

Laredo's Choice for Timely, Quality Healthcare Provided by Caring Professionals



DOCTORS
HOSPITAL



2016 Community Profile





MAIN ENTRANCE

From the CEO



Since we began caring for our community in 1974, Doctors Hospital of Laredo has been dedicated to building on our history and keeping pace with the rapid growth in the area. Fueled by new ideas and innovation, healthcare is evolving and improving every day. Here at Doctors Hospital, we continually expand the services we provide, keeping our patients' needs at the center of everything we do. Our goal is to continue to provide quality healthcare and develop the medical services needed for our entire community.

Doctors Hospital began 2015 with the proud announcement that it had received reaccreditation as a Chest Pain Center from the Society of Cardiovascular Patient Care (SCPC). The SCPC is an international, not-for-profit organization that focuses on transforming cardiovascular care, and helping facilities to improve quality and patient outcomes.

The Cardiac Rehab Center opened in 2015, and is specifically designed to help patients achieve the best possible recovery from heart attack, heart surgery and interventional procedures. The program takes a multidisciplinary approach, with medical doctors, nurses, exercise physiologists, psychologists and dietitians working together to design individualized programs to meet each patient's specific needs.

In May, the new Doctors Hospital Mobile Clinic began making the rounds to local community centers, colonias, health fairs and schools. The custom-made unit brings preventive medical care to those who may have limited access to healthcare.

Another exciting 2015 addition was the opening of a freestanding ER in south Laredo. Doctors Hospital Emergency Room South provides much needed 24-hour emergency medical services to the area. Conveniently located at 2901 Jaime Zapata Memorial Highway, and with easy access to main city arteries including Highway 83, Highway 359 and IH 35, the new ER also offers diagnostic laboratory and radiology services.

Providing quality healthcare, advanced technology and a caring staff are all important parts of what makes Doctors Hospital so special. But in the end, it's all about doing everything in our power to provide convenient healthcare and a positive patient experience. We are thankful to our medical staff, employees, patients and community for their loyalty and support. Whatever your needs, we look forward to serving you — in 2016 and beyond.

Sincerely,

A handwritten signature in black ink, appearing to read 'J. Resendez', written in a cursive style.

James Resendez, FACHE
CEO / Managing Director
Doctors Hospital of Laredo



Doctors Hospital of Laredo

Doctors Hospital of Laredo is an acute care facility that offers a comprehensive range of medical services, including emergency, cancer, cardiopulmonary and intensive care services. It is home to a cath lab, cardiac care unit, sleep center and laboratory. The hospital also offers programs that include bariatrics (weight-loss surgery), inpatient and outpatient surgery, open-heart surgery, radiology and women's services.

The hospital is steadfast in its commitment to service excellence and patient satisfaction. Its mission is to provide the best healthcare services that patients recommend to families and friends, physicians prefer for their patients, purchasers select for their clients, employees are proud of, and investors seek for long-term results.

Doctors Hospital of Laredo is directly or indirectly owned by a partnership that includes physician owners, including certain members of the hospital medical staff. Its primary and secondary service areas include Webb, Jim Hogg, La Salle and Zapata Counties. The hospital is proud to serve

residents through every stage of life, from birth through older adulthood.

As the hospital looks back on a successful 2015, Doctors Hospital continues to grow and add to its programs and services to better meet the unique needs of the surrounding communities.

Doctors Hospital of Laredo

210,510 Square Feet

183 Beds

5 Operating Suites

351 Nursing Staff

Level III

Trauma Center

**Certified Chest
Pain Center**

**Advanced Primary
Stroke Center
Designation**



Hospital History

Established on Mann Road in 1974 by a group of physicians, Doctors Hospital was acquired in June 1999 by a subsidiary of Universal Health Services, Inc., based in King of Prussia, PA. In August 2001, the hospital opened in its current location at 10700 McPherson Road, in the north section of the city. This area has been growing rapidly since the hospital opened.

