Service Guide

A reference tool

For a list of our providers, visit apprhs.org
Appalachian Regional Healthcare System is comprised of two hospitals: Charles A. Cannon, Jr. Memorial Hospital in Linville and Watauga Medical Center in Boone; a physician practice management group: Appalachian Regional Medical Associates; The Foley Center at Chestnut Ridge in Blowing Rock; and Appalachian Regional Healthcare Foundation.

Appalachian Regional Healthcare System stays committed to promoting health in the High Country, enhancing quality of life and simply “making life better.” This charge makes Appalachian Regional Healthcare System the premier healthcare system in this region.
Appalachian Regional Medical Associates (ARMA) is a multi-specialty medical practice.

ARMA utilizes an electronic medical record system that allows patients of one ARMA practice to easily transition to another ARMA practice without having to complete the same paperwork repeatedly.

**Current members of ARMA include:**
Appalachian Regional Internal Medicine Specialists
Appalachian Regional Orthopaedic & Sports Medicine Center
AppUrgent Care Center
Baker Center for Primary Care*
Boone Urology Center
The Cardiology Center of ARHS
Davant Medical Clinic
Elk River Medical Associates*
Grandfather Specialty Clinic
Harmony, Center for Women’s Health & Vitality
Hospital Medicine Group (Hospitalist)
Jefferson Specialty Clinic
Seby B. Jones Regional Cancer Center
Tate Clinic

*Patient Centered Medical Home Certified*
Watauga Medical Center is licensed as a 117-bed regional referral medical complex, offering both primary and secondary acute and specialty care. WMC received certification by The Joint Commission as a Primary Stroke Center in 2011.

Services:

- Acute Care
- Birthing Center
- Cardiopulmonary Rehabilitation
- Cardiovascular Lab & Services
- Emergency Services
- ICU
- Imaging Center
- Laboratory Services
- Occupational Therapy
- Orthopaedics
- Pain Clinic
- Physical Therapy
- Respiratory Therapy
- Seby B. Jones Cancer Center
- Sleep Center
- Speech Therapy
- Surgical Services
- The Cardiology Center

Radiology / Imaging Services:
Watauga Medical Center offers a variety of imaging services at two convenient locations: Grover C. Robbins Imaging Unit on the first floor of Watauga Medical Center and Outpatient Imaging & Lab Center & The Wilma Redmond Breast Center of ARHS located at 1200 State Farm Road.

- Bone Densitometry
- CT
- Diagnostic Mammography
- Diagnostic Radiology
- Diagnostic, Vascular, & Cardiac Ultrasound
- Interventional Radiology
- Mobile PET
- MRI
- Nuclear Medicine
- Open MRI
- Stereotatic Breast Biopsy
Built in 1999, Charles A. Cannon, Jr. Memorial Hospital (CMH) is a 25-bed acute care hospital with a 10-bed inpatient behavioral health unit. The facility also boasts a full-service emergency department, imaging department, laboratory, outpatient behavioral health, physical and occupational therapies and cardiopulmonary rehabilitation.

Cannon Memorial Hospital is accredited by the Joint Commission for the Accreditation of Healthcare Organizations.

**Services:**

- Cardiopulmonary Rehabilitation
- Cardiovascular Services
- Digital Mammography
- Emergency Services
- Family Medicine
- Imaging Services
- Internal Medicine
- Laboratory Services
- Occupational Therapy
- Oncology
- Orthopaedics
- Pediatrics
- Physical Therapy
- Psychiatry
- Cancer Services
- Speech Therapy
- Surgical Services
- Cardiology Services
Construction on the new Post Acute Care Center to replace Blowing Rock Rehabilitation & Davant Extended Care Center (formerly Blowing Rock Hospital) began Spring 2014. The Foley Center at Chestnut Ridge (FCCR) offers a neighborhood concept with short-term rehabilitative care, skilled nursing care, assisted living, and palliative care.

The two-story 112-bed facility, built on a 68-acre site close to the Blue Ridge Parkway, includes private and semi-private bedrooms, kitchens, dining areas and living areas.

**Short-Term Rehabilitative Care**
The short-term, post-acute rehabilitation program helps patients regain their independence by offering post-operative, post-orthopaedic, and post-stroke care - physical, occupational and speech therapies. This area was specifically designed as a place for positive recovery for those individuals who have been discharged from the hospital and are unable to return home immediately.

**Skilled Nursing Care**
The skilled nursing care area offers the highest level of long-term care for individuals who need around-the-clock nursing and medical care, as well as assistance with meals, personal hygiene, medications and mobility.

