



Hartford HealthCare, Backus Hospital bring quality care to shoreline



Photo by Jeff Evans

Having quality healthcare close to home is invaluable. That's why Hartford HealthCare and Backus Hospital now offer an expansive array of primary care options and specialty services in southern New London County.

From the Connecticut River into southeastern Rhode Island, Hartford HealthCare's services provide advanced, coordinated care to promote health and improve quality of life.

Services include:

- Primary care
- Urgent care
- Cardiology
- Urology
- Women's health
- Oncology and breast health
- Pediatrics
- General surgery
- Gastroenterology
- Physical and occupational rehabilitation
- Home healthcare
- Ambulatory surgery

If advanced care is needed, this shoreline network is seamlessly connected to the trusted expertise at Backus Hospital in Norwich or Hartford Hospital, the region's leading tertiary care center.



Connect to healthier...conveniently near you.



Primary Care

*Hartford HealthCare
Medical Group*

Montville

80 Norwich-New London Turnpike,
Uncasville

M-F: 8am–6pm
860.848.1297

John Greeley, MD
Linda Lacerte, MD
Timothy Lassister, PA

North Stonington

82 Norwich-Westerly Road

M: 7:30am–7pm
T-F: 7:30am–5pm
860.599.9961

Amanda Conti, MD
Hartmut Doerwaldt, MD
Kara Mignosa, PA-C

– Also, Pediatric Primary Care

East Lyme

324 Flanders Road

M-F: 8am–5pm
860.739.6953

Richard Albrecht, MD
Louise Hoagland, APRN
Alok Mehta, PA
Robert Welsch, MD

New London

270 Montauk Ave.

M-F: 8:30am–5:30pm
860.442.0072

Gary Bertman, MD
Warren Fields, MD
Jennifer Hardy, APRN
Katherine Masoud, APRN
James Scarles, MD

Mystic

200 Sandy Hollow Road

M-F: 8am–5pm
860.572.8911

Rosemary Bontempi, MD
Warren Fields, MD
Jennifer Hardy, APRN
Katherine Masoud, APRN
John Nelson, MD
James Scarles, MD

Old Lyme

8 Vista Drive

M-Th: 8am–5pm
F: 8am–4:30pm
860.434.8847

Mary Cummings-Satti, MD
Christina McLean, MD
Anisha Parekh, MD
Kristie Tapper, APRN

Waterford

196 Parkway South, Suite 201B

M-Th: 8am–6pm
F: 7:30am–5pm
860.439.0636

Jennifer Felicelli, PA-C
Peter Gates, MD
Gabrielle Pierce, PA-C

Urgent Care

Hartford HealthCare has partnered with GoHealth to create an urgent care experience centered around you. Check in online or simply walk in. Our urgent care centers are open seven days a week with extended hours, to make urgent care accessible and convenient. We treat non-life-threatening conditions such as:

- Colds or flu
- Fever
- Asthma
- Allergies
- Emphysema
- Minor skin lacerations, cuts
- Burns
- Urinary tract infections
- Sports injuries, sprains and strains

New London

GoHealth Urgent Care

351 North Frontage Road

M-F: 8am–8pm
S-S: 9am–5pm
860.865.0934

Norwich

GoHealth Urgent Care

624 W. Main St., Suite 140

M-F: 8am–8pm
S-S: 9am–5pm
860.200.8098

Specialty Care

Cardiology

Old Lyme

*Hartford HealthCare
Medical Group*

8 Vista Drive

860.434.4975

Mark Fiengo, DO
Francis Mirecki, MD

Mystic

*Hartford HealthCare
Medical Group*

23 Clara Drive

401.596.4499

Howard Haronian, MD
Stephen Kutz, MD
Jon Scheiber, MD

- Cardiovascular disease
- Interventional cardiology

Westerly, RI

*Hartford HealthCare
Medical Group*

45 Wells St.

401.596.4499

Howard Haronian, MD
Stephen Kutz, MD
Jon Scheiber, MD

- Cardiovascular disease
- Interventional cardiology
- Cardiac nuclear medicine
- Echocardiography



Headache Care

Waterford

Hartford HealthCare Ayer Neuroscience Institute Headache Center

196 Parkway South, Suite 201B

860.696.2925

Kelly Heilman, APRN

Offering:

- Physical therapy geared toward helping relieve the pain of headaches
- Transcranial magnetic stimulation (TMS)
- Biobehavioral treatment such as biofeedback and cognitive behavior therapy, both of which are non-medication treatments
- Medication treatments including Botox and nerve blocks
- Research studies

Cancer Care

Waterford

Hartford HealthCare Medical Group Oncology and Hematology

196 Parkway South, Suite 303

860.443.4455

Sapna Khubchandani, MD

Nicole McKenzie, APRN

Valmarie Ramos, MD

- Advanced chemotherapy
- Diagnosis of blood diseases and cancers such as iron-deficiency anemia, hemophilia, sickle-cell disease, leukemia and lymphoma
- Treatment and Prevention

