A photograph of a child and a dog running in a grassy field. The child is on the right, wearing a blue shirt and shorts. The dog is on the left, a golden retriever. The background is a dense forest of green trees. A white outline map of the Central New England region is overlaid on the image, with several small white dots scattered across it.

A system of care
for the people of
Central New England



UMassMemorial
Health Care



UMass Memorial Health Care is the number one choice for health care in Central New England.

Our system includes not only our academic medical center and community hospitals, but also community-based physician practices and diagnostic and treatment services conveniently located throughout the region. Together, we are committed to improving the health of our diverse communities through excellence in clinical care, service, teaching and research. And we are proud to be the clinical partner of the University of Massachusetts Medical School.

Each year, more than 260,000 visits are made to our six emergency departments. Well over one million people visit our clinics, health centers and physician offices. About 60,000 people benefit from our inpatient care. And we welcome almost 5,000 newborns annually. We are also home health staff, mental health workers, community physician practices, rehabilitation professionals, laboratory staff, and caretakers of the homeless and the needy.

With more than 1,700 physicians and 13,000 employees (we're the region's largest employer!), UMass Memorial is the leading health care provider in Central New England. However, our commitment to each individual — not our size — is what has earned UMass Memorial Health Care and its staff a trusted reputation for high-quality, patient-centered and safe care.

Our UMass Memorial Health Care Organizations



***"Clinton Hospital should serve as a role model for other hospitals across the country. You know how to do things with just the right touch."
~ Clinton Hospital patient***

Clinton Hospital is a 41-bed nonprofit, acute care community hospital, organized in 1889 and a member of UMass Memorial since 1998. Rated among the Commonwealth's leaders in patient satisfaction by surveys conducted through the Centers for Medicare and Medicaid Services, Clinton Hospital is relied on by its community for emergency care, ambulatory services, physician specialty clinics, diagnostic imaging and other diagnostic testing. It also offers a highly regarded Geriatric Medical Psychiatry Program.



"My survival was in the hands of highly skilled and caring professionals. It was my good fortune to receive the absolute best of modern medical care."

~ HealthAlliance Hospital patient

HealthAlliance Hospital, one of Health Care's Most Wireless Hospitals according to *Hospitals and Health Network*, includes its 135-bed Leominster Campus and its Burbank (Fitchburg) Campus that is home to our Simonds-Sinon Regional Cancer Center. A UMass Memorial hospital since 1998, HealthAlliance provides North Worcester County and Southern New Hampshire with a broad range of primary and specialty care services, including obstetrics and gynecology, orthopedics, oncology, surgery, cardiology and pediatrics. The hospital also offers a complementary care center, outpatient physical therapy, and a home health and hospice agency.

Marlborough Hospital, a recipient of the 2009 Betsy Lehman Patient Safety Recognition Award, offers a broad complement of ambulatory, diagnostic, surgical and emergency services. With 79 inpatient beds, it joined UMass Memorial in 1995. Most recently, it brought services further into our community by being an integral provider of care at our UMass Memorial at Southborough facility. Plus, the Centers for Medicare and Medicaid Services ranks Marlborough Hospital as number two in Massachusetts for heart attack survival.



"Just a note of thanks to all the staff of the ER. (My son) received excellent care and was given the extra moments necessary by the staff to calm down a scared little boy."

~ Marlborough Hospital patient family member



"I have never been treated by someone who has made me feel more completely at ease. My doctor exudes compassion and genuine care."

~ Wing Memorial Hospital patient

Wing Memorial Hospital and Medical Centers is the health care focal point for residents of the Quaboag Hills and Pioneer Valley. The 74-bed hospital, located 45 minutes west of Worcester in Palmer, provides a broad range of emergency, medical, surgical and psychiatric services. Wing Memorial also includes five community medical centers, the Griswold Behavioral Health Center, and the Wing VNA and Hospice. Wing Memorial Hospital became a member of UMass Memorial in 1999.

"I was treated with dignity and respect by every surgeon, doctor, nurse and staff member I saw. They made me feel like I was their only patient."

