

Place Your Trust in Us



*UMassMemorial
Clinton Hospital*

Building Trust One Experience at a Time

A Message from Sheila Daly, President and CEO, UMass Memorial – Clinton Hospital

Dear Friends and Neighbors,



I want to thank you for placing your trust in UMass Memorial – Clinton Hospital. Trust is earned over time and built through experience. It is the result of strong relationships that are nurtured with respect, confidence and consistency. Trust is not something to be taken lightly, and once trust is earned, it must be fostered.

At Clinton Hospital, we take pride in the trust our patients and their families place in us. When a loved one needs care, their families believe that our caregivers will treat that person, whom they hold so dear, with kindness and dignity, and that they will do everything possible to help that treasured person become well again.

Not only does our community place their trust in us, but as employees, we bestow our trust in one another. Working alongside each other day after day, and witnessing the compassionate way we care for our patients and one another, trust is built among us. We know one another’s empathetic personalities, we are confident in our expertise and we trust our colleagues to deliver the very best care.

Throughout this report, you will be introduced to a few of our colleagues, our friends and your neighbors, who trust Clinton Hospital so entirely, that they bring their very own family members – the people they love the most – here, to Clinton Hospital. They each have their own unique reasons for choosing Clinton Hospital – the convenient location, the typically short wait times, the familiar staff – but the common thread tying each of these decisions together is the trust they have in us.

If you’ve been a patient at Clinton Hospital, we hope you feel that same trust toward us. Patients tell us that the wonderful way they are treated here is unlike any other health care experience they’ve ever had. We’re told Clinton Hospital offers something special. Having brought my own family here, and in my 40-plus-year career here, I can honestly say that I agree. It’s hard to put your finger on it and I don’t believe it’s something that can be taught. Rather, I think that it is simply the culture here at Clinton Hospital. It’s that feeling of safety, comfort and trust that, in the end, everything is going to be alright.

With warm regards,

Sheila Daly, RN, MS, CPHQ
President and CEO, Clinton Hospital

Trust Us – You’re Going to Love it Here

UMass Memorial – Clinton Hospital offers free parking, short waits and a compassionate team that you can count on.
Trust us to deliver the very best health care.

Making an appointment is now easier than ever.

Call 1-855-UMASS-MD

Go online to www.clintonhospital.org and click on the Make an Appointment button.

Financial and Interpreter services are also available. Call 978-368-3000.

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When a Health Care Leader Is also Your Dad, You Trust Clinton Hospital

As the president and CEO of UMass Memorial Health Care and an emergency medicine physician, Eric Dickson, MD, knows a thing or two about good health care. He also knows that he has a number of great hospitals to choose from. In an emergency, when time to treatment is so important, Dr. Dickson knows that at UMass Memorial – Clinton Hospital, his family will be seen sooner than they would somewhere else. This is one reason why Dr. Dickson chooses to bring his family here. And when his friends and neighbors ask him where they should go in an emergency, he sends them to Clinton Hospital, too.

“I’ve been a resident of Princeton for more than 20 years,” said Dr. Dickson. “I’ve had dozens of calls from people in the area asking me where they should go in an emergency and I tell them Clinton Hospital.” He explained, “Clinton Hospital has by far the shortest waits in the area, and some of the most senior emergency physicians in our system work there, so I know the quality of care is always going to be great.”

In fact, Dr. Dickson is so confident in the high level of care provided at Clinton Hospital that he doesn’t just *say* it’s where he would go, it’s where he quickly brought his own son, Killian, after a recent accident at home.

“When we arrived at the hospital, there was no wait and we were brought right in to an exam room,” he recalled. “Dr. Marc Restuccia, who is a wonderful emergency physician, was working that afternoon. He trained both my wife, who is also an emergency medicine physician, and me, so I knew Killian was in good hands.” And that he was. Dr. Dickson says that Killian was stitched up and they were on their way in less than an hour. One week later, Killian was competing in a Half Ironman competition!

As the leader of the largest health care system in the area and a former Clinton Hospital Emergency Department physician himself, Dr. Dickson is privy to the nuances of emergency care that other community members may not be. He reflected, “I know the staff at Clinton Hospital and I have worked by their side. I know that the quality and service at Clinton Hospital is going to be second to none. And for my family, as well as your own, I know that we can trust Clinton Hospital.”