Doctors Hospital is surrounded by thriving residential and commercial developments, schools, a university, industrial parks, governmental agencies and the Laredo Energy Arena.

Also located on the Doctors Hospital medical campus is the Doctors Regional Cancer Treatment Center. As the first cancer program in Laredo, Doctors Regional Cancer Treatment Center, accredited by the American College of Surgeons Commission on Cancer (since 2001), has been providing convenient, comprehensive care since 1987.

In addition, Doctors Hospital operates five clinics or centers in strategic areas of the community: Calton MRI, Mines Road Family Clinic, Nueva Vida Maternity Clinic, Providence Health Center and South Laredo Family Clinic.

The Doctors Hospital Mobile Clinic serves Webb County and surrounding counties with adult, pediatric and geriatric care, wellness visits, immunizations and physicals and preventive medicine. No appointments are needed and walk-ins are welcome.

A new freestanding emergency department, Doctors Hospital Emergency Room South, located in South Laredo, opened 2015.

Doctors Hospital 2015 Milestones

Cardiac Rehab Program Now Open

Doctors Hospital of Laredo continued to expand its cardiac services with the addition of a cardiac rehabilitation program. The new program was unveiled on February 24, 2015 during the hospital's annual Healthy Heart Day event.

Located inside the hospital at the Heart and Vascular Center, the program is designed for patients who have had a heart attack, heart surgery or an interventional procedure. It is dedicated to improving strength and overall health by providing education, nutrition counseling, fitness instruction and behavior modification.

To reach the Doctors Hospital Cardiac Rehabilitation Program, call 956-523-2779.

Doctors Hospital Mobile Clinic Revs Up

The hospital debuted the Doctors Hospital Mobile Clinic in May 2015. The custom-made unit brings preventive medical care to those with limited access to healthcare. The mobile clinic travels to different communities Monday through Friday and on some Saturdays. Residents can find it at health fairs, too. The hours are 8:00 a.m. to 2:00 p.m., and services include pediatric, adult and geriatric care.

Patients can receive preventive medicine and wellness checks, blood pressure and blood sugar screenings, and BMI testing. The clinic carries basic first aid equipment, and can test patients for flu, tuberculosis and strep throat.

To find out when the mobile clinic will be in your neighborhood, call 956-523-3020.

Serving Those Who Serve Our Country

In August 2015, Doctors Hospital partnered with the Department of Veterans Affairs (VA), Texas Valley Coastal Bend Health Care System and TriWest Healthcare Alliance® to provide healthcare services to eligible veterans in the Laredo area. Local veterans currently enrolled for healthcare at the VA Laredo Outpatient Clinic are now eligible to receive inpatient/outpatient care, emergency and advanced diagnostic procedures without having to travel out of the area.

New ER Opens in South Laredo

Doctors Hospital celebrated the August 2015 opening of the Doctors Hospital ER South, located at 2901 Jaime Zapata Memorial Highway in Laredo. This freestanding ER makes getting emergency care much more convenient for residents on the south side of town. Services offered include imaging and laboratory diagnostics, and is capable of receiving "911 EMS" patients. The facility features nine treatment rooms, an ambulance bay and round-the-clock emergency care.

15 Years of Breast Cancer Education

On October 7, 2015, Doctors Hospital held its 15th annual Breast Cancer Awareness Public Forum and Fashion Show. The forum featured medical professionals who answered questions and provided education about breast cancer. Cancer survivors and those undergoing chemotherapy walked the runway to show off the fall collection from Joe Brand clothing.



