



IT TAKES A TEAM!

OUTSTANDING PATIENT EXPERIENCE AWARD WINNER - TWO YEARS IN A ROW

For the second year in a row--Eastern Long Island Hospital (ELIH) received the Outstanding Patient Experience Award from HealthGrades, the nation's leading independent healthcare ratings organization. ELIH is ranked **1st in Suffolk County, 2nd on Long Island and 3rd in the State in Patient Satisfaction.** Again and again, ELIH measures up across the nation, and is one of only eight recipients of this Award in New York State.

The award belongs to the staff. The community spirit that permeates ELIH is evidenced by reflections and comments below -

"I treat my patients as I would my own family. I believe my colleagues do too. People caring for people, it's our local culture. That's why ELIH is # 1 in my eyes." – *Cathy Sepko, RN - 2 North*

"ELIH has an outstanding patient care team, a team that takes great pride in caring for patients, specifically because the staff is supported, heard and understood." – *Terri Glass, RN, MS, CCRN, Director of Clinical Services and Staff Development*

"When you are caring for friends and relatives, doing your job is even more gratifying." – *Nancy Ryan, Mammography Technician.*



l-r: Bobby Cornwell, Environmental Services, Nancy Ryan, Diagnostic Imaging and Cathy Sepko, RN, Nursing

"For me, it's about helping people," says *Gie Davey, RN, Ambulatory Surgery,* "Helping people makes me feel good."

"ELIH is like a family: neighbors helping neighbors. It feels like home!" – *Captain Joe Frohnhoefer, Southold Resident and EMT*

"I am tremendously proud of the care and commitment our staff brings to work every day. It truly takes a team to earn an honor of this magnitude, and the award belongs to every member of our ELIH team," adds Paul J. Connor III, President and CEO.

To view the Outstanding Patient Award Video, go to www.elih.org.

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CHARITABLE GIVING IN 2012



Reduce Taxable Income

Charitable gifts remain tax deductible through 2012. You can continue to derive favorable tax benefits through December 31, 2012 when you give a gift to your favorite charity. Major changes in tax laws did not take place for 2012, therefore gifts of cash, stock, etc. continue to reduce taxes as much as 50 percent of adjusted gross income, depending on your tax bracket.

Give Appreciated Securities

Do you own low-yielding stocks, mutual funds or other securities that have increased in value? If you have owned them for a year or more, you can

deduct the full appreciated value, not just the purchase price.

Gifts of appreciated securities may be deducted in amounts that total 30 percent of your adjusted gross income. Additionally, you can carry over any excess deductions to maximize savings over the next five tax years.

Consider A Gift Annuity

Charitable giving can provide many tax benefits for you and your heirs. The right type of plan can create an income for you and create a legacy as well.

A Charitable Gift Annuity is a simple contract. You increase your cash flow by making a gift, of cash, securities, or appreciated assets, to ELIH Foundation, the charity, as an annuity. Your charitable gift annuity, then provides guaranteed fixed payments for life. Lifetime annuity payments,

based on your age may be two or three times higher than your cash return on low-earning securities.

The minimum contribution to fund a charitable gift annuity is **\$10,000**. Additional gifts require the establishment of separate gift annuity agreements.

For more information on Charitable Gift Annuities, call for a brochure, **631.477.5164**.



Community Service Corner

Tuesday is Sharps Day

If you have a medical condition, such as diabetes or allergies that require self-injections or blood testing at home, you can safely dispose of your needles, syringes or lancets at ELIH. Sharps (needles, syringes or lancets) should be placed in a plastic, puncture-proof container with a tight-fitting lid and clearly labeled – "CONTAINS SHARPS".

Sharps can be dropped off any **Tuesday** between **10 AM** and **12 Noon** at the Support Services Office. When you arrive at the front entrance, ask to be directed to the Support Services Office. Need more information? Call 631.477.5201 or visit www.elih.org.

Safe Medication Disposal

The ELIH Pharmacy Department accepts unused, expired or unwanted medications between **10 AM and 3 PM**, seven days a week. Accepted medications include over the counter (OTC) medications, prescription medications for both humans and pets with the exception of controlled substances and chemotherapeutic agents. For more information, call 631.477.5192 or visit www.elih.org.



