

Exceptional Orthopedic Care Made More Accessible



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Community Memorial (CMH) in Hamilton continues to expand the orthopedic services provided to the community, offering a new service; a walk-in orthopedic clinic. Dr. Richelle Takemoto will welcome walk-ins each Tuesday and Thursday from 9am – 1pm at her office on the CMH campus effective November 6th.

Dr. Takemoto is a board-certified orthopedic surgeon who completed fellowship training in Orthopedic Trauma. She specializes in comprehensive fracture care, post-traumatic reconstruction, and total joint arthroplasty of the shoulder, knee and hip. In February 2022, after completing extensive training and certification, Dr. Takemoto became the first female surgeon in the world to use the VELYS™ Robotic-Assisted Solution and developed a successful robotic surgery program at CMH. Dr. Takemoto will continue to expand this service as part of the CMH team.

“With no appointment required, patients are able to take advantage of the accessible but vital orthopedic care offered right at Community Memorial,” noted Dr. Michael Walsh, Chief Medical Officer. “Our community and surrounding areas will benefit from the immediate care for sprains, minor fractures and sports-related injuries, with streamlined access to medical imaging in the hospital and follow-up appointments with our Orthopedic program.”

The walk-in clinic will treat patients of all ages as Dr. Takemoto is experienced in the care of children and adults. Staff will assist in coordinating follow-up care at the time of discharge for those patients that may need it. Any patient with a life-threatening injury such as open fracture, excessive bleeding, head or spine injuries should utilize an Emergency Room for treatment.

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Exceptional Orthopedic Care Made More Accessible *continued*

To make an appointment with Dr. Takemoto during other days or hours, or to learn more information, please call (315)824.7040 or visit CommunityMemorial.org/ortho.

To learn more about both the services provided within the Community Memorial network, visit CommunityMemorial.org. Community Memorial Hospital is a critical access hospital in Hamilton, NY and offers primary care in five locations; Hamilton, Cazenovia, Morrisville, Munnsville, and Waterville.

Patients can be seen in the CMH Orthopedic Walk-in Clinic for treatment of:

- Sprains and strains
- Minor fractures and dislocations
- Sports-related injuries
- Injuries that do not require stitches

The Orthopedic Walk-in Clinic does NOT manage:

- Traumatic injuries, such as open fractures, head trauma or spine injuries
- Chronic care
- Pain medication refills
- Cast / wound dressing changes or problems

Follow our CMH Facebook for instant updates as we share exciting news on our expanding orthopedic care!

CEO Update



Dear Community Members,

I hope this message finds you in good health. As President and CEO of Community Memorial, I am committed to continually improving the quality of our medical services and ensuring that your healthcare experience is as seamless and convenient as possible. In this edition of our Healthy Living newsletter, I would like to highlight the ease of use of our high-quality medical services.

At Community Memorial, we believe that access to exceptional healthcare should be comprehensive and hassle-free. Our Emergency Department has low wait times, ensuring quick access to top-tier care when you need it most. Moreover, our Orthopedic office has instituted walk-in hours to meet the needs of those seeking immediate orthopedic attention.

Patient feedback is important to us at Community Memorial. It provides us with invaluable insights to recognize our strengths and identify areas of opportunity. I encourage you to share your experiences with us via email at patientexperience@cmhhamilton.com or by calling 315-824-6080. In the spirit of collaboration, patients and family members are also cordially invited to participate in our Patient and Family Advisory Committee, a forum dedicated to enhancing the patient and family experience within the healthcare landscape. For more information, please email patientexperience@cmhhamilton.com.

At Community Memorial, we are dedicated to delivering the highest quality medical services, focusing on convenience and accessibility. We remain committed to our mission to be your partner in achieving and maintaining a healthy lifestyle.

Thank you for trusting us with your healthcare needs. Together, we can build a healthier community.

Yours in good health,
Jeff Coakley
President & CEO

Community Memorial Q&A

Take a look at some of our frequently asked questions!

1. If I am picked up by ambulance for transport, can I choose which hospital to go to?

EMS personnel are trained to evaluate care needs for patients and can advise on the facility in which patients may need to go to – and, the level of care provided by different facilities is a factor, also. That being said, patients do have the right to request Community Memorial as their hospital of choice and they can let their EMS transport team know this is their preference.

2. If I visit the Emergency Room of Community Memorial, will my primary care provider know?

Yes. When you register as a patient and let our team know who your primary provider is, we are able to securely send your visit information in an effort to streamline care both in the ER and for follow-up. RHIO (Regional Health Information Organization) HealthConnections includes more than 10,000 physicians in New York State and supports the dedicated health information exchange between healthcare providers.

