



HealthSigns



Summer 2014

UCSF and Washington: The best of community and university-level medicine for newborns



Health Insurance Coverage

Washington Hospital helping with informed decisions

Triple-Bypass Surgery

SF cop's new heart and 100k-mile warranty

High School Emergency

Fast action saves Grandma's life



5 Embracing Technology

Washington Hospital is harnessing the latest technology to help patients have easy and secure access to their medical records online.



10 Simply Great Care

Read about the SF cop's wake-up call, great care and a new lease on life with repaired arteries.



6 Teaming Up With the Best

UCSF Benioff Children's Hospital affiliation brings neonatal and pediatric specialists to Washington Hospital.



12 Insurance Questions?

Learn how Washington Hospital can help you make the right decision about your health insurance.



8 New Medical Device

Grandma Christine receives life-saving care at Washington Hospital after suffering a heart attack in High School gym.



VISIT US ONLINE



Stay connected to Washington Hospital at www.whhs.com and on Facebook. Browse our calendar of upcoming events, and other happenings taking place at your community hospital.

Upcoming Events

For the calendar of upcoming health events at Washington Hospital, go to www.whhs.com/event/class-registration or call (800) 963-7070.

THINK PINK • Join us for our annual breast health awareness event. Visit our interactive health information booths; attend informative lectures and much more!

When: Tuesday, October 14, 5 to 8 p.m.

Location: Tent atrium, Washington West, 2500 Mowry Avenue, Fremont



To register visit www.whhs.com/event or call 800-963-7070.

Awards



Many of our services have earned recognition from respected health care sources regionally and nationwide. Listed below are just a few of the awards and accreditations received. For a complete list, visit whhs.com/about/awards.

- The American College of Radiology designated Washington Hospital a Breast Imaging Center of Excellence. This designation is given only to Breast Imaging Centers that have demonstrated high quality in all areas of breast imaging.
- Washington Hospital has received a three-year Accreditation award with commendation from the American College of Surgeons' Commission on Cancer (CoC). The accreditation acknowledges Washington Hospital as a comprehensive Community Cancer Program.
- The World Health Organization (WHO) and the United Nations Children's Fund (UNICEF) has named Washington Hospital a Baby-Friendly designated facility, for its exceptional support of breastfeeding moms and babies.
- Healogics names Washington Center for Wound Healing and Hyperbaric Medicine a Center of Distinction. The award recognizes the center's extraordinary performance, both individually and as a team; and the center's excellent healing rates, outlier rates, the median days to heal and patient satisfaction.
- The Joint Commission has granted Washington Hospital full recertification of its Advanced Primary Stroke program. The Stroke Program certification process is designed to help organizations continuously provide safe, high-quality care, treatment and services. Washington Hospital has received recertification for two more years and received no recommendations for improvement, which is the highest outcome possible for recertification.
- Washington Hospital's Stroke Program earned top honors by receiving the American Heart Association and American Stroke Association's Get with the Guidelines Gold Plus Quality Achievement and Target Stroke Honor Roll. The Target Stroke Honor Roll recognizes hospitals that treat acute ischemic stroke in the most effective way possible using evidence-based guidelines.

MISSION STATEMENT

As the local Health Care District, our mission is to meet the health care needs of the District residents through medical services, education and research.

Within this scope, Washington Township Health Care District is committed to assuming the leadership role in improving and maintaining the health status of the residents by:

- Identifying and assessing community health care needs.
- Developing mechanisms to respond to the identified need within the financial capabilities of the District.
- Committing to a culture of patient safety and accountability.
- Adopting identified best practices.
- Providing access to high quality, cost-effective health services through an integrated delivery system.
- Providing appropriate employee, professional and community educational resources to enhance patient care and health promotion throughout the District.

To support the fulfillment of the mission, the District's strategic vision is to be the regional medical center of Southern Alameda County offering services that span the full range of care within the available financial resources.

FROM THE Chief Executive Officer



*Nancy Farber
Chief Executive Officer
Washington Hospital
Healthcare System*

At Washington Hospital we care for patients of all ages, from the sickest of the sick to those who are undergoing elective surgery, from the very old to the youngest of all: the newborn who needs special medical care.

Washington Hospital's Special Care Nursery is where we care for those newborns who, for many different reasons, need additional specialized care or need to be stabilized before being transferred to tertiary services.