WHY ELIH? LOCAL COMMUNITY MEMBER EXPLAINS MARITZA BUDET WINKLER, CHOOSES ELIH FOR ITS EXPERTISE & COMPASSION



Maritza Budet Winkler

In 2005, Maritza Budet Winkler and her husband moved to Greenport Village full time from Nassau County, NY. They had fallen in love with the quaint fishing village, their neighbors and access to the North Fork and all it had to offer.

Over time, they switched all their medical care to local physicians from their original homebase in Manhasset, LI. They had been cared for at large Nassau County Medical Centers with good care, but the moment Maritza had her first diagnostic procedure at Eastern Long Island Hospital (ELIH) she knew there was something special about the hospital and the staff.

Maritza is retired from the field of human resources with over 30 plus years of people interaction and has a keen sense and an expert rating system one may say!

After the first experience in the lab for routine blood tests, she noticed the level of professionalism, the pride at which the technician took in his work.

Then Maritza scheduled her annual mammogram and once again was

pleasantly surprised at the ease of making an appointment, parking, how easy it was to navigate to radiology, how comforting the waiting room was, how cheerful the staff were and most importantly how efficiently the team worked.

During this routine screening, Dr. Mitarotondo, Director of Radiology found her Breast Cancer at Stage "0" at the calcification level. This early detection was a gift to Maritza and her family.

When Maritza had the need for surgical procedures, she once again turned to the TEAM at ELIH for their experience and compassion.

Dr. Mark Saporita and the cardiac staff worked with Maritza and when she needed to have a pacemaker implanted. She knew that ELIH was the right hospital to turn to for this procedure.

And today Maritza turns to ELIH for her routine tests such as bone density exams, colonoscopies, sonograms and diagnostic procedures for convenience, expertise and knowing that her community hospital is the perfect choice.

"I like walking into my community hospital, where they know my name and I know the name of the nurse caring for me," states Maritza.

Maritza also says "we like to keep it in the family"- "My sister, Lucy O'Leary has also chosen ELIH for the same reasons I have-- professionalism, staff compassion and expertise!"

"It is clear to me, that the staff at ELIH has leadership from the top that supports them, which creates an environment with little staff turnover. All the staff give meticulous attention to detail, compassion in every patient interaction

and it is clear to me, that they are all well trained, well educated and are confident in their ability to care for patients like myself and the community that I have come to love."

For a complete listing of physicians affiliated with Eastern Long Island Hospital, call **631.477.5164** or visit www.elih.org and click on "Find a Doctor."

GIVE BLOOD.

It brings out
the very
best
in you.



Spring Blood Drive

Thursday, May 10, 2012
8:00 am ~ 5:30 pm
ELIH Conference Room
Walk-ins Welcome
For appointment call,
631.477.5100.

Eligibility Criteria:

- Bring ID with signature or photo
- Minimum weight 110 lbs.
- Age 16-75 (16 year olds must have parental permission. Age 76 and over need doctor's note)
- Eat well (low fat) & drink fluids
- No tattoos for past 12 months

**For questions concerning
medical eligibility call
1.800.688.0900.**



JOINT REPLACEMENT CLOSE TO HOME

Did you know you can schedule expert hip and knee replacement surgery close to home? The North Fork Orthopedic team performs joint replacements here at Eastern Long Island Hospital (ELIH).

Who is a candidate for joint replacement?

Knee replacement is considered when painful arthritic conditions of the knee are severe enough to limit a patient's typical activities. **Total hip replacement** is considered under similar conditions, because of progressively worsening arthritis in the hip joint. Because prostheses can wear out over time, joint replacement surgery is typically performed on those over 55, but can be recommended for younger patients if their quality of life is severely affected.

What is joint replacement surgery?

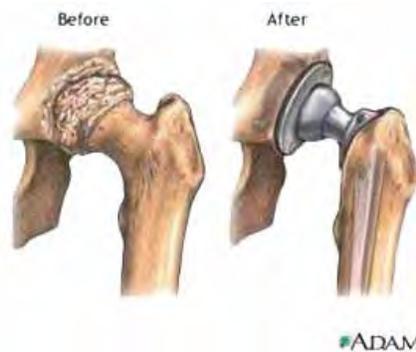
Knee replacement surgery

The joint inflammation of knee arthritis is treated by removing the damaged joint lining and replacing the joint surfaces with a metal and plastic implant which functions similar to a normal knee.



