Relentlessly Pursuing Remarkable.
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Our Journey to Transforming Healthcare.

We are on a mission to change the face of healthcare — not just for today or tomorrow but forever. We know that better health starts in our communities, which is why the work we do starts far outside our medical center doors.

We believe that healthcare should be accessible to all, affordable for all and easier for everyone to understand.

We know that transforming healthcare means transforming the healthcare experience of each and every person we serve.

This is what it means to relentlessly pursue remarkable.
Meet Remarkable

We are a super-regional, not-for-profit health system serving North Carolina, South Carolina and Georgia. As an integrated network of medical centers, physician clinics, specialized care institutes, outpatient care centers and more, we work together to seamlessly deliver world-class care.

Our award-winning, expert care is backed by leading-edge technology, advanced clinical training and unprecedented access and support.

Our mission is to improve the health of our communities, one person at a time. We see our patients as people and treat them accordingly. We’re here for you every step of your health and wellness journey for a lifetime, not just in times of crisis or illness. This type of relationship requires listening, understanding and experience.

Our more than 35,000 remarkable team members share in our commitment to providing not just lifesaving care, but life-changing care. We are united by our core values of compassion; diversity, inclusion and equity; excellence; teamwork and courage.

We know that putting people first is how we will change the world.
Our Mission, Vision and Values
Mission
Novant Health exists to improve the health of communities, one person at a time.

Vision
We, the Novant Health team, will deliver the most remarkable patient experience in every dimension, every time.

Values
Compassion • Diversity, Inclusion and Equity Excellence • Teamwork • Courage

Our people
We are an inclusive team of purpose-driven people inspired and united by our passion to care for each other, our patients and our communities.

Our promise
We are relentlessly pursuing remarkable care every day — so you can expect the compassionate, expert, personal experience you deserve.

Our principles
Human-Centered • Access for All World-Class Care • Purposeful Innovation
Our History

Our history is a proud one, spanning more than a century of care. We haven’t always been known as Novant Health, but we have always delivered on a singular promise: relentlessly pursuing remarkable every day.

Over the years, that pursuit has brought together independent organizations and facilities to form a health system we can all believe in. Our shared values and commitment to second-to-none patient care have continuously shaped our direction and informed our growth strategies.

We look to the future with confidence because our history proves we can — and will — adapt to meet every challenge. At the core of every new innovative solution is our unwavering dedication to delivering the best, most remarkable care to every person in our community.
1891–1997
Future Novant Health medical centers are serving their communities under independent names.

July 1, 1997
Novant Health is formed, merging two North Carolina regional health organizations into a cohesive system with one resounding mission: Improving the health of our communities, one person at a time.

2006
Merger with Brunswick Community Hospital, expanding the Novant Health system from the greater Charlotte and Winston-Salem areas to the southeastern North Carolina coast.

2013
New, more unified Novant Health brand introduced systemwide, creating a more consistent and recognizable identity.

2014
Epic electronic health record (EHR) roll-out completed across the Novant Health system, improving patient safety and ease of access.

2015
St. Jude Affiliate Clinic at Novant Health Hemby Children’s Hospital opens, becoming the first affiliate clinic in the Carolinas and 1 of 3 clinics nationwide offering clinical trials from both St. Jude and the Children’s Oncology Group.

2020
In the face of the novel coronavirus, COVID-19, Novant Health was among the first in the nation to launch a 24-hour help line, online assessment tool and standalone screening centers and was the first to gain FDA approval for contactless drone delivery of medical supplies.

2021
New Hanover Regional Medical Center joined Novant Health, forming a partnership that promises a remarkable new day for care in southeastern North Carolina.
Novant Health at a Glance

We are a not-for-profit, integrated healthcare system that provides care to nearly 6 million patients annually across a three-state network. We treat people, not numbers — yet all of those remarkable experiences really add up.