~ UMass Memorial Medical Center patient



UMass Memorial Medical Center, located on three Worcester campuses, is the academic hub of our UMass Memorial system. With 781 beds, it has two emergency departments, 46 operating rooms, nine ICUs, robust ambulatory and diagnostic care, and extensive laboratory services. It is also home to the region's only Level One Trauma Center for both adults and children, our Life Flight air ambulance service, a Children's Medical Center and an internationally recognized Newborn Intensive Care Unit. Among many accolades, the Medical Center is ranked number one in New England (and third in the nation) for surviving a heart attack.

"When it comes to rehabilitation, Fairlawn should be a patient's first choice."

~ Fairlawn Rehabilitation Hospital patient

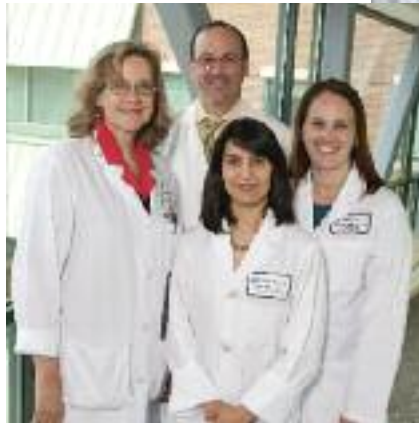


Fairlawn Rehabilitation Hospital, the area's only acute rehabilitation hospital, provides comprehensive medical care, intensive therapeutic services and specialized nursing care to help patients reach their highest level of independence. Using an interdisciplinary approach, a team of medical and therapeutic professionals delivers the best rehabilitation program for each patient. Along with 110 inpatient beds, Fairlawn provides extensive outpatient services. A partnership of UMass Memorial Health Care and HealthSouth Corporation, Fairlawn is a member of our UMass Memorial Health Ventures division.

"This is a love note to let you know how wonderful it would be if we could clone you all. I commend you for being you."

~ UMass Memorial Medical Group patient

UMass Memorial Medical Group is a multispecialty group practice of more than 1,000 physicians, making it one of the largest and most diverse medical groups on the East Coast. In addition to delivering care on all of our hospital campuses, it operates practice sites in 20 communities in and around Worcester. Medical Group physicians are proud to be faculty members at the University of Massachusetts Medical School.



Private Practice Active Medical Staff members are integral members of our health care delivery system. Representing both primary and specialty care, these physicians, many of whom are UMass Medical School faculty members, help ensure easy access to care for the region. UMass Memorial Health Care partners with many of these physician practices in deploying electronic medical records, managed care contracting and other management services.



"When I was diagnosed with prostate cancer I had many fears and concerns about treatment. Thank you for explaining my options slowly and patiently."

~ Patient of a private practice physician



"They've provided us with a place to live, transportation to see a doctor and nurse ... something you wouldn't normally get in a shelter. It's given us a second chance."

~ Community Healthlink client

Community Healthlink, Inc. is committed to promoting, restoring and maintaining the physical health, mental health and dignity of adults, children and families in Central Massachusetts who are experiencing mental illness, addiction or homelessness. With multiple locations in Worcester and throughout North Central Massachusetts, it provides outpatient and inpatient mental health and addiction recovery services, as well as emergency mental health services. Community Healthlink joined the UMass Memorial family in 1998 as part of the UMass Memorial Behavioral Health System.

Caitlin Raymond International Registry is a patient search coordinating center and donor registry for patients in need of an unrelated donor for stem cell transplantation. The registry is one of only 19 registries accredited by the World Marrow Donor Association. It is registered with the U.S. Food and Drug Administration and is the twelfth largest registry in the world and the oldest search coordinating center in the United States. In a recent month alone, 12 donors were requested for stem cell donation.



"How lucky am I to have been given the opportunity to give a chance for life to someone who was threatened in her prime."

~ Caitlin Raymond International Registry donor

Central Massachusetts Magnetic Imaging Center

(CMMIC) provides diagnostic services using magnetic resonance imaging (MRI). Services are provided at 367 Plantation Street, Worcester, and on our Medical Center's University Campus. CMMIC has three high-field scanners, all fully accredited by the American College of Radiology. Specialty programs include MRIs for patients under general anesthesia and magnetic resonance cardiac imaging. CMMIC is a member of our UMass Memorial Health Ventures division.