Recognition:

Accreditations and Awards

- The Joint Commission Hospital Accreditation Program
- Accredited by American College of Surgeons Commission on Cancer
- American Heart Association®/American Stroke Association® – Heart-Check Mark for Advanced Certification for Primary Stroke Centers
- Advanced Primary Stroke Center by the Joint Commission
- Metabolic and Bariatric Surgery Accreditation and Quality Improvement Program (MBSAQIP) – Fully Accredited Bariatric Center
- Laredo Chamber of Commerce 2013-2014 and 2014-2015 Customer Service Award in the Wellness and Medical category
- *Laredo Morning Times* 2013, 2014 Reader's Choice Award voted Best Hospital
- Accredited Chest Pain Center from Society of Cardiovascular Patient Care
- TMF Health Quality Institute – 2014 Texas Quality Improvement Bronze Award

Community Impact Summary

Financial Impact

Salaries and Benefits: \$49,224,209
Capital Investment: \$1,816,691
Uncompensated Care: \$75,252,291
Local/State Taxes Paid: \$2,655,000

Doctors Hospital in 2015

Admissions: 8,555
Bed Count: 183
Births: 2,585
Emergency Visits: 31,805
Total Surgeries: 7,762

The Hospital Family

Total Employees: 738
Total Physicians: 194
Total Volunteers: 30

Education

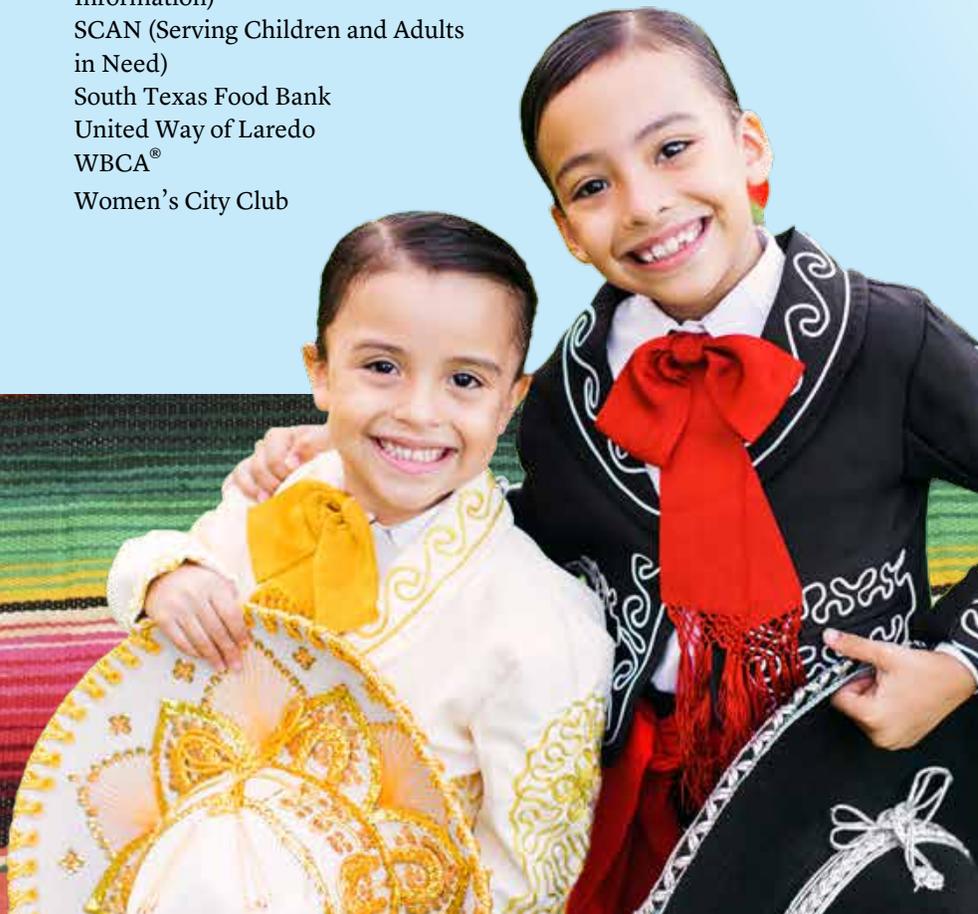
We partner with Laredo Community College and Texas A&M International University to provide clinical rotations for nursing and therapy students and other healthcare professionals. Continuing education, provided for Doctors Hospital healthcare professionals, includes BLS, ACLS, PALS, NRP, TNCC, AWHONN, ONS STABLE and SAMA. Some of these courses are offered also to healthcare professionals and students throughout the community.

