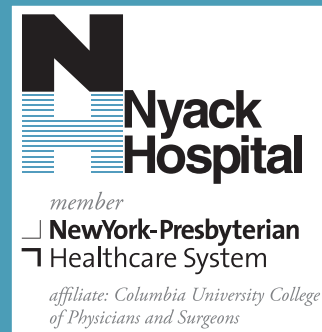


*We need your help now,
more than ever, to support
vital Emergency Department
expansion projects.*

- Nyack Hospital's mission is to provide **competent, innovative, and accessible emergency and acute care services** for all of the residents of Rockland County.
- Our patients have access to **world-class, patient-centered care** through our affiliation with NewYork-Presbyterian Healthcare Systems and the Columbia University College of Physicians & Surgeons.
- Our **outstanding physicians, nurses and healthcare professionals** are the foundation upon which Nyack Hospital is built. Many of you have already experienced first-hand, the exceptional service and the personal touch that they provide. Inside are just a few of some recent testimonials that we have received.
- This year we launched the **Emergency Department 30-Minute Service Standard**, thereby eliminating long wait times.
- Visit nyackhospital.org to find out about the new and exciting happenings going on at the hospital. You can also view the current Emergency Department wait time displayed in the upper right hand corner.



NYACK HOSPITAL FOUNDATION

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Nyack, New York 10960
www.nyackhospital.org

General Information
845-348-2000
Nyack Hospital Foundation
845-353-3333
Emergency Department
845-348-2345



An Investment With a Healthy Return

Your Emergency Is Our Emergency

As a Rockland County resident, I am sure that you have already heard the rave reviews about Nyack Hospital's Emergency Department (ED).

The ED was originally designed to serve 25,000 patients per year. In 2008, it served 44,109 and is on track to serve almost 50,000 patients by year-end! The explosive recent growth in the ED is not an accident.

- Nyack Hospital adopted a bold service standard of no greater than 30 minutes between the time a patient arrives and is seen by a physician.
- We automated the ED including medical records and patient tracking. Every patient enters the ED immediately and is registered at bedside while treatment is started.
- It was one of only three community hospitals, and six hospitals of any type nationwide to receive the Press Ganey "Compass" Award for Emergency Department patient satisfaction improvement.

Nyack Hospital would like to maintain the highest standards of care, you have come to expect. We need your help now, more than ever, to support vital Emergency Department expansion projects.

*The power of each gift cannot be understated.
Your contribution will ensure that should you
need us, we will be here for you!*

A handwritten signature in black ink.

William M. Trust Jr., Chairman, Board of Trustees

A handwritten signature in black ink.

David H. Freed, DHA, President and CEO

What our patients are saying...

In October of 2008, I went for a routine mammogram at the Breast Center at Nyack Hospital. They told me that they were now using digital mammography techniques which often expose previously undetectable areas of interest that require further clarification. A callback might be expected. Well, it turned out they did call me back for further testing and during an ultrasound, a small tumor was discovered. From what everyone told me, the radiologist who reviewed my films made a very good call. It was very difficult to see, yet she found it.

Jump ahead to today. Surgery is complete and I have finished my radiation treatments. I want to publicly thank everyone who has been involved with me during these past few months. It has been a great collaboration to get me well and keep me upbeat.

I absolutely recommend that anyone who has breast problems or has been diagnosed with breast cancer, seek care at Nyack Hospital's Breast Center. They will feel comfortable in knowing that they can do it locally and be well taken care of.

Karen Michalowski, Piermont, NY

My husband Karl had a stomach virus on November 30th. I was downstairs on my computer when I heard a loud thump on the bathroom floor above. Karl was out "cold." I called 911 who were there in minutes and took him via ambulance to Nyack Hospital's ED. *He was seen immediately where the team checked him out.* He had atrial fibrillation (not the first time). I cannot begin to tell you how wonderful the ER nurses were. He was brought in about midnight and stayed there until his A-Fib stopped and was then moved to a CCU room where he stayed for 2 nights. The nurses there were also extremely wonderful and caring. I have only positive things to say about the care Karl received at Nyack Hospital.

Ruth Hess, West Nyack, NY

In April, my husband Richard Elfenbein was transferred to the 3rd floor pulmonary unit from your outstanding emergency department. The nursing care he received was excellent. *The nurses were not only dedicated professionals and knowledgeable but were kind and patient.* The pre-op, operating room and ICU personnel were all extremely caring and we are most appreciative of the fine and careful attention they showed to us both. We are most grateful for the exceptional care he received throughout his stay at Nyack Hospital.

Miriam & Richard Elfenbein, Pomona NY

Back in October, 2008, it was determined that I would need a bilateral total knee replacement. I was scheduled to have it done at a world renowned institute and medical facility in New Jersey. My wife was visiting Nyack Hospital and noticed a poster advertising its joint replacement center. From the moment we visited the center until I had my bilateral knee replacement at Nyack, I could not have had a better experience. *The hospital was top drawer, up-to-date and immaculate.*

This however is nothing but bricks and mortar. What made the experience so rewarding was the personal care and attention I received from the entire staff ... from the in-house doctors to the food service personnel. Each shift nurse and their assistants attended to me with such compassion that I felt my pain was their pain. *A truly professional staff in every way!*

Someone had a vision and set out to present a service that was state-of-the-art. Coming from an old, disabled vet, I will say "mission accomplished." Facilities in NYC and NJ may be as good, but definitely could not be better than Nyack Hospital.

Robert E. Malota, New City, NY

Do you have a story you'd like to share?

Send it to the Nyack Hospital Foundation address listed on the back.