



The Prompt Care information and registration area at Lawrence Memorial Hospital of Medford. Prompt Care is ideal for treating those aches and pains, sniffles and sneezes that are not acute medical emergencies.

Hallmark Health making improvements to patient care areas

LAST YEAR was significant for upgrading the appearance and ambience of Hallmark Health System's two outstanding hospitals – Lawrence Memorial Hospital of Medford (LMH) and Melrose-Wakefield Hospital (MWH). With approximately \$25 million spent, construction and renovation projects at both hospitals moved the system to a more modern and professional look in patient care areas and visitor entrances and also increased work efficiency.

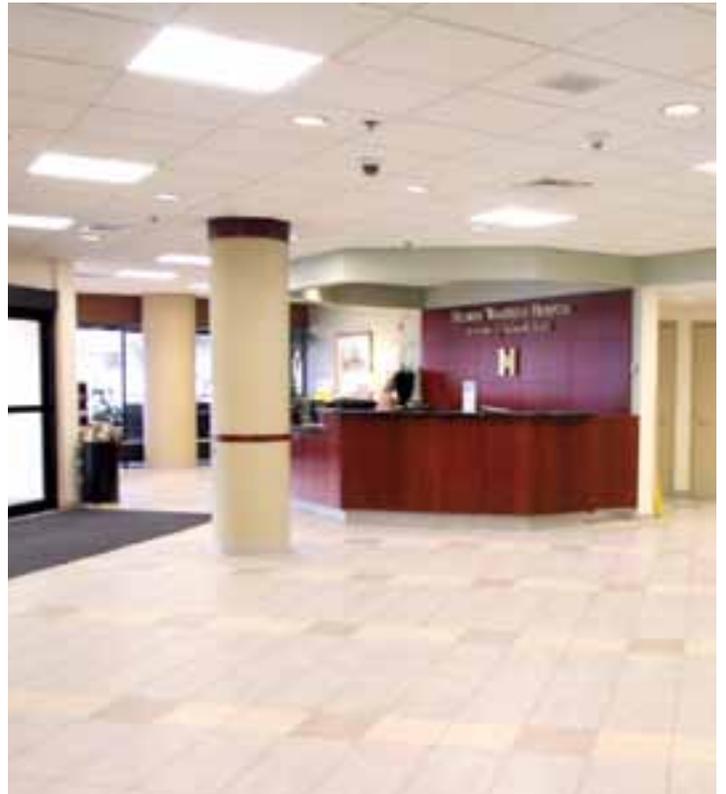
Improvements at LMH included new lighting in the main lobby and new carpeting for safety during the winter months. New hospital directional signage for visitors and upgrades to flooring and waiting rooms were also completed.

Most recently, LMH celebrated the opening of its new blood draw suite and newly renovated Prompt Care area, conveniently located adjacent to the Emergency Department on the ground level of the hospital. This new area will allow patients easy access to get their blood work done quickly and efficiently.

MWH has seen several renovations and updates to key areas to provide greater ease-of-access and convenience to patients and their families. The hospital's main lobby was completely redesigned with new flooring, furnishings and upgraded elevators. The Med 3 unit, which houses primarily medical and cardiac patients was completely refurbished. The Surgical Day Care area was also renovated.



The new spacious blood draw unit at Lawrence Memorial Hospital.



The new lobby at Melrose-Wakefield Hospital has been completely redesigned with new flooring, lighting and wall coverings that convey a more welcoming modern ambience.



The Surgical Day Care area at Melrose-Wakefield Hospital was renovated for more space and greater patient comfort and monitoring.



Wooden floors, comfortable reclining armchairs and other amenities contribute significantly to patient and visitor comfort in the renovated rooms at Melrose-Wakefield Hospital.

Hallmark Health remains committed to making improvements to create a more modern environment in keeping with the high level of medical care and attention to patients. Over the next year, the modernization of the two hospitals will continue with an upgrade and renovation of all inpatient units, the addition of new flat screen TVs and artwork in all patient rooms. Patient recliners, beds and other patient room furniture are also expected to be replaced in 2011.

i For more information

For more information about Hallmark Health, visit www.hallmarkhealth.org.