Dedicated to the Community

In addition to high-quality healthcare, we are proud to provide free community health and wellness classes and services.

The hospital also donates generously to the following charitable, educational and nonprofit organizations:

American Cancer Society®
Area Health Education Center
Bethany House
Big Brothers Big Sisters®
Border Health Caucus
Boy Scouts of America®
Casa de Misericordia (Battered Women's Shelter)
Catholic Social Services
Children's Advocacy Center
Imaginarium of South Texas
Laredo Asian Association
Laredo Chamber of Commerce
Laredo Crime Stoppers
Laredo Health Coalition
Laredo International Fair and Exposition
Lead Laredo
March of Dimes®
Mercy Ministries of Laredo
Ronald McDonald Family Room®
Rotary Clubs
SASI (Sexual Assault Services Information)
SCAN (Serving Children and Adults in Need)
South Texas Food Bank
United Way of Laredo
WBCA®
Women's City Club



Care for the Underserved

Doctors Hospital is dedicated to improving the accessibility of healthcare services — particularly in underserved locations. To that end, the hospital operates five clinics in strategic areas of the community: Providence Health Center, South Laredo Diagnostic Center, Nueva Vida Maternity Clinic, Carlton MRI and Mines Road Family Clinic.

Providence Health Center, located in central Laredo, provides lab services, radiology, inpatient rehabilitation services and an Outpatient Rehabilitation Center. Doctors Hospital Weight Loss and Wellness Center is located at this site.

The South Laredo Diagnostic Center provides lab services, radiology, physical therapy and speech therapy. Nueva Vida Maternity Clinic provides women's services including pregnancy tests, ultrasounds, pap tests, fetal monitoring and lab services.

The Mines Road Family Clinic offers adult and pediatric care, geriatric care, immunizations, physicals, preventive medicine and wellness visits.

Commitment to Quality Care and Patient Safety

Doctors Hospital of Laredo believes in putting the patient first. Our patients' good health and comfort are everything to the staff, physicians and employees. This is fine healthcare delivered with respect for the traditions of Laredo, with respect for patients and their families.

Doctors Hospital of Laredo is a proud recipient of the Accreditation for Hospitals by The Joint Commission Hospital Accreditation Program. As such, the hospital participates in the following national quality initiatives:

Core Measures

Centers for Medicare and Medicaid Services (CMS)

National Quality Initiatives

The Joint Commission

Local Recognition for Service Quality

In March 2015, Doctors Hospital was awarded the Laredo Chamber of Commerce 2015 Five Star Service award in the Wellness and Medical category. The hospital also took home the honor for 2013 and 2014. The award honors organizations that display the highest level of professionalism and provide excellence customer service.

Uninsured/Underinsured Patients

Doctors Hospital is committed to helping uninsured/underinsured patients qualify for local and state health benefit programs. The hospital offers onsite benefit education and Medicaid enrollment assistance.

A third party administrator at Doctors Hospital screens patients to determine eligibility for Medicaid assistance or for the local Webb County Indigent program and enrolls the patients.

The new Doctors Hospital Mobile Clinic travels to underserved areas to provide preventive services. In July 2015, the mobile unit provided free athletic physicals for uninsured students in United Independent School District. The mobile clinic traveled to area high school campuses to provide the services.

Sustainability

The Rio Grande International Study Center and Doctors Hospital hosted a Green Day Appreciation event in August, called "Save a bottle. Give a bottle." In an effort to reduce the use of plastic water bottles, employees were given reusable water bottles and tips on other ways to go green.

Volunteering

Doctors Hospital, home of the Ronald McDonald Room for NICU parents, hosted the donation of 60 gallons of can tabs to the Ronald McDonald House® of San Antonio in June 2015. Students from Arndt Elementary School, aided by generous community members, continued their successful support of this Ronald McDonald House Charities® drive.