Hip replacement surgery

During hip replacement surgery, called total hip arthroplasty, the diseased hip joint is removed and replaced with an artificial joint. The hip prosthesis consists of a ball component of metal and a socket with a liner made of plastic. Like knee implants, the implants used in hip replacement are biocompatible – they are designed to be accepted by your body.



Am I a candidate for joint replacement?

Many people experience arthritis of the knee or hip, but it can be difficult to know if it is the right time for joint replacement surgery. Make an appointment with an orthopedic specialist to determine whether you are a candidate.

Following surgery, your community hospital makes it easy to get back on your feet. Patients are able to undergo hospital-based rehabilitation, and Medicare has no cap on rehabilitation services provided in a hospital-based setting. To make an appointment at ELIH Physical Therapy located in Southold, call **631.765.9389**.



Fred M. Carter MD



John J. Rongo, R-PAC

Meet North Fork Orthopedic Team

Fred M. Carter, MD and John J. Rongo, R-PAC are among the highly-qualified, skillful orthopedic professionals at ELIH.

Educated at Cornell and Columbia, Orthopedic surgeon Dr. Carter was an orthopedic research fellow and resident at New Jersey Medical School, and was a fellow in Sports Medicine at Emory University's Department of Orthopedic Surgery.

In addition to his current practice, he serves as clinical instructor at both NYIT's college of Osteopathic Medicine and Touro College School of Health Sciences.

Physician Assistant John Rongo was educated at Stony Brook and Touro College. In addition to his work at North Fork Orthopedics, he serves as a professor of Orthopedics, Pharmacology and Anatomy at Touro College School of Health Sciences.

To consult with the specialists at North Fork Orthopedics, call the office at **631.298.4579**.

Physical Therapy: What to Expect After Joint Replacement Surgery

Physical therapy will begin the day after surgery. Your physical therapist will guide you in performing simple exercises to help you regain strength and mobility. Ice packs can be applied, 10 to 15 minutes at a time, three times a day to control postoperative swelling and pain. Be patient during your recovery since your progress will be gradual. A successful outcome depends on your positive attitude and your commitment to the exercise regimen. You should expect to become stronger and more mobile over a 2 to 3 month time frame.



SENIOR PROGRAM NATIONALLY RECOGNIZED SOS IMPROVES QUALITY OF LIFE

Nominated for the 2011 National Hospital Charitable Service Award, the Senior Options and Solutions (SOS) Program at Eastern Long Island Hospital (ELIH) is one of 198 hospitals in the country to be nationally recognized. The award honors hospital programs that set new standards of excellence and demonstrate measurable improvements in community health.

Each hospital program is evaluated by an independent board of hospital executives based on five objectives including, community impact, innovation, collaboration, transferability and best practice.

Because the Hospital Charitable Service Award, sponsored by Jackson Healthcare, focuses on charitable programs that ‘capture the true spirit of caring’, the many community organizations that support each program also share in the accolades.



Juliet Frodella, Director of Senior Options and Solutions at Eastern Long Island Hospital (left) provides valuable information about advance care planning to Margaret Flanagan of Southold. For more information about advance directives visit www.elih.org to read “Who Will Speak When You Cannot.”

“By collaborating with other providers including Southold Town Senior Services, the SOS program has been successful in improving the quality of life for older adults in the community,” states Juliet Frodella, Director, Senior Options and Solutions, ELIH. “Simply put, SOS is a free resource for seniors to get information or guidance when faced with health and care issues.”

“As the senior population continues to be the fastest growing demographic in our service area, the Senior Options and Solutions program is essential to our mission,” states **Paul J. Connor III, President and Chief Executive Officer.**

“Since its inception in 2008, SOS has been effective in linking seniors and caregivers to specialized services and professional referrals with timely screenings and assessments.”

Early interventions have helped to reduce hospitalizations and deterioration of health for seniors living on the North Fork and Shelter Island, especially in more isolated areas. Over the past few years, SOS is most effective in identifying those at risk and in helping older adults access various levels of care. Services include education, assessment and referrals for benefit information, medical transportation, nutrition, socialization and in-home care to assist with physical and mental health needs.

For assistance, call 631.477.5425.

What Are Advanced Directives?

What kind of medical care would you want if you were too ill or hurt to express your wishes? Advance directives are legal documents that allow you to convey your decisions about end-of-life care ahead of time.