We operate the Special Care Nursery with UCSF Benioff Children's Hospital, one aspect of our collaborative relationship with UCSF established last summer. The transition of the Special Care Nursery to Washington Hospital, in affiliation with Benioff Children's Hospital was completed seamlessly earlier this year.

What does this mean for the newborns and their parents? UCSF's neonatal and pediatric specialists are now at Washington Hospital working with our own specially trained nurses and staff. This collaborative team offers families extraordinary infant care — the finest neonatal and pediatric care available — close to home.

Pediatric hospitalists (physicians who specialize in caring for hospitalized children) from Benioff Children's Hospital are on site in our pediatric unit and emergency room 24 hours a day, seven days a week. UCSF neonatologists direct the care of the newborns in our Special Care Nursery alongside our neonatal nurses and community physicians.

Of course, while our goal is to provide medical care here at Washington Hospital, some infants and children have medical conditions that require more highly specialized care. In those instances, the UCSF Pediatric and Neonatal Transport Service provides safe and expedient interfacility transport to UCSF Benioff Children's Hospital. Additionally, through this relationship, infants and children will be transferred back to Washington when it is medically appropriate in their care so that they can be closer to home.

This collaborative effort is just one benefit of our new relationship with UCSF where we will continue to operate as an independent district hospital while reaping the benefits of an affiliation in a comprehensive and integrated regional health care network that will serve the needs of our community, now and in the future.

Additionally, I'm very pleased to once again announce the generosity of the Washington Hospital Service League, which donated \$55,000 to purchase bassinets, incubators and warmers for our Special Care Nursery.

Service League volunteers provide thousands of hours of assistance to the hospital each year. Since its inception in 1955, the Service League has provided almost 2 million hours of service, and in total it has donated \$2.3 million for various hospital needs, and close to \$300,000 in health career scholarships to students.

The care we provide our patients is enhanced immeasurably by the dedicated work of Service League volunteers. Their contributions to Washington Hospital cannot be measured in numbers alone.

A handwritten signature in black ink that reads "Nancy Farber". The signature is fluid and cursive.

Nancy Farber
Chief Executive Officer

Washington MyChart

Long-time Patient Discovers Benefits of New 'MyChart' Online System

James Collier and his wife have lived in Union City for about nine years, and he has been a patient at both Washington Hospital in Fremont and the Nakamura Clinic in Union City for most of that time. Within the past year, though, he discovered a new benefit of being a patient of the Washington Hospital Healthcare System: Washington MyChart.

"I've always felt I got the best of care at Washington Hospital and the Nakamura Clinic," he says. "The MyChart online system is a bonus feature, an added plus to getting good care."

Washington MyChart is an online resource for patients in the Washington Hospital Healthcare System that allows patients to use the Internet to view test results, prescriptions, allergies, immunizations and other portions of their health records. Patients also can use MyChart to schedule appointments, request prescription refills, send private messages to a participating healthcare provider's office and request a referral to another participating healthcare provider. Each patient creates an individual, password-protected account that is encrypted to provide optimum security and safety for personal medical information.

"I learned about MyChart from the office staff at Nakamura Clinic," Collier notes. "I visit the clinic about every month to monitor and treat chronic pain and for standard preventive care, so having the ability to schedule my appointments online, rather than by telephone, appealed to me. I scheduled my first appointment with MyChart in December, and I've kept using it ever since."



James Collier regularly accesses his electronic medical records through MyChart.

Working as a bookkeeper for an environmental services company in San Leandro, Collier can access MyChart from his office or home computer. Although he generally uses a computer to connect to MyChart, he notes that the service is available via a number of mobile devices such as iPhones, iPad and Android.

"I especially like the way I get an email to notify me whenever new test results are available on MyChart," he adds. "The appointment feature alone was a relief to me, not having to be placed on hold when calling for an appointment or having to wait for an available appointment. Additionally, My Chart doesn't cost anything. It's simply a great tool that has no additional fees or premiums for signing up."

Washington MyChart is a component of the Hospital's new WeCare system, an electronic health records system. The new comprehensive electronic health records system enables MyChart to be available for patients, but it is also a tool to optimize workflows that improve quality of care.

MyChart is offered at Washington Hospital and at any ambulatory physician office practices that uses WeCare. For more information about MyChart, or to enroll in the service, visit www.whhs.com/washington-mychart.