**Assisted Living**
The assisted living program provides senior care and housing for adults who can live independently, but also require some assistance. Personal care support services are provided, such as meals, medication management, bathing, dressing and transportation. In addition, FCCR has 24-hour security, basic housekeeping, health and exercise programs, social programs, transportation and an on-site pharmacy and medical clinic.

**Palliative Care**
Palliative care services provides comfort care to patients nearing the end of life. Other patients with curable illnesses, and those living with chronic diseases, may also receive palliative care treatments at Chestnut Ridge. The care team will be equipped to formulate a plan of care to relieve and prevent the suffering that arises with advanced illness in all areas of a patient’s life, thereby maximizing physical, emotional, spiritual and social well-being.
Charles A. Cannon, Jr. Memorial Hospital and Watauga Medical Center are equipped to manage a variety of acute care situations. Services vary between locations, but primary and secondary medical needs are assessed at all facilities.

- Intensive Care/ICU - WMC
- Intermediate Care/IMCU - WMC
- Critical Care Unit - CMH
- Emergency Room - CMH and WMC
- Laboratory - CMH and WMC
- Operating Room - CMH and WMC
- Imaging - CMH and WMC

Appalachian Healthcare Project is a collaborative effort of the medical community to provide healthcare services to low-income, uninsured residents in Watauga and Avery counties. The project enrolls persons who meet program guidelines and coordinates care and medications on their behalf.
Appalachian Regional Internal Medicine Specialists

148 Hwy 105 Ext, Suite 104
Boone, NC 28607
(828) 386-2746
apprhs.org/arims

Appalachian Regional Internal Medicine Specialists treat the whole person, not just the illness. Family medicine services focus the patient’s primary healthcare from which sub-specialty and alternative care will be coordinated. Internal medicine services target prevention and wellness strategies, new treatment options and emerging health strategies. Rheumatology services focus on diagnosis and treatment of rheumatic diseases including arthritis, autoimmune diseases and osteoporosis. Pulmonology services strive to help patients breathe easier by specializing in diseases involving the lungs and therapeutic and diagnostic services for respiratory system disorders. Women’s health services include comprehensive evaluations, counseling and screenings.

Appalachian Regional Orthopaedic & Sports Medicine Center

870 State Farm Road, Ste 100
Boone, NC 28607
(828) 386-BONE (2663)
apprhs.org/apportho

Appalachian Regional Orthopaedic & Sports Medicine Center (AppOrtho) provides treatment for problems that develop in the bones, joints, muscles, tendons and ligaments of the human body. Whether you are a casual outdoor enthusiast, weekend warrior or professional athlete, our Board Certified providers partner with you to make life better.
| AppUrgent Care Center | 2146 Blowing Rock Road  
Boone, NC 28607 | (828) 265-5505 | apprhs.org/appurgent | ARMA member |
|-----------------------|---------------------------------|-----------------|----------------------|-------------|

AppUrgent Care Center provides convenient, walk-in care to patients with non-life threatening illness or injury such as sore throats, strains, sprains, fever, flu and more.

| Baker Center for Primary Care | 436 Hospital Drive, Ste 230  
Linville, NC 28626 | (828) 737-7711 | apprhs.org/baker | ARMA member |
|-----------------------------|---------------------------------|-----------------|----------------------|-------------|

The Baker Center for Primary Care provides accessible, compassionate and excellent care for the entire family. From pregnancy, to pediatrics, adulthood and geriatrics. The Baker Center for Primary care serves all ages and stages of life.
Appalachian Regional Behavioral Health offers inpatient and outpatient services at Cannon Memorial Hospital. The programs are designed to assist individuals experiencing emotional or psychological difficulties. Licensed therapists and psychiatrists provide comprehensive patient focused evaluation, assessment and therapy.

The physicians at Boone Urology Center combine skill and experience in the compassionate treatment of urological conditions. These include urologic cancer, impotence, urinary tract infection, kidney stones and urinary incontinence.

*Urology services are available at Jefferson Specialty Clinic (West Jefferson, NC). Call (828) 264-5150 to schedule an appointment.*
The Appalachian Cardiopulmonary Rehabilitation Program provides support, exercise and education to patients with cardiac or pulmonary conditions by means of an individualized therapy plan. Non-invasive cardiology services and pulmonary function studies are coordinated with physicians using up-to-date technologies.