Healthcare Proxy - *The New York Health Care Proxy Law allows you to appoint someone you trust — for example, a family member or close friend – to make health care decisions for you if you lose the ability to make decisions yourself. By appointing a health care agent, you can make sure that health care providers follow your wishes.*

Living Will - instructions given by individuals specifying what actions should be taken for their health in the event that they are no longer able to make decisions due to illness or incapacity, and appoints a person to make such decisions on their behalf.

DNR - do not resuscitate - is a legal order written either in the hospital or on a legal form to respect the wishes of a patient to not undergo CPR or advanced cardiac life support (ACLS) if their heart were to stop or they were to stop breathing. This request is usually made by the patient or health care power of attorney and allows the medical teams taking care of them to respect their wishes.

AND - allow natural death - is a term that is quickly gaining favor as it focuses on what is being done, not what is being avoided. Some criticize the term “do not resuscitate” because it sounds as if something important is being withheld.



PEDIATRIC EMERGENCY CARE

HERE FOR YOUR CHILD WHEN YOU NEED IT

The Emergency Room (ER) at Eastern Long Island Hospital (ELIH) serves community members of all ages. For families with children, ELIH offers comprehensive pediatric emergency care when you need it.

During the two years ER Physician Andrea Libutti, MD has been on staff, she has regularly administered care to children brought to the ER for emergency services. Here, she answers questions about what to expect from your child's visit:

What do you commonly see children for in the ER for?

Children, particularly toddlers, often come in with high fevers. We see simple bone breaks; fortunately, we have a full orthopedic team to assist in these situations. We also manage allergic reactions – to bee stings or peanuts, for example.

What type of training has the team received to help youngsters in need?

All ER staff is trained in PALS- Pediatric Advanced Life Support.

Our physicians have extensive training in trauma hospitals, and have logged many hours working with pediatric patients. We have all the latest Pediatric Code Carts here in the ER to help us respond to specific emergency situations.

What should families expect from a child's ER visit?

Parents should be prepared to give the child's basic medical history. Their child will have vital signs taken: weight, height, blood pressure. Once diagnosed, their immediate needs will be quickly and efficiently attended to by our expert staff.

Should parents transport their children on their own to ELIH, or should they call 911 and have them transported by ambulance?

Dr. Libutti recommends that parents trust their intuition, and err on the side of caution. Our local 911/ Fire Department is available for emergency transport if there is any concern for a child's safety.

Where is the ER Walk-in Entrance?

The walk-in Emergency Room entrance can be accessed from the south/harbor side of the hospital. Automatic electronic doors and a bold "Emergency" canopy make the Emergency Room easy to find and navigate. Designated Emergency Room parking at the rear entrance further simplifies your visit to the ER. Parents can pick up the phone located at the bottom of the ER ramp if assistance, such as a wheelchair, is required.



ER physician, Dr. Andrea Libutti, comforts a young patient in the Emergency Department's Pediatric exam room with a Calico Teddy Bear, compliments of the Cutchogue Homemakers.



Postmaster: Please deliver between February 13 – 17.

Receiving duplicate copies of BetterHealth? Notify us at 631.477.5164.

EVERYDAY HEROES



Jeff Clark
Engineer

EMPLOYEE OF THE QUARTER

JUVENILE DIABETES SUPPORT GROUP KICK-OFF MEETING

Saturday, March 10, 2012
 1 pm – 3 pm

Joseph Hedrick, JDRF,
 Senior Director of Cure Therapies
 presents

“Prevent and Cure Type 1 Diabetes”

ELIH – Conference Room

RSVP is required

Bpaffmann@jdrf.org or 631-768-3389

Better Health

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 President, Medical Staff

Pat Kiernan
 Vice President, Foundation

Eileen Solomon
 Assistant Director, Foundation

MARK YOUR CALENDAR

**March 2 – Senior Wellness Series
 Southold Town Senior Services**
 11 am – 12 noon, 631.298.4460

**March 2 – Auxiliary Sale
 “Sale-priced Avon Products”**
 ELIH Conf Rm, 9 am – 4 pm
 631.477.5196

**March 30 – Auxiliary Sale
 “Sterling Silver Jewelry”**
 ELIH Conf Rm, 9 am – 4 pm
 631.477.5196

April – May – Auxiliary Plant Sale
 Order in April for pick-up.
 Dates TBA 631.477.2047