The Finest in Specialized Care for Babies—Close

Washington Hospital Teams up With Renowned UCSF Benioff Children's Hospital

For the past ten years, Washington Hospital's Special Care Nursery has offered expert care for newborns too sick to be cared for in the regular nursery. As the only Level II nursery in the area, it gives many parents in our community some peace of mind, knowing they won't have to endure the added stress of driving to a distant hospital.

Opened in 1995, the Washington Special Care Nursery was the first of its kind in the Bay Area to operate as a separately licensed nursery functioning inside a "host" hospital. In the past 10 years, it has cared for an estimated 2,800 babies.

In March, the nine-bed special care nursery at Washington Hospital changed its licensure and affiliation.

UCSF Benioff Children's Hospital is consistently ranked by *U.S. News & World Report* as one of the best pediatric hospitals in the nation. The new affiliation is part of the Washington Hospital Healthcare System's recently formed collaboration with UCSF Medical Center.

"We're excited about our collaboration with UCSF Benioff Children's Hospital," said Edith Aninao, R.N., nurse manager of the Washington Special Care Nursery. "Our specially trained and certified nursing staff remains essentially the same, so most premature and sick babies in the Tri-City area will continue to receive a high level of specialized care close to home."

Through the new affiliation, board certified neonatal specialists from UCSF Benioff Children's Hospital direct the care of newborns in the Washington Special Care



Washington Hospital's smallest patients are treated by internationally renowned neonatologists from UCSF Benioff Children's Hospital in the Washington Special Care Nursery.

Nursery. The physicians are members of the medical staff at UCSF Benioff Children's Hospital Level IV William Tooley Intensive Care Nursery. They are among the most experienced in caring for premature babies and newborns needing surgery or other special treatment.

Also, UCSF Benioff's pediatric hospitalists, physicians who specialize in caring for children in the hospital, are now providing services 24 hours a day, seven days a week in Washington Hospital's Pediatric unit and Emergency Department.

With this transition, the Washington Hospital's Special Care Nursery is now fully owned and managed by the Washington Hospital Healthcare System, which holds the operating license. This may seem like a fine distinction of hospital management, but ownership of the nursery is actually a key element in making sure vulnerable infants receive the finest quality of care.

"Now, all the care for these infants is integrated within the same institution," explained neonatologist Yao Sun, M.D., Ph.D., acting director of the Special Care Nursery. "For example, newborns who take longer in transitioning

to breathing on their own won't have to be admitted to a separate nursery, as was previously the case. Since the Special Care Nursery is now licensed as part of the Hospital, we can transition them back to their mothers as soon as possible."

Complete integration of the Nursery into the operations of the Hospital also encourages free-flowing communication between its staff and the staff of the Hospital's Birthing Center, where labor and delivery take place.

According to Dr. Sun, fast, accurate communication among nurses and staff members is always important, but especially so when mothers and babies are at higher risk, such as when the mother has gestational diabetes.

"Our new relationship means we are now able to utilize the strengths already present in Washington Hospital's Birthing Center and other related services, as well as the support staff, to more tightly integrate the Nursery with the rest of the Hospital," stated Dr. Sun.

"We also want to make sure everyone is aware of the resources UCSF can provide. All of this results in better quality of care for the people of this community."

In most cases, premature babies born at Washington Hospital after 32 weeks of gestation can be cared for in the Special Care Nursery. For very premature infants, born before 32 weeks of gestation, the Nursery will provide emergency treatment to stabilize the baby. Then, the UCSF Pediatric and Neonatal Transport Service will transport the baby directly to UCSF Benioff's advanced, 50-bed intensive care nursery.

As a Level IV nursery, the unit in San Francisco has the expertise and technology to treat the smallest, sickest and most fragile babies who may require mechanical ventilation or surgery. The nursery has one of the largest neonatal heart programs in the nation.

Known for innovation, technology and compassionate care, UCSF Benioff Children's Hospital is recognized around the world as a leader in children's health. Each year, it provides more than 1,000 babies with patient —



UCSF neonatologist Yao Sun, M.D., Ph.D. and Washington Special Care Nursery nurse manager Editha Aninao, R.N., care for newborn baby Jeremiah.

and family-centered care and the expertise of more than 150 pediatric specialties.

Washington Hospital's Special Care Nursery is also committed to family-centered care.