The Cardiology Center offers Echocardiograms (EKGs), Pacemakers, Defibrillators, AfiB Monitors, Heart Monitors, Stress Echocardiograms, Exercise Treadmill Tests, Nuclear Stress Tests, Diagnostic Catheterizations, Implantable Monitors, Cardiac Resynchronization, Stents, Cardiovascular Interventions, Arrhythmia Clinic and Cardiology Consultations. Cardiology services are available at Grandfather Specialty Clinic (Linville, NC) and Jefferson Specialty Clinic (West Jefferson, NC). Call (828) 264-9664 to schedule an appointment.
Cardiovascular Labs

336 Deerfield Road
Boone, NC 28607
(828) 264-9664
apprhs.org/cardiology

Watauga Medical Center is home to two state-of-the-art cardiovascular labs providing patients with comprehensive cardiac diagnostic services including stents, angioplasty, peripheral vascular procedures and interventional radiology.

Clinical Integration Team

If you are a patient of Appalachian Regional Internal Medicine Specialists, Baker Center for Primary Care or Elk River Medical Associates you may be contacted by a Patient Care Advocate upon your discharge from a hospital stay or office visit in an effort to promote communication between patients and their healthcare provider. Our goal is to increase the patient’s understanding of their care plan and to give them a point of contact within the healthcare system. Patients can get help with their questions, schedule appointments and obtain medication refills.
Community Outreach

(828) 268-8960

Appalachian Regional Healthcare System offers numerous Community Outreach Programs in its commitment to serving the healthcare needs of High Country residents.

- Cancer Prevention programs
- Community Health Needs Assessment
- Community health screenings
- Community presentations and monitoring of local, state and national health statistics
- Senior Health - Classes and health screenings
- Student health fairs
- Sun Safety program

CrossFit Boone

232 Boone Heights Drive
Boone, NC 28607
(828) 266-1060
www.crossfitboone.com
facebook.com/crossfitboone

CrossFit Boone, the premier strength and conditioning program in the High Country, is based at the Paul H. Broyhill Wellness Center. Workouts are scalable and suitable for all fitness levels. CrossFit Boone’s focus is on improving health, fitness and performance through CrossFit workouts.
The Harriet & Charles Davant, Jr. Medical Clinic, located on the campus of The Foley Center at Chestnut Ridge, is committed to providing the finest quality, evidence-based medical care available. The goal of the internal medicine practice is to help patients achieve and preserve the best quality of health/life for as many years as possible.

Elk River Medical Associates has been an integral part of the Avery County medical community since opening in Banner Elk in 1990.
The Employee Assistance Program (EAP) is an excellent benefit program that was developed for ARHS employees and their families, but it is also available on a contract basis to area businesses.

Many things may prevent an employee from performing his or her work satisfactorily. Personal behavior and/or medical problems such as alcoholism, drug dependency, family and financial crisis can and do affect job performance and attendance. Information that is exchanged cannot be shared with anyone without a written consent from the employee.

Self-referrals are not only accepted, but encouraged. The earlier one gets help, the better.

Healthcare professionals in North Carolina’s High Country have discovered a well-kept secret: The Blue Ridge Mountains offer an idyllic place to live, work and play. Big-city cultural attractions and small-town warmth merge in Boone, North Carolina and its neighboring communities. Upholding the values of Compassion, Integrity and Excellence, Appalachian Regional Healthcare System is a family of two hospitals, post acute care center and a multi-specialty physician practice.

Appalachian Regional Healthcare System takes pride in its education partnership with Appalachian State University, its state-of-the-art facilities and technology, and the nearly 1400 healthcare professionals who have chosen to work there. You could be one of them.
Grandfather Specialty Clinic

The Grandfather Specialty Clinic provides cardiology, oncology and orthopaedic services to patients in and around Avery County.

Harmony, Center for Women’s Health & Vitality

The Harmony staff provides the full spectrum of care for women, ranging from well-women care and obstetrics to complex medical and surgical management of gynecological disorders.

Hospital Medicine Group

The Hospital Medicine Group (Hospitalist) provides 24-hour hospital care and focus on inpatients from the time of admission until the time of discharge. The Hospital Medicine Group uses a coordinated team approach that includes care coordinators, nurses, therapists, technicians, support staff and other specialty care physicians as needed.
Appalachian Regional Healthcare System offers imaging services at Cannon Memorial Hospital, Watauga Medical Center, Outpatient Imaging & Lab Center and The Wilma Redmond Breast Center of ARHS.

