attack and about half a million had a recurring heart attack. According to the American Heart Association, only one-third of men and women who experienced cardiac arrest at home, work or in a public location received CPR from a bystander, even though chest compressions are the key to survival.

“Most people are worried they will do something wrong,” said Tracy Moroney, RN, BSN, BCEN, the Cardiac Services projects coordinator for the John C. Lincoln Health Network and an educator for the CPR Across America Tour. “You also are protected under the Good Samaritan Law, so don't hesitate if you haven't been certified. Your actions can only help save a life.”

If available, using an AED (Automated External Defibrillator) also will improve the chances of survival for sudden cardiac arrest. The simple machine, available everywhere from airports to malls, detects whether the person can benefit from a defibrillation shock. Just listen to its instructions and make sure you and the patient are not in water and that the patient is not touching metal.

After a person collapses, his or her chance of survival decreases by 10 percent every minute. Using AED and CCC CPR before paramedics arrive will increase that person's chance of survival.

The Sarver Heart Center at the University of Arizona developed the new recommendations, and emergency professionals and the American Heart Association support them. CCC CPR is recommended for most adults. However, traditional CPR should be used on pediatric patients, drowning victims and those suffering from drug overdoses because the collapse likely is respiratory arrest preceding the cardiac arrest.

Learn more about emergency heart care at JCL.com/heart.



Continuous Chest Compression CPR, or hands-only CPR, is the new guideline recommended for most adults.

A PASSION FOR THE COMMUNITY

Lang Herndon thinks about socks when he thinks about the importance of giving back to his community.

He thinks about the first time he sat personally with families from Desert Mission to go over wish lists for the Adopt a Family for the Holidays program.

“Here my kids want Wiis and bicycles, and here’s a kid wanting a pair of socks for Christmas,” said Herndon, a member of the John C. Lincoln Health Foundation Board of Directors and the vice president of national accounts for Republic Services.

Herndon, his wife, Lynne, and their children, Haley and Langdon III, adopted that family and shopped together for more than what was on the list. “We explained to them how the world works, and we’ve been lucky to have things this family has not had,” he said. “Then my son said, ‘Dad, a child needs more than socks. He needs shorts and shoes. He needs a ball.’ It was emotional for all of us.”



And at that moment, Herndon’s volunteer work for John C. Lincoln evolved from a way a “fortunate man” could help out to a way an entire company and other companies in the Valley could change significantly the lives of the most vulnerable.

“I realize how very fortunate I am to have a wonderful job with a great company and have the capacity to give back to others,” he said. “I look at what’s my legacy, what did I do to say I made a difference? I really enjoy introducing other people to the John C. Lincoln organization because I believe in it.”

Herndon has encouraged his company to go from a food drive here and there to

become a major supporter of Desert Mission and John C. Lincoln’s philanthropic efforts, from participating in the Night of Gold Ball and the annual golf tournament to banking hundreds of volunteer hours and supplying free recycling/waste management at Desert Mission Food Bank.

“We are fortunate to have Lang on our Foundation Board. He provides strong leadership and a personal commitment to philanthropy that impacts an entire community,” said Marcia Mintz, CEO of the John C. Lincoln Health Foundation.

Herndon was invited to join the John C. Lincoln Health Foundation Board of Directors in 2006 after a rigorous nomination and selection process. Since 2008, he has served as treasurer. His enthusiasm is contagious, but he simply says John C. Lincoln sells itself.

“John C. Lincoln gives back a tremendous amount to the community; they provide a great service,” he said. “John C. Lincoln does the right thing for the community.”

Herndon, a Phoenix resident, has a BS and an MBA from the University of Southern Mississippi in Hattiesburg. Herndon joined Allied Waste in 1985 in operations as a driver/helper/supervisor before its merger with Republic Services.

At Republic, he has worked in operations, finance and management. Republic Services provides recycling and solid waste collection, transfer and disposal services in the United States and Puerto Rico.

Learn about ways you can help the community at JCL.com/foundation.

— JOHN C. LINCOLN CO-WORKERS —

Make \$5 Million Difference

From women escaping domestic violence to medical care for the homeless to co-workers in need, John C. Lincoln employees have supported the community, each other and the Network for the last 25 years through Lincoln GIVES.

The employee-run program marks its 25th anniversary this fall with cumulative contributions of \$5 million. The fund saved the home of a John C. Lincoln co-worker and mother of two adopted boys when her husband was injured and unable to work.

“We were in fear that we would lose our home. I turned to Lincoln GIVES, and I was blessed,” she said. “Sometimes, when I look at my check stub, I see all my deductions and I think about why I give to Lincoln GIVES. Now when I look at my check stub, I will think how blessed I am to work for a company that cares about its employees.”