"We have a strong family-centered care focus, so we support and educate parents to take an active part in caring for their baby here at the Hospital," said nurse manager Aninao.

This commitment to family involvement and education helps parents feel more comfortable and confident when they bring their baby home for the first time.

To learn more about Washington Hospital, go to www.whhs.com. For more information about UCSF Benioff Children's Hospital, visit www.ucsfbenioffchildrens.org.

Innovative Defibrillator Implant Gives Patient H

Washington Hospital Physician Among First in Bay Area to Implant Device

Union City resident Christine Ortiz, age 59, was attending her grandson's wrestling match in the gym at Washington High School on January 22 when she suffered a sudden cardiac arrest (SCA). SCA is a condition in which the heart suddenly and unexpectedly stops beating because of irregular heartbeats called arrhythmias. When SCA occurs, blood stops flowing to the brain and other vital organs. Without rapid medical attention, a person who suffers SCA may die within a few minutes. (SCA is not the same as a heart attack. A heart attack occurs if blood flow to part of the heart muscle is blocked.)

"The wrestling match was over, and we were standing around waiting for my grandson to gather up his gear," she recalls. "Suddenly, I just collapsed on the floor. I don't remember much of what happened immediately after that."

Another fan at the wrestling match noticed that Ms. Ortiz was in medical distress and called 911. Emergency responders arrived quickly and were able to resuscitate Ms. Ortiz and transfer her to Washington Hospital, which is designated by Alameda County as a cardiac receiving facility. Hospitals with these designations must have demonstrated that they have the facilities, technology and physicians needed to provide immediate diagnostic tests and the interventions necessary to save lives. There are only four hospitals in the county designated as cardiac receiving centers. Washington Hospital's staff members also have the proper training and follow specific protocols to most effectively treat patients who suffer from SCA.



Christine Ortiz returned to Washington High School to watch her grandson's wrestling match only weeks after suffering a sudden cardiac arrest.

Upon arrival at Washington Hospital, Ms. Ortiz was placed under the care of cardiac electrophysiologist Dr. Sanjay Bindra, who treats arrhythmias and other heart conditions. Dr. Bindra had been involved in early studies of a new cardiac device known as a subcutaneous implantable cardioverter defibrillator (S-ICD). Recently approved by the Food and Drug Administration (FDA), the Boston Scientific S-ICD® System is the world's first and only commercially available S-ICD for the treatment of patients at risk for SCA.

Like other ICDs, the S-ICD is designed to send electrical pulses to the heart to help control the life-threatening arrhythmias that can cause SCA. Traditional ICDs are placed in the chest, beneath the collarbone. Wires from the device run through a large vein along the collarbone and attach to the heart. Electrical impulses from the ICD travel through those wires, directly shocking the heart.

The S-ICD, however, sits entirely just below the skin without the need for thin, insulated wires — known as electrodes or ‘leads’ — to be placed into the heart. This leaves the heart and blood vessels untouched, offering physicians and patients an alternative treatment to traditional ICDs and fewer potential long-term complications.

“Dr. Bindra explained this new defibrillator device and how it is less invasive,” says Ms. Ortiz. “He decided to hold off on doing the procedure to implant the defibrillator, though, because I also had an infection that was causing additional complications. I stayed in the hospital for two weeks, and then went home to recuperate and wait until the infection was gone before having the implant procedure done.”

Since the wires in a traditional ICD run through a vein, it’s easy for bacteria on the wires to spread throughout the body via the bloodstream. Without leads directly into the heart, the S-ICD treats SCA like a paramedic treats a patient with external cardiac paddles, without touching the heart or blood, thereby reducing the opportunity for complications from infection. In Ms. Ortiz’s case, because of her predisposition to infection, the S-ICD was the only type of implantable device for which she was a candidate. Ms. Ortiz is one of the first patients in the Bay Area to receive an S-ICD.

“Dr. Bindra performed the implant procedure in mid-March, and I was able to go home the next day,” Ms. Ortiz says. “My recovery took only a couple of weeks, and the incisions have healed. My strength is coming back, and I’m feeling good.”

“This new device is a major leap forward in the treatment of patients like Ms. Ortiz,” says Dr. Bindra. “Because there are no wires into the heart with this device, the risk of infection and wear on the wires, which is an issue with traditional ICDs, is not a factor. For younger patients with cardiac electrical disorders, or for those with prior infection complications, the S-ICD is invaluable.”