- Diagnostic Radiology - CMH, WMC and OPILC
- Digital Mammography - CMH
- 3D Mammography - The Breast Center of ARHS
- Bone Densitometry - CMH and OPILC
- Nuclear Medicine - WMC and CMH
- Interventional Radiology - WMC
- Mobile PET - WMC
- Stereotactic Breast Biopsy - The Breast Center of ARHS
- Mobile Lithotripsy - WMC
- Diagnostic, Vascular and Cardiac Ultrasound - WMC and CMH
- CT - WMC and CMH
- MRI - WMC
- Mobile MRI - CMH
- Laboratory collection site (draw center) - OPILC
Jefferson Specialty Clinic

968 Hwy 221 Business
West Jefferson, NC 28694

Cardiology (828) 264-9664
Urology (828) 264-5150

The Jefferson Specialty Clinic provides cardiology and urology services, to patients in and around Ashe County.

Joint Replacement Program Joint Class

336 Deerfield Road
Boone, NC 28607

(828) 268-5528

apprhs.org/joint

The Joint Replacement Program’s Joint Class at Watauga Medical Center provides pre-op education to patients and their “coach” prior to surgery. It is important that the coach, as well as the patient, know what to expect before, during and after surgery.

The class focuses on patients having hip and knee replacement surgery and provides an opportunity for patients and their coaches to ask questions. Preparing for surgery is key to a smooth recovery process.

Laboratory

see Imaging and Radiology
The John R. Marchese, MD Birthing Center at Watauga Medical Center provides care and support for families before, during and after the birth of their baby. Labor, delivery, recovery and postpartum rooms are spacious and designed to resemble a bedroom at home. Midwifery services available.

Outpatient Imaging & Lab Center
see Imaging and Radiology
Chronic pain can be physically debilitating and cause psychological suffering. When pain interferes with your quality of life, restricting activities and affecting relationships, consider Appalachian Regional Pain Management Center. Physician referral is required.

- Back and neck pain, including herniated discs, spinal stenosis and postlaminectomy pain
- Chronic abdominal and pelvic pain
- Acute and chronic postoperative pain
- Complex Regional Pain Syndrome (also known as reflex sympathetic dystrophy or RSD)
- Spasticity
- Muscle and joint pain
- Disorders of the nervous system including shingles, postherpetic neuralgia, peripheral neuropathy and trigeminal neuralgia (facial pain)
- Cancer pain
Appalachian Regional Healthcare System and Caldwell Hospice and Palliative Care have developed a clinical collaborative agreement to provide AIM: Advanced Illness Management in the High Country. Palliative care is a medical specialty for people affected by serious illness, at any point in the illness, and alongside treatments meant to cure. With its focus on comfort and better quality of life, AIM can relieve or ease such symptoms as pain, shortness of breath, fatigue, constipation, nausea, loss of appetite and difficulty sleeping. With the combined support of their physician and Caldwell Hospice’s AIM team, patients can improve their ability to tolerate medical treatments and participate in choosing their plans of care. The team—physician, nurse practitioner, and nurse, with medical social worker and chaplain support, when needed—provides services in patients’ homes, in long-term-care facilities, or in hospitals to treat their physical, emotional and spiritual needs.

Pastoral Care offers a consistent chaplain presence throughout the clinical areas of Watauga Medical Center. In addition to daily rounds and crisis intervention, trained clinical chaplains respond to requests from patients, families, and clinicians to provide support, bereavement care, spiritual assessments, religious rituals and spiritual conversation consistent with the patient's faith tradition and current needs.

The pastoral care staff maintains positive relationships with community clergy and coordinates the ARHS partnership program called AppFaith Health, which helps congregations and the healthcare system work together to create healthier communities. Other activities include worship services and corporate rituals, provision of inspiration, music and interfaith literature and staff education.
Paul H. Broyhill Wellness Center

232 Boone Heights Drive
Boone, NC 28607
(828) 266-1060
wellness.apprhs.org
facebook.com/wmcwellness

The Paul H. Broyhill Wellness Center provides a setting for people to improve their quality of life through general fitness, customized training programs, educational programs and rehabilitation services. The Wellness Center has basketball, and racquetball courts, as well as an indoor track, swimming pool, cardiovascular equipment, strength training machines and free weights. The Wellness Center is home to CrossFit Boone, Thrive and Cardiopulmonary Rehabilitation.

PAWS Pet Therapy Program

apprhs.org/services/paws

PAWS (Pet Assisted Wellness Support) is the therapy dog visitation program at Appalachian Regional Healthcare System. The program offers patients an opportunity to ‘pause’ and forget about their treatment for a few moments while interacting with a registered therapy dog.