- 15 Inpatient Medical Centers
- 765 Outpatient Locations
- 3 State Service Area
- 35K+ Team Members
- 607 Novant Health Physician Clinics
- 1.8K+ Physicians

2020 Annual Statistics

- 151,472 Inpatients
- 519,395 ER Visits
- 20,696 Births
- 157,716 Inpatient and Outpatient Surgeries
- 5.2 million Novant Health Physician Clinic Visits
OUR MEDICAL CENTERS

1. Novant Health Brunswick Medical Center
2. Novant Health Charlotte Orthopedic Hospital
3. Novant Health Clemmons Medical Center
4. Novant Health Forsyth Medical Center
5. Novant Health Huntersville Medical Center
6. Novant Health Kernersville Medical Center
7. Novant Health Matthews Medical Center
8. Novant Health Medical Park Hospital
9. Novant Health Mint Hill Medical Center
10. New Hanover Regional Medical Center (NHRMC)
11. NHRMC Orthopedic Hospital
12. Pender Memorial Hospital
13. Novant Health Presbyterian Medical Center
   Novant Health Hemby Children’s Hospital
14. Novant Health Rowan Medical Center
15. Novant Health Thomasville Medical Center

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Financial Stewardship

Strategic and conscientious financial stewardship has empowered us to grow our reach through instrumental partnerships and acquisitions. As we continue to expand to better serve our communities, we rely on a disciplined financial growth strategy to ensure continued financial performance.

**REVENUE GROWTH**
in billions of dollars per year

![Revenue Growth Graph]

- $3.6 billion in 2012
- $7.0 billion in 2020

Demonstrates an 8.6% compound annual growth rate

**NET ASSETS GROWTH**
in billions of dollars per year

![Net Assets Growth Graph]

- $2.16 billion in 2012
- $4.97 billion in 2020
Financial Stewardship (CONTINUED)

- **$7B**: revenue generated in 2020
- **$5B**: net assets as of Dec. 31, 2020
- **37%**: debt-to-capitalization as of Dec. 31, 2020
- **‘AA’**: category ratings from all three rating agencies
- **4.5%**: average operating income margins, 2012-2020
- **11.7%**: average operating cash flow margins, 2012-2020

- **200**: days cash on hand representing $4.1B in cash and marketable securities

**Stable enterprise profile and strong financial profile trends, namely consistent healthy operating performance and a falling debt load.**

– S&P Global RatingsDirect
Our Medical Group

With **more than 1,800 physicians** and growing, Novant Health Medical Group is one of the largest in the nation. Our **more than 600 clinics** provide primary, specialty and urgent medical care in local neighborhoods, communities and hospitals.

Our **electronic health record system** ensures that no matter where you go within our system, we always have your full health history at our fingertips.

Our **online portal** allows you instant, easy access to your medical medical information, test results, prescription refills and provider messaging.

We work together as a team to change the face of healthcare and improve the lives of every person we have the pleasure of meeting.
Executive Team

Carl S. Armato
President and CEO

Eric Eskioglu, MD
Executive vice president and chief medical and scientific officer

Denise Mihal
Executive vice president and chief nursing and clinical operations officer

Tanya Blackmon
Executive vice president and chief diversity, inclusion and equity officer

John Gizdic
Executive vice president and chief business development officer

Pam Oliver, MD
Executive vice president and Novant Health Physician Network president

Jesse Cureton
Executive vice president and chief consumer officer

Fred Hargett
Executive vice president and chief financial officer

Angela Yochem
Executive vice president and chief transformation and digital officer

Frank E. Emory Jr.
Executive vice president and chief administrative officer

Jeffery T. Lindsay
Executive vice president and chief operating officer
Board of Trustees

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Brian C. Eckel
Cape Fear Commercial, co-founder

Joia Johnson
Hanesbrands, chief administrative officer, general counsel and corporate secretary

Christine P. Katziff
Bank of America, corporate general auditor

Viola A. Lyles
City of Charlotte, mayor

Ian A. McDonald
BAE Systems, retired

B. Dawn Moose, MD
Piedmont Radiation Oncology, radiation oncologist

Daniel W. Murphy, MD
Gastroenterology Associates of the Piedmont, gastroenterologist

T. David Neill
Bob Neill Inc., president

David R. Plyler
Forsyth County Board of Commissioners, chair

Elwood L. Robinson, PhD
Winston-Salem State University, chancellor

Jason R. Thompson
American Property Experts, president

Lari Harding
Ex-officio

John Lewis
Ex-officio

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The Novant Health Difference

We are committed to offering the highest-quality, safest care that’s close to home, affordable and easier to understand. Our unwavering focus from the pursuit of these goals is one of the many things that sets us apart.