High School wrestler Elijah Johnson and his grandmother Christine Ortiz.

Recent estimates show that approximately 850,000 people in the United States are at risk of SCA and could benefit from an ICD device, but remain unprotected.

“This new device gives Ms. Ortiz security so that if she suffers from the same event in the future, she will be protected,” says Dr. Bindra. “I expect her to have a full and productive life, and I’m pleased to be able to offer these devices as an option to my patients.”

Ms. Ortiz notes, “I have nothing but good things to say about my treatment at Washington Hospital. All of the people on the staff were very good, and I have great confidence in Dr.

Bindra. I was blessed to be where I was when the incident happened and to have Dr. Bindra taking care of me.”

For more information about Washington Hospital’s Cardiovascular Services, visit whhs.com/heart.

Police Officer's 'Tight Chest' Serves as Wake-Up

Cardiothoracic Surgeon Repairs Arteries with Triple-Bypass Surgery

Louis Staffaroni had high blood pressure and high cholesterol, but he was controlling both conditions with medications. The 64-year-old, 40-year veteran of the San Francisco Police Department (SFPD) also made it a point to exercise regularly at the gym. Knowing that his father died of heart disease at age 79, he was diligently trying to stay in shape and pay attention to his risk factors for heart problems.

In late January, however, Mr. Staffaroni got what he refers to as a “wake-up call” while he was on the job managing the SFPD’s shooting range near San Francisco International Airport.

“I suddenly had a brief episode of tightness in my chest,” he explains. “It wasn’t really painful — it was more like a sensation of something gripping or squeezing my chest. I was already scheduled for a pre-op consultation on February 10, with a surgeon at Washington Hospital, Dr. Ramsey Araj, who was going to perform hernia surgery on me later in February. So at the pre-op consultation, I told him about the episode of tightness in my chest and asked if I’d still be good for the hernia surgery. He said, ‘No,’ and persuaded me to have my heart evaluated.”

A long-time resident of Fremont who lives a few blocks from Washington Hospital, Mr. Staffaroni scheduled an appointment with his regular physician, Dr. Dianne Martin, who also is on the medical staff at Washington Hospital. She ordered an electrocardiogram (EKG) and then referred him to Washington Hospital cardiologist Dr. Rohit Sehgal for a cardiac stress test.



Shashank Jolly, M.D., is a board-certified cardiothoracic surgeon, and member of the Washington Township Medical Foundation.

For the stress test, Mr. Staffaroni worked out on a treadmill, after which Dr. Sehgal performed an echocardiogram, which is a sonogram of the heart. “The echocardiogram showed some irregularities in my heartbeat,” Mr. Staffaroni recalls. “Dr. Sehgal scheduled me for an angiogram on February 28.”

A coronary angiogram is a procedure that uses a narrow tube called a catheter to inject a type of dye that is visible in X-ray images to provide a detailed look inside the heart’s blood vessels. If the physician feels it is necessary and advisable, procedures such as balloon angioplasty or insertion of stents can be performed during the angiogram to open up blocked arteries.

“While he was performing the angiogram, I heard Dr. Sehgal ask his assistants to have someone named Dr. Jolly come in to look at the angiogram pictures,” says Mr. Staffaroni. “When he viewed the angiogram pictures, Dr. Sehgal also called my wife into the room. The next thing I knew, I was being told by Dr. Jolly that I would need to have bypass surgery very soon.”

Dr. Shashank Jolly, a cardiothoracic surgeon on the medical staff at Washington Hospital, explains the results of the angiogram:



Louis and Marjie Staffaroni are thankful for great coordination of care by independent community physicians, highly trained WTMF specialists and strong hospital programs.

“Mr. Staffaroni had more than 95 percent blockage of the left main coronary artery and more than 90 percent blockage of the right coronary artery, as well as substantial blockage in another artery,” he says. “Stents or balloon angioplasty to open up these arteries were not appropriate options, so we performed triple-bypass surgery on March 2.”

“I was surprised that I needed surgery because I hadn’t had a heart attack, but I was eager to get it done and over with,” says Mr. Staffaroni. “Dr. Jolly has the best bedside manner, and he explained everything thoroughly, so I wasn’t apprehensive before surgery. The surgery started at 8 a.m. and lasted 6½ hours. I was taken up to my room in the CCU (coronary care unit) by 3 in the afternoon, and by the next morning they had me up and walking around. I spent only about 24 hours in the CCU before being transferred to a regular room. I was able to go home by March 6th.”

