



## Inpatient care

Hospital medicine  
Pulmonary and critical care  
Hospice  
Palliative care medicine



# Novant Health hospital-based medicine services

As a primary care provider, you are likely familiar with hospitalist services available to your patients who need an acute care stay. At Novant Health, our team includes more than 100 hospitalists available to follow your patient from admission — whether it is a direct admit or through the ER — all the way through to discharge and back home.

Available on-site 24/7, our constant hospital presence ensures prompt responses to changes in a patient's condition and effective communication as patients move from one level of care to another. We've found that our presence also provides greater peace of mind for your patients and families. And, we facilitate a seamless transition back into your care after a hospital stay.

### Our service line includes board-certified experts:

- Hospital medicine
- Critical care and pulmonary medicine
- Palliative care and hospice

### Members of our team are:

- Physician liaisons, championing education and training initiatives
- Participating and leading various quality and safety committees for an individual hospital or the health system
- Change agents, identifying and leading process improvement efforts
- Administrative partners with hospital and medical staff leaders to help facilitate organizational change

### Pulmonary and critical care medicine

Your patients have access to a full range of pulmonary services within our outpatient clinics, including:

- Diagnostic and navigational bronchoscopy
- Argon plasma coagulation during bronchoscopy
- Lung cancer screening following an evaluation of abnormal CT chest scans
- EBUS
- Tunneled pleural catheters
- Pulmonary diagnostics for conditions such as lung nodules, COPD, interstitial lung disease, pulmonary hypertension, sarcoidosis and asthma

### Outpatient models of care offered by hospitalists

**Transitional care:** For patients who meet clinical criteria, this hospital-based care option includes frequent follow-up without the overnight hospital observation. It provides a more comfortable and convenient option for your patient and helps bridge the transition between inpatient and outpatient care without putting an undue burden on the PCP.

**Surgical wellness:** For patients undergoing elective surgery, the team works to optimize and risk stratify patients using evidence-based guidelines. The goal is to reduce perioperative complications, eliminate duplication of services and minimize unplanned cancellations on the day of surgery.

*Continued on back*

**Hospice services:** The goal of hospice care is to ensure the patient and their loved ones are receiving the best in end-of-life care, addressing medical, psychosocial and spiritual needs. The multidisciplinary hospice care team will meet the patients where they are in their hospice journey. Services are provided wherever the patient calls home, including long term care communities, across the greater Charlotte area.

**Palliative care outpatient clinic:** The palliative care team focuses on improving quality of life for patients with serious, advanced illnesses. We work in partnership with the primary care team to develop a plan to prevent and ease suffering, while promoting dignity, comfort and quality of life.

Palliative care may include:

- Assisting patients and families with understanding their illness and what to expect throughout their disease process
- Conducting a psychosocial assessment
- Providing guidance with complex treatment options
- Offering expert pain and symptom management
- Developing a plan of care based on the patient’s personal goals and preferences
- Assisting with advance directives

## Contact information by specialty

To talk to a provider currently managing your patient’s care needs for one of the specialties below, please call the appropriate Novant Health facility:

### Hospitalist by facility

Charlotte Orthopedic Hospital ..... 704-614-2591  
 Huntersville Medical Center .....704-356-7281  
 Matthews Medical Center .....704-356-7636  
 Mint Hill Medical Center..... 980-250-2707  
 Presbyterian Medical Center ..... 704-384-5416  
 ..... or 704-356-0350

### Pulmonary and critical care medicine

#### Huntersville Medical Center

ICU provider .....(pager) 704-776-6182  
 Clinic.....704-384-9900

#### Matthews Medical Center

ICU provider on call .....704-316-MATT  
 Clinic.....704-384-9200

#### Mint Hill Medical Center

ICU provider on call .....704-316-MATT  
 Clinic.....704-384-9200

#### Presbyterian Medical Center

ICU provider on call .....(phone) 704-776-6182  
 .....(pager) 704-356-7485  
 Clinic.....704-384-9900

### Palliative care

All Charlotte area hospitals  
 and outpatient clinic ..... 704-384-6478

### Hospice

All Charlotte area hospitals ..... 704-384-6478  
 Salisbury/Rowan County .....704-210-7900

### Surgical wellness

Charlotte Orthopedic Hospital ..... 704-316-1621  
 Huntersville Medical Center,  
 Matthews Medical Center,  
 Mint Hill Medical Center ..... 704-316-4399

### Transitional care by facility

Huntersville Medical Center,  
 Matthews Medical Center,  
 Mint Hill Medical Center,  
 Presbyterian Medical Center ..... 704-316-4399