And our team? Well, they’re quite simply the best in the business.

SAFETY & QUALITY

We are nationally recognized for our safety and quality, which is the bedrock of our remarkable care. Our stringent safety protocols ensure we deliver the highest quality care in the safest environment possible.

AFFORDABILITY

We understand the obstacles facing the people we serve and work hard to ensure everyone receives the care they need, regardless of financial status. Our financial assistance programs are among the best in the nation and complement our impressive annual community benefit stewardship.

ACCESS

Healthcare is only as remarkable as one’s ability to easily access it. We are dedicated to ensuring that the highest quality care is accessible for all by breaking down barriers to care and continually innovating to offer care closer to wherever you call home.

REMARKABLE TEAM

We view our team members the same as our patients — as complex people leading rich lives filled with hopes, dreams and goals. We want to be part of our team’s well-rounded success and work hard to nurture provider engagement and investment in the personal lives and development of all of our team members.
Our deep dedication to addressing health disparities at their source means our commitment to serve looks a little different than some health systems. We are proud to open food pharmacies, develop community partnerships and open free clinics in our most at-risk and underserved areas.

Our commitment can be felt across our communities.
Our Strategy

We pursue everything we do strategically. Building on each of our strengths in a strategic way allows us to more quickly achieve next-level excellence.
Our Strategic
Imperatives

Building on our unique strengths.

A HIGH-PERFORMING, CHANGE-READY, RESILIENT TEAM
Our culture will be known for resilience and innovation. Our diverse and inclusive team will have the mindset, tools and skills to anticipate and manage rapid change, ensuring that we continue to grow and thrive as a system.

IMPROVING HEALTH
We will provide the highest quality care and value to each patient through our remarkable patient experience. We will partner with others to develop a system of care that focuses on keeping our communities healthy.

OPERATIONAL EXCELLENCE
We will deliver outcomes that exceed our patients’ expectations of a remarkable patient experience.

TECHNOLOGY, INNOVATION AND ADVANCED ANALYTICS
We will optimize and expand our technology and advanced analytics capabilities to provide actionable, secure information. We will innovate to drive organizational results.

CONSUMER-DRIVEN PRODUCTS AND PRICING
We will develop products, pricing and partnerships that anticipate and respond to the needs of our patients, employers, communities and payors.

INDUSTRY LEADERSHIP AND GROWTH
We will provide industry leadership and advocacy. We will build strong community relationships as we grow both locally and as a multistate, super-regional system.

Strengthening our unique capabilities, expertise and focus allows us to deliver the best value to our patients and communities.
Delivering on
Our Brand Promise

Making Remarkable an Expectation.

Our patients are at the heart of everything we do and every decision we make. We relentlessly pursue remarkable care every day so that you can expect the compassionate, expert, personal experience you deserve — when and where you need it.
Delivering on Our Brand Promise (CONTINUED)

PATIENT-CENTRIC CARE

We believe in the care of the whole person. We know our role is to keep our patients healthy so they can get back to the things they love. We want every person we meet to feel the warmth of our compassion and the care of our personal attention to their concerns. We are here for the people we serve for a lifetime of health, not just when they’re sick.

We are proud to walk alongside our patients as trusted experts in their care journey for a lifetime, not just the duration of an illness. It is our highest honor.

OUR CORE VALUES KEEP PATIENTS AS OUR FOCUS

Our values are felt across our entire system in every Novant Health experience and help keep our patients at the heart of all we do.