Eleven elected co-workers represent every area and make up the committee to look at each request submitted by co-workers. The John C. Lincoln Health Foundation administers the program, and employees contribute through payroll deduction.

“Lincoln GIVES is just one of the many ways that we as JCL employees join together in a united effort to build a community where a helping hand is available for its most vulnerable members,” said Scott Showers, Foundation director of Development and Operations.



What's Happening

John C. Lincoln Health Network offers a variety of classes, events and support groups to the community every month.

Sept. & Oct.

Hearing Screenings

John C. Lincoln audiologist Kristin Wells, AuD, will conduct free hearing tests for adults from 7:30 a.m. to 4 p.m. **Sept. 21, 22 and 23** and **Oct. 19, 20 and 21** at the Tatum Health Center, 18404 N. Tatum Blvd., Suite 101, Phoenix. Appointments are required and can be scheduled by calling **602-494-6237**. Special offers on hearing aids also will be available.



For Men Only

Men can quickly get their heart, lungs and prostate checked, hear experts speak and take home information about preventing heart attacks, strokes, lung disease and prostate cancer. John C. Lincoln is joining with the National Football League to sponsor a free Health Fair for Men from 10 a.m. to 2 p.m. Saturday, Sept. 25, on the campus on John C. Lincoln North Mountain Hospital at the Cowden Center, 9202 N. Third St., Phoenix.

Less-invasive Uterine Fibroids Treatment

Uterine fibroid embolization, or UFE, is a less-invasive treatment for painful fibroids that helps a woman avoid a hysterectomy. The American College of Obstetricians and Gynecologists also recommends UFE as a treatment for fibroids. Learn more with physicians who are interventional radiologists at John C. Lincoln Hospitals at a free seminar 6:30 to 7:30 p.m. **Oct. 20** at the Cowden Center, 9202 N. Second St., Phoenix, on the campus of John C. Lincoln North Mountain Hospital. Light refreshments will be served. RSVP via e-mail at

RSVP@JCL.com by the day before the seminar. *Get more information at JCL.com/UFE.*

Understanding Lymphedema

Jet Dahlgren, LMT, CDT, a Vodder-certified therapist in Manual Lymphatic Drainage and Combined Decongestive Therapy, and Lise Walker, MD, breast surgeon, will present an overview of lymphedema, its treatment and management options. Lymphedema is the lymphatic system's inability to eliminate waste products, resulting in fluid retention, and is a side effect of breast cancer treatment. The free talk and question-and-answer session will be 6 to 8 p.m. **Sept. 30**, in the fourth-floor conference room of Medical Office Building 1, 19841 N. 27th Ave., Phoenix, on the campus of John C. Lincoln Deer Valley Hospital. RSVP to **602-712-1006** or to Jenny Fisher at jfisher@twccaz.org. Light snacks and refreshments will be served. The talk is co-sponsored by the John C. Lincoln Breast Health and Research Center and The Wellness Community.

Ongoing

Fall Classes at Lincoln Learning Center

Fun and safe for children and convenient for parents, Lincoln Learning Center's nationally accredited early childhood education center serves children ages 6 weeks through 12 years. Lincoln Learning Center is located at 303 E. Eva St., Phoenix, on the campus of John C. Lincoln North Mountain Hospital. For more information, call **602-331-5779** or visit JCL.com/lincolnlearning.

Diabetes Self-Management Class

John C. Lincoln is providing diabetes self-management education for those who are newly diagnosed or have had diabetes for many years but are having difficulty controlling blood sugar. The American Diabetes Association-recognized program meets for two hours once a week for five weeks in classes held at both the John C. Lincoln Deer Valley Hospital campus and the John C. Lincoln North Mountain Hospital

campus. During the program, you will receive an individualized meal plan, learn healthy eating tips, review the importance of monitoring and learn how to interpret your results to improve control, and become skilled at other tools and techniques for managing diabetes. Diabetes education is covered by most insurers. The Diabetes Center will verify your specific insurance coverage and benefit for this education. The cost varies, depending on insurance coverage. Call **480-323-4800** and **press 1** for more information on joining the next round of classes.

Breast Cancer Support Groups

The John C. Lincoln Breast Health and Research Center, 19646 N. 27th Ave., Suite 205, Phoenix, hosts free support groups to meet the needs of women with breast cancer at different stages in life. For more information about any of the groups, call **623-780-HOPE (4673)** or go to JCL.com/breasthealth.

Newly Diagnosed/Ongoing Support

6 to 8 p.m. on the **second** and **fourth Thursdays** of every month. Co-sponsored by The Wellness Community.