Pulmonology
see Appalachian Regional Internal Medicine Specialists

Radiology
see Imaging and Radiology
The Rehabilitation Services of ARHS provide patients with the most comprehensive level of rehabilitative care to make life better. The combination of state-of-the-art facilities and our qualified staff provide individualized patient care yielding exceptional results for the patient and referring physician. Services are provided in the acute care, outpatient and skilled nursing facility settings. Physician referral is recommended and required only for some insurance providers.

- Physical Therapy
- Speech Language Pathology
- Occupational Therapy
- Lymphedema management
- Orthopaedic rehabilitation
- Neurological rehabilitation
- Balance and gait rehabilitation
- Chronic pain
- Therapy for women's health issues - The Rehabilitation Center only

apprhs.org/rehab
Seby B. Jones Regional Cancer Center

338 Deerfield Road
Boone, NC 28607

Medical Oncology
(828) 262-4332

Radiation Oncology
(828) 262-4342

apprhs.org/cancer

ARMA member

The Seby B. Jones Regional Cancer Center, located on the Watauga Medical Center Campus, offers a multidisciplinary approach to the prevention, diagnosis and treatment of cancers using medical oncology and radiation oncology.

The American College of Surgeons awarded the Commission on Cancer® (CoC) Three Year Certification of Accreditation to Seby B. Jones Regional Cancer Center in September 2016 and is accredited through 2019. The Cancer Center has been CoC accredited since 1997. Designation status: Accredited Community Cancer Program with six out of seven commendations.

Oncology services are available at Grandfather Specialty Clinic (Linville, NC) and at Ashe Memorial Hospital (Jefferson, NC). Call (828) 262-4332 to schedule an appointment.

Short Term Skilled Care

434 Hospital Drive
Linville, NC 28626

(828) 737-7603

Cannon Memorial Hospital offers 24-hour care to people who can no longer care for themselves due to physical, emotional or mental conditions. In most cases, care is for a limited period of time following an injury or illness.

A physician supervises each patient’s care. Physical therapists, occupational therapists and speech therapists work with patients to aid them in regaining their motor skills.
The Sleep Center

Physicians and technologists specially trained in sleep disorders provide detailed sleep evaluations and treatment plans for patients suffering from chronic sleepiness or fatigue, chronic or loud snoring, restless sleep, chronic difficulty falling asleep or staying asleep, pauses in breathing while sleeping and much more.

Stroke Center

Watauga Medical Center has earned The Joint Commission's Gold Seal of Approval™ for certification as a Primary Stroke Center.

Tate Clinic

Established in 1910 and joined ARMA in 2012, the Tate Clinic provides integrated surgical care with Cannon Memorial Hospital, in Avery County.
THRIVE

232 Boone Heights Drive
Boone, NC 28607
(828) 266-1060
thrive@apprhs.org
wellness.apprhs.org

Thrive is an integrated community weight loss and chronic disease management program brought to you by the Paul H. Broyhill Wellness Center. The program may include supervised exercise, nutritional counseling, chronic disease education, self management strategies and action planning to meet wellness goals. Thrive includes Community Weight Loss and Chronic Disease Managements (Diabetes, Cardiovascular Diseases, Oncology Diagnosis and Pulmonary Diseases). Physician referral is required.

The Wound Care Center

169 Doctors Drive
Boone, NC 28607
(828) 262-9520
apprhs.org/woundcare

The Wound Care Center offers compression treatment, negative pressure wound therapy, wound irrigation and debridement, therapeutic wound care modalities and ostomy pre-op education, stoma marking, total contact casting and post-op care. The wound ostomy clinicians partner with diabetes education, nutrition counseling, lab, radiology, physical therapy, occupational therapy and pain management. Physician referral is required.
Appalachian Regional Healthcare System complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Appalachian Regional Healthcare System does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

Appalachian Regional Healthcare System:
• Provides free aids and services to people with disabilities to communicate effectively with us, such as:
  ○ Qualified sign language interpreters
  ○ Written information in other formats (large print, audio, accessible electronic formats, other formats)
• Provides free language services to people whose primary language is not English, such as:
  ○ Qualified interpreters
  ○ Information written in other languages
If you need these services, contact Corporate Compliance Officer.

If you believe that Appalachian Regional Healthcare System has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with: Corporate Comp Officer, 336 Deerfield Road, Boone, NC 28607, (828) 268-8915, corporatecompliance@apprhs.org. You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, the Corporate Compliance Officer is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at https://ocrportal.hhs.gov/ocr/portal/lobby.jsf, or by mail or phone at:
U.S. Department of Health and Human Services
200 Independence Avenue, SW
Room 509F, HHH Building
Washington, D.C. 20201
1-800-368-1019, 800-537-7697 (TDD)