Urology

Waterford

Hartford HealthCare Tallwood Urology and Kidney Institute

196 Parkway South, Suite 201A

860.443.0622

David Crawley, MD

Richard Fraser, MD

Anthony Quinn, MD

Steven Schoenberger, MD

Full range of treatment and surgery for conditions including:

- Prostate, kidney and bladder cancer
- Enlarged prostate
- Incontinence and over-active bladder
- Pediatric urologic surgery
- Kidney stones
- Vasectomy and no-scalpel vasectomy
- Fertility and erectile function

Colorectal Surgery

Waterford

196 Parkway South, Waterford

860.204.9126

Sergio Casillas, MD

Rehabilitation

Waterford

Backus Hospital Rehabilitation Network

196 Parkway South, Suite 202

860.447.0417

- The premier rehabilitation provider in Connecticut — known for its commitment to high-quality, customer-focused outcomes.
- Specialists, including orthopedics, oncology, headache management, women's health and sports medicine.

Home Care

Hartford HealthCare at Home

1.800.HOMECARE (1.800.466.3227)

Hartford HealthCare provides in-home nursing, therapy and personal care services following hospital stays, for surgical recovery, and for help with recovery from short term- or long-term illness to achieve maximum independence. Specialties include cardiac, respiratory, rehabilitation (physical and occupational therapy) and wound care. Hartford HealthCare at Home Behavioral Health and Dementia Program provides specialized programs for

those diagnosed with dementia or Alzheimer's disease.

- Specialists, including orthopedics, oncology, headache management, women's health and sports medicine.
- Certified Dementia Specialists and behavioral health nurses on staff: Physical therapists, occupational therapists, social workers, speech therapists
- Assessment
- Medication management
- Support and teaching
- Connection to community services

These services are covered by Medicare for those who qualify.

Also:

Home Safety Technology

Automated medication dispenser, LifeLine Personal Alert Services

Hospice Services

Compassionate in-home multidisciplinary approach to care focusing on pain and symptom management. We offer dignity, comfort and the best quality of life for the patients' final months of life.

Behavioral Health

Groton

Hartford HealthCare Behavioral Health Network

CARE PLUS

1353 Gold Star Highway

860.449.9947

Adults 18+

- Compassionate care for addiction and recovery
- Partial hospitalization and intensive outpatient treatment
- MATCH (Medication-Assisted Treatment Close to Home)

Call 855.802.8080 or go to hartfordhealthcare.org/shoreline to connect to our providers and services.



Prepping patients for surgery

Dr. Sergio Casillas

Just a year ago, a Backus Hospital colorectal surgeon and his nurse practitioner started coaching their colorectal surgical patients to get in the best possible shape weeks before they even entered the operating room, with the belief that preparing or “training” for surgery would help them achieve the best possible results.

Not only has this approach – called Enhanced Recovery After Surgery (ERAS) – worked, the statistics compiled by Dr. Sergio Casillas and Claudette Faucher-Charles, APRN, show patients:

- **Left the hospital faster**
- **Had normal stomach functioning faster**
- **Used less pain medication**

“It’s incredible the difference we’ve noticed in the patient surgical experience,” Casillas says.

The pair created a retrospective database to track the outcomes of surgery before ERAS was adopted and patients having the same procedures after ERAS. The results, Casillas notes, have led them to change the way they do some things.

“It’s a dynamic process and we’ve made some changes. For example, a lot more patients are leaving within 24 hours after surgery now because we know we don’t have to wait for them to have a bowel movement. The statistics showed us that,” he explains.

In February 2017, Casillas and Faucher-Charles started helping patients prepare for surgery by coaching them to start eating healthier foods, increasing their physical activity and cutting back on smoking and alcohol use. At the same time, Faucher-Charles was educating Backus staff about the tenets of ERAS so they would be able to help care for patients from surgery through recovery.

“It amazes me the stake every nursing unit has taken in ERAS,” Casillas says. “They’re getting people up and walking, they’re limiting the IV narcotics – everybody is really committed to this. It’s changing the culture and it’s working.”

The pair also credits Casillas’ use of the daVinci™ surgical robot with helping to improve surgical outcomes and patient satisfaction.

“The superior technology of this platform is allowing us to perform complex cases with a minimally invasive approach, resulting in less trauma and faster recovery”, Dr. Casillas explains, noting that about 70 percent of colorectal patients now have robotic surgery versus just 37 percent before ERAS was adopted.

Perhaps the most eye-opening statistic they’ve uncovered relates to patient opioid use for pain control after surgery.

“Before ERAS, about 76 percent of patients used a combination of intravenous and oral opioids for pain,” Faucher-Charles reports. “With ERAS and using the minimally-invasive approach with the da Vinci, we have seen a 48.6-percent reduction in that number. In addition, the patients who did not require any opioid pain relievers jumped from 2.1 percent before ERAS to 12 percent after ERAS, which is a dramatic increase.”

The statistics reflect the dedication at Backus to providing outstanding surgical care, according to Donna Handley, president of the hospital.

“The statistics from our first year with ERAS are outstanding and speak to the commitment of Dr. Casillas and the entire surgical team to ensuring the best possible results, as well as our efforts to continuously improve how we provide care to our patients,” she says.