• We treat everyone with compassion marked by kindness, patience, empathy and respect.
• We recognize that everyone is different and work hard to nurture a naturally more diverse, inclusive and equitable environment.
• Excellence guides all we do, with integrity and honesty.
• We work together as a cohesive team to deliver a remarkable patient experience.
• Our courage allows us to act boldly and make the changes necessary to provide remarkable care.

Going beyond.

• We use community metrics, modeling and real-time tracking to forecast and appropriately respond to health needs in our most at-risk and underserved communities.
• Our community benefit in 2020 equaled $1.02 billion, including $179.1 million in financial assistance.
• Our commitment to community benefit includes hundreds of free programs, screenings, support groups and wellness initiatives that address our patients’ most pressing needs.

• Our partnership with Michael Jordan has created numerous affordable care clinics across our system for the underinsured and uninsured of all ages.
• Mobile care units, food pharmacies and targeted free wellness initiatives are just a few of the ways we extend our community outreach where it’s needed most.
Accessing the highest quality, safest care at a lower cost seems too good to be true. At Novant Health, we believe this is attainable. It’s what we strive to provide to our patients every day.

**COMMITTED TO SAFETY AND QUALITY**

We are nationally recognized by The Leapfrog Group, a hospital grading agency, for providing the safest healthcare in the communities we serve. We pride ourselves on care that’s not only the safest but the most effective. Our stringent processes, safety protocols and dedication to innovation and advanced care means we deliver the safest, highest quality care possible to our patients. Safety and quality are the gold standards by which we measure our success.

**ENHANCING ACCESS FOR BETTER CARE AND LOWER COSTS**

Through a variety of strategic programs, we provide our patients with more avenues of care while combatting major health issues and lowering patient costs.

**Closing Care Gaps Virtually**

Our robust virtual care offers a breadth of providers and specialists with the benefits of on-demand scheduling. Our virtual care platform helps provide outreach to close care gaps, engage high-risk patients, reduce readmissions and safely monitor patient health without an increased risk of in-person virus transmission.

**Improving Access**

All of our primary care clinics are structured as patient-centered medical homes for complete, convenient access to coordinated care in one place. Web-based scheduling, extended hours, on-demand video visits and e-visits also enhance our accessibility and convenience for patients to make time for the care they need. Community health assessment findings, among other reporting structures, also help us strategically develop care offerings where they are needed most in our communities to improve access to care for our most at-risk and underserved populations.

**Lowering Costs**

We are committed to offering the highest quality care regardless of where you live or how much money you have. Our aggressive financial assistance program and reduced bill program means our patients never pay more than they can afford. Our ability to track care in real time and leverage technology allows us to streamline care as well as costs.

**Preventive Care**

The key to healthier patients, healthier communities and a sustainable healthcare system is disease prevention and management. We are dedicated to combatting major health issues across our system footprint for a brighter future for all. As one example, we are leading the way in diabetes care with community-based programs and pilots, including free A1C tests, health education classes and a dedicated community outreach team.
World-Class Team Members

A Remarkable Place to Pursue Your Passions.

We are proud to foster a culture that keeps our team members engaged, involved and encouraged. We know that empowered, supported team members lead to a more remarkable care experience for everyone. The environment we’ve created attracts world-class talent that sets us apart from our peers.
World-Class Team Members (CONTINUED)

OPPORTUNITIES FOR ADVANCEMENT

We are proud to offer and encourage ample opportunities for personal growth and professional development. When our team members grow, so do we. We believe in positioning our team members to contribute, learn and lead.

Our education opportunities focus on training the next generation to fulfill our mission to improve the health of our communities, one person at a time.

• Student programming for faculty advisors, medical and advanced practice students, post-secondary clinical students, post-secondary non-clinical students and observation students.
• Graduate medical education
• Pharmacy residency
• Administrative fellowship program
• Advance practice residency and nurse residency
• Residency partnerships

OFF-THE-CHARTS ENGAGEMENT AND SATISFACTION

Doctors and care teams who enjoy their work provide better care. Our commitment to keeping our providers engaged and our processes efficient leads to better outcomes for everyone, as evidenced by our:

• Ranking in the 90th percentile nationwide for provider engagement
• 95th percentile ranking among providers for electronic health record (EHR) ease and efficiency.