In 2015, 30 volunteers (auxiliary, ambassadors and chaplaincy members) dedicated more than 18,000 hours of patient and family support to Doctors Hospital.

Each year, the good deeds performed by Doctors Hospital Auxiliary Volunteers reach far beyond the hospital doors. Much of their volunteer time is spent managing the hospital gift shop, assisting at the information desk, serving coffee, visiting with patients and families, as well as making crafts and baked goods to sell in the gift shop and at bake sales.

In 2015, the Auxiliary sponsored and participated in outside events and supported organizations, including: South Texas Food Bank, Casa de Misericordia, Sacred Heart Children's Home, and the American Cancer Society. They also supported local students and hospital employees with scholarships. They awarded a total of \$8,500 to local high school seniors pursuing medical or health-related fields. Additionally, they awarded a total of \$3,732 to 15 employees to assist with their continuing education courses and book costs.

Comprehensive Healthcare Services*

Cancer Program	Neonatal Intensive Care Unit (NICU)	General surgery
Cardiac Catheterization Lab	Nephrology	Laparoscopic surgery
Chemotherapy	Neurology	Open-heart surgery
Chest Pain Center	Nuclear Medicine	Ophthalmology
Computed Tomography (CT) EEG/EKG Lab	Nursery	Orthopedics
Emergency Services	Pediatric Care	Pain management
Hematology/Blood Treatment	Physical Therapy	Plastic and reconstructive surgery
Imaging/Radiology	Primary Stroke Center	Podiatry
Infectious Disease	Pulmonary Function Testing	Urology
Inpatient Hemodialysis	Radiation Oncology	Vascular surgery
Inpatient Rehabilitation	Radiology Services	Women's services
Intensity Modulated Radiation Therapy (IMRT)	Rehabilitation Services (PT, OT & Speech)	Telemetry
Intensive Care Unit (ICU)	Respiratory Care	Ultrasound
Laboratory Services	Sleep Center	Women's Services
Magnetic Resonance Imaging (MRI)	Surgical Services	Wound Management
Mammography	Bariatric (weight-loss) surgery	
Maternity Services	Ear, nose and throat (ENT)	
	Gastroenterology	

Specialty Programs

Direct Doctors Plus®

Whether patients need to find a primary care physician or a specialist, Direct Doctors Plus provides free physician referrals. Patients can also get information about services at Doctors Hospital of Laredo, its facilities, classes, events and more. **A call to 877-992-1711 or a visit to www.ichoosedoctorshospital.com is all it takes.**

Kid Salud

Kid Salud is a free health, wellness and discount program exclusively for kids age 18 and younger. The program includes discounts at the hospital cafeteria and gift shop, as well as at retail stores. Members receive a health news magazine, and are invited to special events like health fairs, "fundays," seminars and members-only luncheons.

To join Kid Salud, fill out the online membership form at www.ichoosedoctorshospital.com

Med Salud and Senior Salud 50+

Med Salud is a health, wellness and discount program exclusively for adults age 19 to 49. Senior Salud is designed for adults aged 50 or better. Members enjoy discounts at the hospital cafeteria and gift shop, as well as at local retailers and businesses. Other features include a health news magazine as well as invitations to special hospital events, health-fairs, screenings, members-only luncheons and more.

To join Med Salud or Senior Salud 50+, fill out the online membership form at www.ichoosedoctorshospital.com

*Subject to change.

Specialty Services

Bariatric (Weight-Loss) Surgery*

The Doctors Hospital Weight-Loss and Wellness Center offers laparoscopic weight-loss procedures that include LAP-BAND®, gastric bypass and gastric sleeve surgeries. Fully accredited by the Metabolic and Bariatric Surgery Accreditation and Quality Improvement Program (MBSAQIP), the center supports patients from preoperative education to postoperative group meetings.

The center offers Weight-Loss Seminars online for those who want to learn about options in the privacy of home. The Doctors Hospital Weight-Loss and Wellness Center is located at 230 Calle Del Norte in Laredo.

For more information, call 956-693-5025.



