



ROSS MEMORIAL  
HOSPITAL  
Kawartha Lakes

## Care Over the Holidays

Over the holiday season, healthcare providers often experience a surge in the number of people seeking care. There are ways to support your health over the holidays, including getting your flu shot, and visiting your primary healthcare provider and pharmacist to ensure your prescriptions are up to date. With primary care offices closed over the holidays, many people seek care from the Hospital Emergency Department, which is open 24/7. There are other local health services available that might be more appropriate, depending on the patient's needs. Keep the information below on hand to learn when various local clinics are open over the holidays.

### The CKL Family Health Organization

Lindsay After Hours Clinic (55 Angeline Street N.)

**Dec. 24** 6pm-9pm **Dec. 28 & 29** 9am-noon  
**Dec. 26** 9am-noon **Dec. 30 & 31** 6pm-9pm  
**Dec. 27** 6pm-9pm

Bobcaygeon After Hours Clinic (85 Bolton St.)

**Dec. 27, 30 & 31** 9am-noon  
Regular hours resume Jan. 8, Wednesday evenings, 5-8pm.

### The Kawartha North Family Health Team

Fenelon Falls Office (50 Colborne St.)

**Dec. 23, 30 & 31** 8:30am-4:30pm

Bobcaygeon Office (100 East St.)

**Dec. 30 & 31** 8am-3pm  
Regular hours resume on Jan. 2.

Bobcaygeon After Hours Clinic (100 East St.)

**Dec. 23** 4pm-7pm.  
Regular hours resume Jan. 7, Tuesdays and Thursdays, 4-7 pm.

Fenelon Falls After Hours Clinic (53 Colborne St, at the Pharmasave)

**Dec. 20** 9am-noon  
Regular hours resume Jan. 10, 9-noon.

### The Community Care Health & Care Network Community Health Centre in Lindsay (108 Angeline St. S.)

will be **open** to see registered clients on:

**Dec. 23** 8:30am-4:30pm **Dec. 31** 8:30am-1pm  
**Dec. 24** 8:30am-1pm **Jan. 2 & 3** 8:30am-4:30pm  
**Dec. 27 & 30** 8:30am-4:30pm

Learn more at [www.rmh.org](http://www.rmh.org)

# Ross Memorial Hospital's Report to the Community It's Your Hospital

## Celebrating Excellence in 2019

It was an incredible year at Ross Memorial Hospital as we celebrated many important accomplishments and awards. Our physicians and staff were recognized for their commitment to delivering exceptional patient care, and we added new care, technology and services to better serve patients of the City of Kawartha Lakes. Here are a few highlights from 2019:

- Cancer Care Ontario recognized RMH's Surgical Oncology team as the top provincial performer for cancer surgery wait times, from time of referral to consultation. The team (Dr. McNabb, Dr. Greenberg, Karen Spearing, Chrissy Hudson) has recently expanded to add a new member (Dr. El-Beheiry).
- Choosing Wisely Canada, a national voice that promotes reducing unnecessary tests, treatments and procedures granted the RMH lab team and physicians with a Level 1 Designation, reflecting our efforts in providing a tailored approach to testing for each patient.
- 100% funded by donors, we redeveloped our Diagnostic Imaging Department, including the first Robotic Advanced Xray/Fluoroscopy technology in Canada, featuring twin robotic arms that move around the patient, reducing the need for potentially painful movements.
- The RMH Pharmacy successfully met Ontario College of Pharmacists (OCP) accreditation standards, consistently demonstrating excellence in organizational standards since the introduction of provincial-wide pharmacy accreditation in 2016.

- For the third time in a row, RMH was Accredited with Exemplary Standing by Accreditation Canada, having met 99.6% of the required organizational standards.



- Thanks to donors' support, the Hospital's breast health services now include Tomosynthesis (3D imaging that helps to pinpoint the exact size and location of breast lesions) and stereotactic biopsies (a breast biopsy that significantly reduces procedure time, removes less tissue, reduces scarring and major complications, while leading to quicker diagnosis). RMH is the first site in Ontario to use the Smart Curve Breast Stabilization System, which features curved paddles and processing algorithms to ensure a more comfortable experience for our patients.

As we look to 2020, we are excited to continue our development of the City of Kawartha Lakes Ontario Health Team (CKL-OHT). The CKL-OHT will deliver coordinated care and support to patients and families in our region. In its first year, the team will focus on enhancing care and services for seniors, especially those who have had a hospital stay in the last year, and have limited or no community or family supports. Check our website in the New Year to participate in community engagement sessions.

## "IV pumps are our partners."

Almost every admitted patient at RMH needs an intravenous (IV) pump to deliver medicine, fluids or nutrition. They're needed every minute of every day.

With the help of nurses Rebecca Karkoulas, Steven Lofkrantz and Kristen Parson, the RMH Foundation launched the Comfort and Care Holiday Appeal to raise \$175,000 for new IV pumps with advanced safety software.

The RMH healthcare team relies on medical tools and technology to provide exceptional care to patients. **They count on you, too.** Your donations help to provide Comfort and Care.

Learn how you can touch a life at the Ross. Contact **705-328-6146**, email [foundation@rmh.org](mailto:foundation@rmh.org) or visit [www.rmh.org/foundation](http://www.rmh.org/foundation).



Exceptional Care – Together