**April 6 – Senior Wellness Series
 Southold Town Senior Services**
 11 am – 12 noon, 631.298.4460

**April 13 – Auxiliary Sale
 “Letty’s Bags”**
 ELIH Conf Rm, 9 am – 4 pm
 631.477.5196

**May 4 – Senior Wellness Series
 Southold Town Senior Services**
 11 am – 12 noon, 631.298.4460

**May 4 – Auxiliary Sale
 “Boutique on Wheels”**
 ELIH Conf Rm, 9 am – 4 pm
 631.477.5196

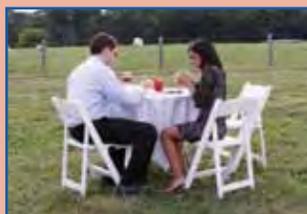
May 10 – Spring Blood Drive
 ELIH Conf Rm, 8 am – 5:30 pm
 Walk-in’s Welcome. 631.477.5100

May 18 – Car Raffle Drawing
 12 noon, Win 2012 Chrysler 200
 or \$10,000 cash. 631.477.5196.

SAVE THE DATES



JUNE 13
Golf Classic



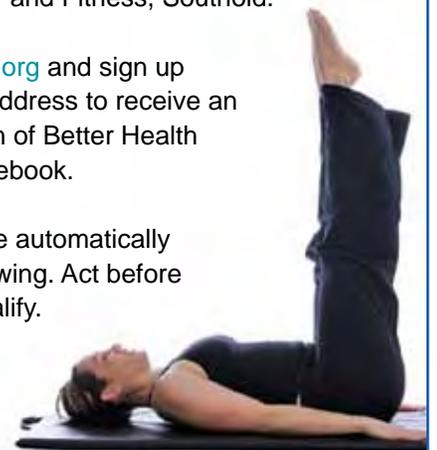
AUGUST 11
ELIH Summer Gala

Get Healthy, Get Fit in 2012

Enter online to WIN a free year of Fitness at ELIH Physical Therapy and Fitness, Southold.

Go to www.ELIH.org and sign up with your email address to receive an electronic version of Better Health or like us on Facebook.

Your name will be automatically added to the drawing. Act before March 15th to qualify. Winner will be notified on March 16th.



PEDIATRIC EMERGENCY ROOM RESOURCE GUIDE

What families need to know!

Knowing answers to the following questions can help you prepare for an emergency room visit:

- **Are your child's immunizations current?**
Keep your child's vaccination records in an easy-to-find place.
- **Does your child have allergies?**
Keep a list of antibiotics, medications, or foods that your child is allergic to.
- **Does your child take vitamins or medications?**
Have a full list to give to the health professional in the ER at the time of admittance.
- **Does your child have a pre-existing condition?**
You'll need to provide information to your ER doctor about persistent allergies, asthma, or other chronic conditions.
- **What is your child's blood type?**
In dire emergencies, this is crucial information. An easy solution is to keep a note of your child's blood type with his immunization records.
- **What's your child's health insurance information?**
Keep your child's insurance card with you at all times.
- **Who is your child's pediatrician?**
Be sure to include the doctor's office contact information. If your child sees any specialists (an allergist, a dermatologist, etc.) write their contact information down too.



PEDIATRIC EMERGENCY ROOM RESOURCE GUIDE

What families need to know!

More Tips

- Bring a pad & pen - to take notes.
- Bring a favorite soothing toy, stuffed animal or blanket for your child.
- Keep in mind that you will be seen in the order of severity of need in the ER.

Minor Consent

Whenever you leave your child under the care of another family member or friend, make sure the caregiver has a completed emergency minor consent form signed by you.

Except in a life-threatening emergency, medical care may be given to a child ONLY with the consent of a parent, adult sibling, legal guardian or an adult who has been given authority in writing.

To download a form for Emergency Minor Consent, visit [www.elih.org/minor consent](http://www.elih.org/minor-consent) or call 631-477-5164. Consent brochures are also available at the local information centers. (Greenport/Mattituck)

Key phone numbers / links / terms to be familiar with:

Eastern Long Island Hospital
631-477-1000

Radiology/ Lab (scheduling)
631-477-5121

ACT FAST - if you think someone has been poisoned!

Call **1-800-222-1222** right away.



Open 24 hours/day, 365 days/year.
To send a message or to ask a non-emergency question, email the NYC Poison Center directly - nycpcc@health.nyc.gov.