Gentle Exercise/Stretching Class for Cancer Patients

6 to 8 p.m. on the **first Thursday** of the month. Co-sponsored by The Wellness Community.

Music/relaxation or Nutrition/Cooking

6 to 8 p.m. on the **third Thursday** of the month with alternating programs. Co-sponsored by The Wellness Community.

Circle of Help Breast Cancer Support Group

6 to 8 p.m. on the **fourth Thursday** of every month for women with recurrent, advanced or metastatic breast cancer.

Young Survival Coalition Support Group

6 p.m. on the **second Tuesday** of every month for breast cancer patients in their 20s, 30s and 40s. Information: yscphoenix@youngsurvival.org or visit the Young Survivors Facebook page, facebook.com/yscphoenix.

Visit JCL.com/calendar for more information on upcoming events.

WHO WE ARE

We're a not-for-profit organization that includes hospitals, physician practices and a network of charitable community service programs. The honor and privilege of serving the people of North Phoenix has been a mission that's driven our efforts for more than 80 years.

Although our focus is local, we hold ourselves to standards of health care and business excellence worthy of national recognition. From nursing care to community service to business ethics and more, we've been honored by experts with awards for practically every aspect of what we do.

But it's not the trophies that matter. The way we see it, the greatest honor of all is that people trust us with their lives in moments of their greatest vulnerability. That's a privilege we take seriously.

John C. Lincoln
Honored by Experts. Honored to Serve.

HOW TO REACH US

DEER VALLEY CAMPUS

John C. Lincoln Deer Valley Hospital	623-879-6100
Gift Shop	623-879-5285
Medical Records	623-879-5571
Volunteer Services	623-879-5765
Mendy's Place – 24/7 Children's Emergency Center	623-879-5437

Follow us on twitter.com/mendysplace

NORTH MOUNTAIN CAMPUS

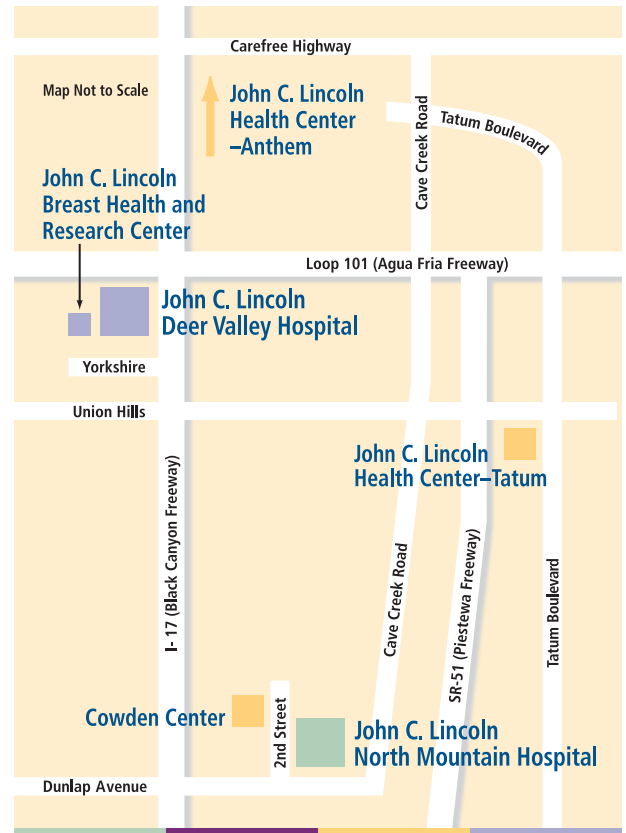
John C. Lincoln North Mountain Hospital	602-943-2381
Adult Day Health Care	602-870-6374
Gift Shop	602-870-6049
Lincoln Learning Center	602-943-3731
Medical Records	602-870-6352
Volunteer Services	602-331-5729

OTHER FACILITIES & SERVICES

John C. Lincoln Breast Health and Research Center	623-780-HOPE (4673)
John C. Lincoln Health Center – Anthem	623-434-6444
John C. Lincoln Physician Practices	JCL.com/practices
Patient Billing Inquiries	623-434-6200 option 1, ext. 301639
Pay Your Bill Online	JCL.com
John C. Lincoln Job Line	602-216-5600
Find a Doctor	JCL.com/findadoctor
Website	JCL.com

NETWORK

John C. Lincoln Health Foundation	JCL.com/foundation or 623-434-6255
Desert Mission	JCL.com/desertmission or 602-331-5792
Follow us on Facebook	Search for John C. Lincoln Health Network on Facebook.com



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HealthBeat

For questions or comments, or if you would prefer not to receive future issues of John C. Lincoln *HealthBeat*, please call 623-434-6265.

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