3. My doctor ordered lab work / medical imaging, can I choose where I go for care?

Yes! Both our Radiology and Laboratory Departments offers outpatient services to patients, with some not even requiring an appointment. Whether the ordering medical provider is part of our CMH medical team or not, we welcome any and all patients. Primary care providers, urgent care locations, specialty care providers, including surgeons, either provide patients with a hardcopy ordering requisition, or can electronically send orders. We have the capability to send imaging results to any medical professional, so we invite patients to utilize the services provided right here in Hamilton.

Often, patients may get a more convenient appointment time for their testing when choosing Community Memorial. To make an appointment with the Radiology Department of CMH, please call (315) 824-6180. To let your medical provider know you would like your testing done right in Hamilton, ask them to send the order to fax number (315) 824-6534. Our Laboratory Department blood draws are offered Mon through Fri, 8am-6:30pm but accommodations may be made for additional appointments. To learn more or to make an appointment with the Lab, please call (315) 824-6561.

4. I'm having trouble accessing my medical chart (patient portal) online. Who do I contact or call?

Patients that visit the Hospital for service will have a MyHealthChart account, and patients that utilize our Family Health Centers will have a separate patient portal referred to as 'Health Center Records'. Both programs offer vital visit and treatment information and we encourage patients to utilize both.

Our dedicated staff in both our Health Information Department (HIM) or the Family Health Center Team can assist patients with patient portal issues, including access, navigation and password reset needs.

To contact the Medical Records Department directly for questions and assistance, call (315) 824-6580.

5. I'm coming to Community Memorial for surgery. Can my family come with me or visit me?

With COVID restrictions lifted, Community Memorial is excited to welcome back visitors for our patients. Please note the following visitation availability for specific departments, to accommodate our patients and their recovery:

Medical/Surgical and Special Care Departments: Open visitation is available from 7am-9pm, Monday through Friday. No one under age 12 unless approved by the charge nurse on duty.

Operating Room/Recovery Room: No visitors in these areas.

Emergency Department: 2 visitors per patient at a time, all other family and visitors are to remain in the waiting room.

Community Memorial Q&A *continued*

6. I have a question about my bill, who do I contact?

Our Hospital Billing Department (along with the Medical Records Department) have relocated to 2498 Rt. 12B Hamilton, across from the new Stewart's and Den Kelly Auto. Questions about a hospital bill may be referred in-person to the above address or by calling (315) 701.5627. Family Health Center bill questions should go to 315.937.3015. Both may be paid online as well, and details are included on your individual bill. To pay on our website under the 'ABOUT' section: CommunityMemorial.org.

7. Who can I contact regarding my experience at Community Memorial?

We pride ourselves on providing patients with exceptional care and often, we receive grateful patient stories and compliments of our team. We offer the Grateful Patient Program online and in all our locations for patients and family members to send a note about their care. Patient testimonials are also a great resource to encourage others to utilize the stellar care provided right here, close to home.

We also continuously work to improve and understand the evolving needs of the patients and communities we serve, and anyone who experiences care that they feel could improve is also welcome to contact us so we may better recognize potential areas of opportunity.

To share your story or experience and also for more information on a patient testimonial, please visit CommunityMemorial.org/foundation/grateful-patient or contact our Marketing Department at (315) 824-7037 or patientexperience@cmhhamilton.com. We share all feedback with CMH's appropriate team members for recognition and improvement.



Larry Baker Family Library

Driven by personal motivation, Larry Baker established the Larry Baker Endowment Fund for Behavioral Health in 2014 and in 2019, the first project funded by the endowment was instituted; Mr. Baker is proud to now offer the Larry Baker Family Library within the Hamilton Family Health Center of Community Memorial. Located in the waiting room, there are books available for both adults and children related to mental health topics. These resources are tools for parents to learn more about experience, struggles, or ongoing behavioral and mental health issues their children may be facing.

"Each year, with the interest earned from the Larry Baker Endowed Fund for Behavioral Health, we're able to purchase books to re-stock the Larry Baker Family Library shelves," noted Maria Grice, Vice President of Primary Care. "These resources have been so useful for our patients that we find the books are depleted rather quickly, leaving the shelves empty."

In an effort to keep the shelves stocked for more to utilize the resources and their information provided, Community Memorial is opening the opportunity for donations of both new and used books related to behavioral health topics. *"We've had a local retired psychologist donate some of her books for patients and family members to take advantage of and found this is a great way for donors to recycle material they have at home and have it put to good use,"* added Grice.