Cancer Treatment Center at Doctors Hospital of Laredo

The Cancer Treatment Center is accredited by the American College of Surgeons' Commission on Cancer®, having met stringent requirements for a multidisciplinary approach to adult cancer care.

The Center offers comprehensive services, from early detection to surgery. The medical professionals at Doctors Hospital use the advanced TrueBeam™ radiotherapy technology, as well as other treatment equipment. The hospital also offers clinical trials and performs a great deal of community outreach to raise cancer awareness.

To learn more, call 956-523-2650.



Emergency Services

The emergency department provides 24/7 care, and is designated a Level III Trauma Center by The Texas Department of Health Services, and as an Accredited Chest Pain Center by The Society of Cardiovascular Patient Care. Doctors Hospital of Laredo is equipped and accredited to care for stroke patients as a Primary Stroke Center.

The emergency department offers fast track for minor injuries such as sprains, cuts and fevers, a dedicated ambulatory entrance and helipad services for patient transfers. The department features 13 emergency treatment rooms, two trauma rooms, four trauma bays and isolation rooms.

ER Reserve is available so patients can request a time in the emergency room for less serious and non-life-threatening injuries or illnesses.**



**American Heart Association
American Stroke Association
CERTIFICATION**
Meets standards for
Primary Stroke Center



Pediatrics

Doctors Hospital offers care for routine child wellness and acute illness. The hospital focuses its care on prevention, nutrition, safety, child development, general medical health, screening blood tests and immunizations.

Doctors Hospital pediatric patients with serious illness or injuries are just two hours from the Pediatric Intensive Care Unit (PICU) at Edinburg Children's Hospital — the first and only hospital in South Texas built just for kids. It is staffed by pediatric healthcare professionals, and offers a comprehensive range of advanced diagnostic and medical specialties in a pleasant environment designed just for children.



For more information on Edinburg Children's Hospital, visit www.edinburgchildrenshospital.com

**Individual results may vary. There are risks associated with any surgical procedure. Talk with your doctor about these risks to find out if bariatric surgery is right for you.*

***ER Reserve should be used only if you decide your care can wait until the time you select. Do not wait if your symptoms or conditions worsen or if you need immediate care since delays may complicate your condition.*

If you are unsure of your condition or if your condition worsens, then please go to the nearest emergency room or call 9-1-1. Some insurance plans may not cover an ER visit if it is deemed urgent care or may apply a different copay. Please check your covered benefits with your insurance provider for details.

1. **Calton MRI**
702 E. Calton Road
Laredo, TX 78041
956-728-8760
2. **Doctors Hospital of Laredo**
10700 McPherson Road
Laredo, TX 78045
956-523-2000
3. **Doctors Hospital Emergency Room South**
2901 Jaime Zapata Memorial Hwy
Laredo, TX 78043-5061
956-718-9000
4. **Mines Road Family Clinic**
9505 FM 1472, Suite 207
Laredo, TX 78045
956-523-3400
5. **Nueva Vida Maternity Clinic**
801 Corpus Christi Street
Laredo, TX 78040
956-727-0722
6. **Providence Health Center**
230 Calle Del Norte
Laredo, TX 78041
956-693-5094
7. **South Laredo Diagnostic Center**
3527 Jaime Zapata Memorial Highway
Suite 104, Laredo, TX 78043
956-523-6440



DOCTORS HOSPITAL

10700 McPherson Road • Laredo, TX 78045
956-523-2000
www.ichoosedoctorshospital.com



**American Heart Association
American Stroke Association
CERTIFICATION**
Meets standards for
Primary Stroke Center



**A QUALITY PROGRAM
OF THE AMERICAN
COLLEGE OF SURGEONS**



Laredo Chamber of Commerce Customer Service Award



Physicians are independent practitioners who are not employees or agents of Doctors Hospital of Laredo. The hospital shall not be liable for actions or treatments provided by physicians. Doctors Hospital is directly or indirectly owned by a partnership that includes physician owners, including certain members of the hospital medical staff. 161097