His wife Marjie Staffaroni adds, “Dr. Jolly really does give the patient and the family a lot of confidence. You feel like you’re in really good hands and that you’ll be able to get back to your normal lives of independence quickly.”

While he was recovering from surgery in the hospital, Mr. Staffaroni had daily visits from physical and occupational

therapists who provided guidance on what activities he could perform. He also saw a hospital dietitian, who advised him on dietary recommendations, such as limiting his intake of sodium and fats.

Washington Hospital’s Cardiac Rehabilitation Program Manager Lani dela Rama also paid a visit to Mr. Staffaroni to explain how the program could help him return to his previous active lifestyle. The Cardiac Rehabilitation Program offers exercise sessions under the close supervision of an exercise physiologist and a registered nurse. A cardiologist who serves as medical advisor also is available as needed. During exercises, the patient is connected to portable electronic equipment to monitor the heart rate and blood pressure.

When he was interviewed just a month after surgery, Mr. Staffaroni observed that March truly did come in like a lion with his surgery, but it went out like a lamb.

“I only had to take pain medications for about 11 days,” he says. “I know the healing process is working. I’m feeling good, and I’m walking every day. I think that it helped that I was in good shape and exercised regularly before the surgery. I want to be smart about my recovery, so I’m hoping to start taking part in the Cardiac Rehabilitation Program once the doctors say it’s OK. I like the idea that they will monitor me while I get back to exercising.”

“I was lucky to have Dr. Jolly for my heart surgery — he’s the best!” Mr. Staffaroni adds. “The nurses at the hospital were wonderful, too. I took boxes of See’s Candies over to the hospital a couple of weeks ago to thank everyone. Washington Hospital took great care of me. Now it’s up to me to be smart about taking care of myself. I feel like I have a new heart with a 100,000-mile warranty.”

For more information about the variety of cardiovascular programs at Washington Hospital, visit www.whhs.com and click on “Cardiovascular” under the “Services” tab. For information about the Cardiac Rehabilitation Program, which requires a physician referral, visit www.whhs.com/heart/cardiac_rehab. To find out more about Washington Township Medical Foundation, visit www.mywtmf.com.

POSTAL CUSTOMER

Washington Hospital Offers Free Services to Help Residents Find Health Insurance Under the New Affordable Care Act

According to the Patient Protection and Affordable Care Act passed by the U.S. Congress in 2010, nearly all Americans are expected to have health insurance coverage. Washington Hospital is working to help local residents understand the insurance requirements of the law and assist them with enrollment in a plan, if needed.

“The insurance requirements and benefits of the Affordable Care Act are new for everyone,” said Kristi Caracappa, health insurance information coordinator at Washington Hospital. “We want to support people as they learn about what it will mean for themselves and their family members.”

If you already have affordable health insurance through your employer or another government program like Medicare or Medi-Cal, there is nothing you need to do to comply with the health insurance requirements of the Affordable Care Act. Low-income individuals and families not eligible for other types of affordable coverage, such as Medi-Cal, may qualify for federal financial assistance in purchasing insurance.

Covered California gives people the tools to shop for health insurance that meets their needs and fits their budget. On the exchange’s web site www.coveredca.com, you can compare available health plans, get answers to questions



Kristi Caracappa, Health Insurance Information Service Coordinator

and enroll in the plan you select. In addition, Covered California can help small businesses find affordable health insurance for their employees. There is also a toll-free consumer assistance phone hotline.

The Covered California web site includes an online calculator to help people determine how much they can anticipate paying for health insurance obtained through the exchange.

The proposed open enrollment period is Nov. 15, 2014–Jan. 2015. If you enrolled in a plan this year and want to change plans, open enrollment is the time to do it. Plans selected during open enrollment will take effect on or after Jan. 1, 2015.

Washington Hospital’s Insurance Information Service is a free, confidential program that works to provide people with the information they need to make informed decisions about their health insurance. You can reach them at (800) 770-9447 from 8 a.m. to 5 p.m. Monday through Friday. Information is available by phone, or you can make an appointment for a free personal consultation.

To find out more about Washington Hospital’s Health Insurance Information Service, visit www.whhs.com/health-insurance.