"We hope that the Larry Baker Family Library will encourage conversations about mental health in the context of primary care, and will provide resources for families to use to help their children manage common concerns like anxiety, depressed mood, and hyperactivity," stated Dr. Jennifer Meyers, Pediatrician at the Hamilton Family Health Center.

Mr. Baker is thrilled the library is available and used to such a great extent, and hopes that it serves as one more support method for local families. "I'm so pleased the books are being put to such good use; now, we'd like to make sure the shelves stay stocked for even more patients and family members to have access to," said Mr. Baker.

To inquire on donating books or magazines related to behavioral and mental health for both adults and children: Contact the Foundation Dept. at (315) 824-7037 or foundation@cmhhamilton.com.

Gifts in-kind to the Foundation of CMH, a 501c3 organization, are eligible for a tax deduction with a completed form submitted. All gifts will receive a written acknowledgment to substantiate the gift.



Women's Health at Community Memorial



The fall season means many things, but one consistent and important part is the annual recognition and awareness month for breast cancer. Each October, healthcare providers work to raise awareness about the impact of breast cancer and also to remind patients to get their annual screening exams.

"Education is the starting point," stated Dr. Jocelyn Morin, Family Practice Provider of the Community Memorial Family Health Center in Cazenovia. "Once patients understand and are more aware of their personal risk factors along with signs and symptoms, they can stay up to date on preventative screening needs."

According to the American Cancer Society, when detected early and in the localized stage, breast cancer has a 5-year relative survival rate of 99%.

Early detection means patients do monthly self-exams of their breasts and schedule regular clinical breast exams and mammograms. "Women of all ages are encouraged to stay up-to-date on their self-exams and talk to their doctor right away if they notice anything abnormal," added Dr. Morin.

At Community Memorial in Hamilton, a 'fast-track' system is in place for mammography patients, offering direct access to a dedicated waiting space after a simple registration. Certified technicians have years of specialty imaging experience, providing patients with compassionate, personalized healthcare. Comprehensive 3D-mammography services are available, with state-of-the-art ultrasound and mammography machines. Same-day sonograms for post-mammography needs are also available in some cases.

To make an appointment for a mammogram at Community Memorial, please call (315) 824-6180. For other information on women's imaging services, please visit [CommunityMemorial.org/services/medical-imaging/womens-imaging-services](https://www.CommunityMemorial.org/services/medical-imaging/womens-imaging-services).

COMING NEXT! The ongoing transformation project will bring a renovated and expanded Radiology Department, relocated next to the new Emergency Department. This larger space will also feature a new Women's Imaging Suite, designed with the patients in mind, offering a new and private waiting space dedicated to those patients getting a mammogram. Stay tuned for more details as we progress through this project!

2023 David W. Felton Scholarship Awards

Each year, Community Memorial is pleased to offer awards to area graduating seniors pursuing a career in healthcare. Named in honor of Dave Felton, former longtime President and CEO of Community Memorial, the awards are selected by each school's administration team.



Cazenovia – Grace Dolan



Stockbridge – Ava Genge

2023 RECIPIENTS:

- Brookfield – Bobbie Burdick
- Cazenovia – Grace Dolan
- Hamilton – Emily Neuenschwander
- Madison – Kaitlyn Maine
- Morrisville – Tava Bouffieux and Aidan Foster
- Otselic Valley – Ellie Wood
- Sherburne – Lillian Stoddard
- Stockbridge – Ava Genge
- Waterville – Valorie Ford



Community Memorial

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150 Broad Street
Hamilton, NY 13346

Urgent Care Hours

Monday thru Friday
5:30 p.m. – 9:00 p.m.

Saturday & Sunday
10 a.m. – 2:00 p.m.
3:00 p.m. – 5:30 p.m.

(315) 648-6411

CommunityMemorial.Org

WE ARE GROWING!

To accommodate our expanding team and services, our PATIENT BILLING and MEDICAL RECORDS Departments have relocated to 2498 Rt. 12B Hamilton, across from the new Stewart's and Den Kelly Auto.

You may also pay your bill online and request forms for medical records release on our website under the 'ABOUT' section: CommunityMemorial.org



Help us save paper: if you would like to receive ONLY an electronic copy of Healthy Living or if you do not want to receive future publications of Healthy Living from Community Memorial please contact marketing@cmhhhamilton.com or call 315-824-7037.

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