Our systemwide employee and physician satisfaction surveys ensure we continue to move the needle to support our teams amid changing work demands.

SUPPORTING BETTER WORK-LIFE BALANCE

When we take remarkable care of our team members, they’re in a better place to take care of our patients. We work hard to ensure our team members’ jobs are less stressful, more satisfying and even safer for patients. Our revolutionary physician resiliency program promotes provider wellness and combats burnout. The program’s overwhelming success led to its adoption by the American Hospital Association. Program participants score 50% higher on measures such as personal fulfillment, engagement and positive attitudes. Supporting team member wellness and mental health means our providers can do what they do best for a lifetime.

Support teams lead to better care outcomes for everyone.
EXPANDING OUR PRESENCE WITH PURPOSE.

There’s no limit to how far we can take remarkable. Our vision to improve the health of our communities, one person at a time, does not stop with the communities we currently serve. We continue to grow because we believe everyone has a right to remarkable care.

By expanding conscientiously, we can improve care delivery even as we expand access. Tapping into existing networks to capitalize on convenient care for all. Thoughtfully designing facilities to deliver an integrated, comprehensive care experience. Seeking out partnerships that empower us to deliver innovative technologies to remote and underserved communities.

We pride ourselves on being change-ready and resilient, which is necessary when serving an ever-changing population amid the demands of the healthcare industry. The COVID-19 pandemic reinforced and sharpened our sense of agility.

It’s a trait we’ll nurture as we move forward, widening access and leading care improvement so that wherever our patients are, we’re there, too, delivering the remarkable experience they deserve and expect.
HIGHLIGHTS FROM OUR JOURNEY

• Opening of the interdisciplinary Novant Health Claudia W. and John M. Belk Heart & Vascular Institute and the Novant Health Agnes B. and Edward I. Weisiger Cancer Institute in Charlotte

• Expanded specialty care in the greater Triad area, bringing advanced care for complex conditions close to home for Greensboro-area patients

• Opening of the Novant Health Wallace Cancer Institute in Salisbury

• Launch of a partnership with Walgreens, delivering “care that comes to you”

• Innovative “one-stop-shop” care for women in the newly opened Novant Health Women’s Center at SouthPark in Charlotte

• Partnership with New Hanover Regional Medical Center to enhance care and medical education in Wilmington

A new partnership with UNC Health and UNC School of Medicine means we’ll expand medical education, research and clinical services to Novant Health facilities and other locations across North Carolina, including underserved rural counties.
Transforming Healthcare

LEADING A NEW WAY OF DOING THINGS.

Revolutionizing healthcare and how it is conceived, delivered and experienced means doing things others are not. It means having the courage to rise up and make uncomfortable, sometimes costly, changes for the good of our patients and communities. Our patients turn to us for the remarkable. We deliver on that promise by doing things differently than others.

INNOVATING WITH NEXT-LEVEL CARE

We have a strong commitment to providing our patients with innovative medical care and advanced technology — a commitment that only grows year over year as more advances become available.

Starting in 2020, we were proud to be the only hospital system in the Carolinas, and one of just a handful in the country, to treat essential and Parkinson’s tremors without making a single incision. Our team brought MR-guided focused ultrasound to the region to open access to life-changing treatments that previously would have required substantial travel.

Expanding advanced care options close to home is a hallmark of what we do.

In 2020, we also added new innovations in precision medicine, treatments tailored for individual patients. We treated our first patients with CAR-T therapy, a cancer treatment that use a patient’s own T-cells. We also used precision medicine to treat blood cancers and a variety of congestive heart failure patients.

These are just a few examples of how our patients rely on us for the latest innovation, advanced medicine and research-driven care. We stand ready to deliver.