*"Wonderful, caring people who made me feel safe and comfortable."
~ CMMIC patient*

Our Academic Partner



UMass Medical School, the Commonwealth's only public academic health sciences center, is consistently ranked by *U.S. News & World Report* as one of the leading U.S. medical schools for primary care education. It also has one of the fastest-growing research programs in the country. Its mission is to advance the health and well-being of the people of the Commonwealth and the world through pioneering education, research and health care delivery and is joined in this effort by UMass Memorial Health Care.

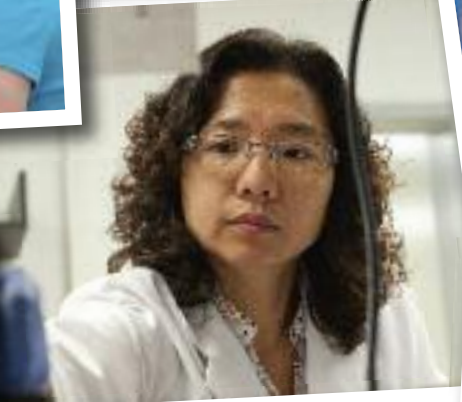
Our Extended Family

UMass Memorial Health Care has important relationships with many other health care organizations in our region. With them we share a mission to improve our community and, where possible, we share defined resources. These partners include:

Affiliated Community Hospitals – UMass Memorial Health Care has committed to developing clinical, educational and administrative programs with seven community hospitals in our region with the goal of continuously improving the quality of care in Central New England. There is no economic or governance integration in these relationships. These hospitals include Berkshire Health Systems (Pittsfield), Day Kimball Healthcare (Putnam, CT), Harrington Hospital (Southbridge), Heywood Hospital (Gardner), Holyoke Medical Center (Holyoke), Milford Regional Medical Center (Milford) and Noble Hospital (Westfield).

Community Health Centers – UMass Memorial works in close partnership with area federally qualified community health centers, including Family Health Center of Worcester, Community Health Connections (Fitchburg and Leominster), and Edward M. Kennedy Community Health Center (Worcester). Family Health Center of Worcester and Community Health Connections are home to UMass Memorial/UMass Medical School family medicine residency programs. Providers at each site are active medical staff members at one of our UMass Memorial hospitals.

Other Community Providers – UMass Memorial also works collaboratively with other health care programs, agencies and providers in the region. For example, we partner with Southboro Medical Group to provide locally based physician specialty care and diagnostic services, including endoscopy, women’s imaging and occupational health.



Our UMass Memorial Health Care Organizations

Clinton Hospital

201 Highland Street, Clinton, MA 01510 Tel: 978-368-3000

HealthAlliance Hospital

Burbank Campus

275 Nichols Road, Fitchburg, MA 01420
Tel: 978-343-5000

Leominster Campus

60 Hospital Road, Leominster, MA 01453
Tel: 978-466-2000

Marlborough Hospital

157 Union Street, Marlborough, MA 01752 Tel: 508-481-5000

Wing Memorial Hospital and Medical Centers

40 Wright Street, Palmer, MA 01069 Tel: 413-283-7651

UMass Memorial Medical Center

Hahnemann Campus

281 Lincoln Street, Worcester, MA 01605
Tel: 508-334-1000

University Campus

55 Lake Avenue North, Worcester, MA 01655
Tel: 508-334-1000

Memorial Campus

119 Belmont Street, Worcester, MA 01605
Tel: 508-334-1000

UMass Memorial Medical Group

365 Plantation Street, Worcester, MA 01605 Tel: 508-334-0311

Fairlawn Rehabilitation Hospital

189 May Street, Worcester, MA 01602 Tel: 508-791-6351

Caitlin Raymond International Registry

55 Lake Avenue North, Worcester, MA 01655 Tel: 800-726-2824

Central Massachusetts Magnetic Imaging Center

367 Plantation Street, Worcester, MA 01605 Tel: 508-754-6026

Community Healthlink, Inc.

72 Jaques Avenue, Worcester, MA 01610 Tel: 508-860-1260