Back on his feet and racing less than one week after being cared for in Clinton Hospital’s Emergency Department, Killian Dickson, far right, is pictured with his family, left to right, dad and UMass Memorial Health Care President and CEO Eric Dickson, MD; sister Carly; mom, Cathy; sister Katarina; and dogs Storm, left, and Sandy, right.

When You're Afraid for Your Mom, You Trust Clinton Hospital

Adela Alarcon was going about a typical day at home when she started experiencing some discomfort in her neck. As the pain grew stronger, it began to travel down her arm and she noticed some shortness of breath. Because Adela had none of the risk factors associated with heart disease, she abandoned the idea of a heart attack and thought she must be having an asthma attack instead. Still, Adela knew something wasn't right, so she called the person she trusts most with her health care, her daughter Ena Alarcon.

Ena is a Spanish and Portuguese interpreter at UMass Memorial – Clinton Hospital. Upon hearing her mother's symptoms, she became worried and asked her sister to quickly bring their mother to Clinton Hospital.

"I've worked here for years and my mother has been here many times in the past, so we both felt that she would be safe here," said Ena. "That is the key when patients come here. They feel like someone is listening and cares about them. It builds that trust little by little and that's what patients need when facing a scary situation – care, warmth and trust."

Adela arrived at the Emergency Department within five minutes and underwent some testing. Luckily, the tests indicated that no heart damage had occurred, yet Adela was indeed in the initial stages of a heart attack. She was immediately stabilized and rapidly transferred by ambulance to UMass Memorial Medical Center – University Campus in Worcester, where she received two stents.

"The doctors told us that she got there just in time," recalled Ena. "If she hadn't been stabilized at Clinton Hospital first, she might not have made it."

Both Ena and her mother take comfort in having a community hospital five minutes from home. "My mother feels safe here," expressed Ena. "At one point my sister considered moving out of town, but my mother didn't want to. She likes being close to the hospital where she knows people will take good care of her."

"I love Clinton Hospital," said Adela. "Everyone provides words of comfort; people smile and show their concern. When you're sick, it's nice to know you can come to Clinton Hospital with folks who you know are going to take care of you. Everything is always wonderful here and everyone always shows so much kindness."



Ena Alarcon, left, Clinton Hospital interpreter, is grateful for the rapid care her mom, Adela Alarcon, received at Clinton Hospital after suffering a frightening heart attack.



Meaghan Connelly, left, Clinton Hospital staffing coordinator, pictured with her boyfriend, Bob Lull, knew Clinton Hospital would offer Bob the very best care when he fell ill with the flu earlier this year.

When You Don't Have Time to Be Sick, You Trust Clinton Hospital

When stay-at-home dad Bob Lull started experiencing flu-like symptoms this spring, he did what most dads do, he ignored it, because what parent has the time to get sick? But after a few days of feeling increasingly worse with no relief in sight, his girlfriend, Meaghan Connelly, knew he needed help, and even better, she knew just where to get it.

Meaghan is the staffing coordinator at UMass Memorial – Clinton Hospital. In this role, she spends a good portion of her day traveling from unit to unit getting to know all of the nurses at Clinton Hospital pretty well. Her position also gives her a fly-on-the-wall perspective of how attentively the staff cares for their patients, something she took to heart when one of the most important people in her life fell ill. Meaghan knew she could trust Clinton Hospital to give Bob the very best care, so when he finally agreed to be seen, she took him straight to the Emergency Department. “I knew he would get the attention he needed, and I also knew I wouldn't have to tell anyone he was my boyfriend for them to take great care of him,” said Meaghan.

Unfortunately, on top of being sick, Bob and Meaghan had to worry about someone being home to meet their children from the bus stop after school. “We knew that by coming to Clinton Hospital, not only would Bob get the best care, but he would get it quickly so we could be home in time for our kids.” And Clinton Hospital delivered! Bob arrived in the Emergency Department at approximately 11:30 am, and was examined, treated and discharged to go home by 12:35 pm!

“There was no wait when we got to the Emergency Department and I was taken right into the exam room by the nurse, which was great,” said Bob. A quick check of Bob's vital signs revealed that he had a fever of 103°F. “Within 10 minutes I was getting a chest x-ray. I saw the respiratory therapist right after that. It was so nice to feel like a priority even though I wasn't a trauma case. You just don't get that personal service everywhere you go. It was so quick, painless and easy. If I had to go anywhere else, it easily could have been an all-day affair.”

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