LEADING IN A PANDEMIC

The COVID-19 global pandemic tested our true mettle as healthcare providers — on every level. We responded in kind. We became one of the first health systems in the nation to launch a 24/7 helpline, online coronavirus self-evaluation tool and stand-alone screening centers. Our bold willingness to embrace and adopt leading-edge technology very early in the pandemic served both our patients and team members well. We were the first in the nation to receive FDA approval for contactless drone delivery of needed medical supplies, and we achieved multiple national firsts in activating COVID-19 clinical trials.

Our breadth of existing virtual care options — including e-visits, video visits and appointments with our TytoHome self-check device — provided our patients with continued safe access to care. The response was overwhelming with a leap from 1,000 video visits in 2019 to more than 500,000 in 2020. Our work is ongoing as we continue to take obstacles and turn them into opportunities.

We are reinventing the healthcare experience for our patients, our communities and the world.
CARING FOR OUR DIVERSE COMMUNITIES

Transforming care for all means eliminating persistent healthcare inequities.

We recognize this will not happen overnight, but we do not back down. By consistently living out our values of diversity, inclusion and equity, we’re making Novant Health an inclusive environment in every dimension.

DIVERSITY, INCLUSION AND EQUITY LEADERS

- Centers for Medicare and Medicaid Services (CMS) nationwide Health Equity Award: Novant Health was one of the first healthcare systems to receive this award, established in 2018.

- Leaders in LGBTQ Healthcare Equality by the Human Rights Campaign Foundation: 15 Novant Health facilities were recognized in 2020. Novant Health was also recognized in 2019, 2018 and 2017.

- Forbes 2020 Best Employers for Diversity: Novant Health was ranked fourth in North Carolina and 126th nationally.

- Forbes 2020 Best Employers for Women: Novant Health was ranked 120th nationally.

- Diversity MBA Magazine ranked Novant Health third on its 2019 list of “Best Places for Women & Diverse Managers to Work.”

- National Association of Corporate Directors (NACD) honored Novant Health’s board of trustees in 2019, at the second annual NACD NXT Recognition Awards, naming them best in the nation for nonprofits. This recognition applauds exemplary board-leadership practices that promote greater diversity and inclusion, ultimately fostering long-term value creation.

- Diversity Impact Award and Top 10 Diversity Action Award by the Association of ERGs & Councils (2020).

- Vizient Supplier Diversity Excellence Award: Novant Health was named a top performer in 2019.

Out of many, we are one. Across our vast network of specialized service lines, medical centers, physician clinics and more, we are united by our pursuit of the remarkable – for our patients, our team and our industry.
Recognizing Remarkable

Consistently ranked among the best in patient care

MAGNET RECOGNITION
The American Nurses Credentialing Center has recognized eight Novant Health medical centers with “Magnet Recognition” for excellence and quality in nursing care: Charlotte Orthopedic Hospital, Clemmons Medical Center, Forsyth Medical Center, Huntersville Medical Center, Kernersville Medical Center, Matthews Medical Center, Medical Park Hospital and Presbyterian Medical Center.

ADVANCED COMPREHENSIVE AND PRIMARY STROKE CENTERS
The Joint Commission has certified two Novant Health facilities as Advanced Comprehensive Stroke Centers: Forsyth Medical Center and Presbyterian Medical Center. Four Novant Health facilities have been named Primary Stroke Centers: Huntersville Medical Center, Matthews Medical Center, Rowan Medical Center and Thomasville Medical Center.

‘GET WITH THE GUIDELINES’ ACHIEVEMENT AWARDS
The American Heart Association/American Stroke Association has recognized nine Novant Health facilities with with “Get with the Guidelines” achievement awards — Brunswick Medical Center, Forsyth Medical Center, Huntersville Medical Center, Matthews Medical Center, Mint Hill Medical Center, New Hanover Regional Medical Center, Presbyterian Medical Center, Rowan Medical Center and Thomasville Medical Center.

BABY FRIENDLY
The World Health Organization and United Nations Children’s Fund have designated eight Novant Health facilities as “Baby Friendly” — Brunswick Medical Center, Forsyth Medical Center, Huntersville Medical Center, Matthews Medical Center, New Hanover Regional Medical Center, Presbyterian Medical Center, Rowan Medical Center and Thomasville Medical Center.

ACCREDITED BREAST CENTERS
Eight Novant Health facilities are Accredited Breast Centers — Forsyth Medical Center, Huntersville Medical Center, Kernersville Medical Center, Matthews Medical Center, Medical Park Hospital, Presbyterian Medical Center, Rowan Medical Center and Thomasville Medical Center.

OUTSTANDING RECOVERY ALLY AWARD
Novant Health received the Outstanding Recovery Ally Award from Addiction Professionals of North Carolina (APNC) for efforts to reduce the stigma surrounding substance use disorders and the healthcare organization’s support of people in recovery as well as the family.

Leading the way in technology and innovation

HIMSS ANALYTICS STAGE 7 AMBULATORY AWARD
Novant Health was the first health system worldwide to be revalidated for this award in 2016.

HIMSS DAVIES ENTERPRISE AWARD for outstanding implementation of electronic health record technology (2017).

CHIME DIGITAL HEALTH MOST WIRED IN 2020, 2019, 2018 AND 2017

FUTURE EDGE50 by International Data Group CIO Executive Council in 2020.
Institutes

The sheer breadth of our expertise is showcased across our 10 dedicated institutes and the talented physicians and team members who lead them. We are proud to lead the way in revolutionizing care through advanced technology, unrivaled expertise, clinical trials, personalized care plans and strategic innovation you won’t find anywhere else.
Our country is experiencing a mental health epidemic, with nearly 1 in 5 American adults and 1 in 2 adolescents living with some form of mental illness. That’s why Novant Health is on a mission to provide lifesaving and life-changing behavioral health care in our communities. Our behavioral health team delivers compassionate, individualized care designed to help our patients get back to the lives they love.

**PATIENT-CENTERED SUPPORT AND TREATMENT TEAMS**

We take a comprehensive approach to behavioral health. Our team includes psychiatrists, advanced practice clinicians, nurses, clinical social workers, dual diagnosis counselors, recreational therapists and peer support specialists. These experts work alongside each patient and his or her support system to create individualized treatment plans and establish a framework for recovery.

**COMPASSIONATE CARE THAT’S EASY TO ACCESS**

We strive to provide expert care in the best format for each patient, when and where it’s needed. From acute care, including our 24-hour assessment and triage services, to ongoing support through inpatient and outpatient programs and emergency telepsychiatry, we work to ensure patients have access to the care they need.

**INSTITUTE QUICK FACTS**

- 80+ behavioral and mental health specialists
- Inpatient programs dedicated to short-term, recovery-oriented treatment
- Outpatient programs that offer guidance and support for long-term success
- Noninvasive treatments, including transcranial magnetic stimulation (TMS)
- Counseling, peer support and family recovery programs

**INNOVATION**

Our telebehavioral health program has rewritten the script for patients seeking care. With innovative virtual risk assessments and psychiatric evaluations, our team can guide patients to the appropriate care pathways and coordinate referrals without inconveniencing patients with a trip to the clinic or emergency room.

Here for our patients, 24/7/365

Behavioral health issues do not take days off, and neither does our team. Our behavioral health call center is available 24/7, every day of the year. Staffed by masters-level advanced practice clinicians, it’s our way of making behavioral health care easy to access in times of crisis.
We take cancer care personally. We are proud to deliver next-level care with a second-to-none patient experience from diagnosis to survivorship and beyond. Here, compassion combines with unwavering dedication and expertise to improve patient outcomes in every dimension.

**COMPREHENSIVE CARE, CLOSE TO HOME**

Our team includes medical oncologists, radiation oncologists, surgeons, pathologists, radiologists, research coordinators, nurse navigators, oncology registered dietitians, genetic counselors and oncology social workers — all dedicated to making the journey through treatment and survivorship easier for our patients.

**EXPERTISE ACROSS AN EXTENSIVE ARRAY OF CANCERS**

At our nationally recognized Cancer Institute, we diagnose and treat more than 8,000 cancer cases a year. Our specialists have advanced training and deep expertise in several specific cancers: breast, lung, prostate, gynecologic and colorectal cancers, melanoma, lymphoma and leukemia.

The most advanced diagnostic technology and clinical research, paired with a wealth of experience, enable our expert team to make accurate diagnoses the first time. That means getting patients the right treatments, right away.

**INSTITUTE QUICK FACTS**

- 100+ cancer care specialists
- Specialized tumor-specific boards that review and consult on cases
- Accredited by the American College of Surgeons’ Commission on Cancer
- Personalized care coordination with nurse navigators
- Access to national and international clinical trials

**INNOVATION**

We’re taking cancer care to the next level with malignant and benign hematology, stem cell transplant and cellular therapy and integrative medicine for patient-centered care. New state-of-the-art infusion facilities and phase 1 clinical trial units mean our patients have access to all the care they need, under one roof.

**Support and advocacy**

Next-level cancer care appreciates the fact that cancer’s effects go beyond the physical. The Cancer Institute provides a host of clinical and non-clinical support services, from counseling and support groups to financial counseling and more.
Heart disease is the No. 1 cause of death in the United States. That’s why we are committed to the prevention, diagnosis and treatment of heart and vascular conditions. Our specialists provide life-changing care with the latest technologies and treatment options.

**OUR COMPREHENSIVE TEAM OF SPECIALISTS**

Novant Health Heart & Vascular Institute uses a comprehensive approach to diagnosing and treating heart and vascular conditions. Our team of specialists includes noninvasive and interventional cardiologists, cardiothoracic and vascular surgeons, wound care specialists, electrophysiologists, APCs, ultrasonographers, nurse navigators, nutritionists, social workers and pharmacists.

**LEADING-EDGE EXPERTISE**

Through groundbreaking research and innovations in heart care, cardiovascular conditions are more treatable than ever before. Our expert clinicians provide patients with the latest heart and vascular tests and surgical and non-surgical treatment options — from prevention and medication management to pacemaker implantation, minimally invasive repairs, open-heart surgery and vascular and endovascular treatments.

**INSTITUTE QUICK FACTS**

- 85+ cardiovascular care specialists
- Several Novant Health facilities are recognized among the top 10 percent nationally for heart attack treatment.
- Our average door-to-balloon time is 45 minutes for treating heart attacks, placing Novant Health in the top 10 percent nationally.
- Several of our facilities hold the highest level of chest pain center accreditation by the Society of Cardiovascular Patient Care.
- Multiple facilities earned Gold or Gold Plus level Get With The Guidelines heart failure and stroke accreditations by the American Heart Association.

**INNOVATION**

Some of our heart and vascular surgical specialists were among the first in the nation approved to use groundbreaking minimally invasive surgical techniques. Our patients benefit from shorter recovery times and improved outcomes.

**Dedicated cardio-oncology**

Our cancer patients’ hearts endure incredible stress throughout treatment. The cardio-oncology team works to ensure treatment doesn’t derail their cardiovascular health — and consequently, their future.
The brain, spine and nervous system are complex, delicate structures that control nearly all that we do, think and say — so comprehensive care for the many conditions and injuries that can harm these vital systems is critical. Next-level brain and spine care lives at Novant Health.

**OUR SPECIALIZED, MULTIDISCIPLINARY CARE TEAMS**

Board-certified neurosurgeons and neurologists, neuropsychologists, neuroradiologists, physiatrists, anesthesiologists, pain experts and others work together as a single, comprehensive care team deliver personalized care plans and leading-edge treatment options.

**EXPERT CARE, COMPREHENSIVE SERVICES**

From brain tumors and aneurysms to epilepsy, and sleep disorders to stroke intervention, Alzheimer’s management and more, our neuroscience experts are here to meet every patient’s needs.

**INSTITUTE QUICK FACTS**

- 150+ neuroscience specialists
- The only health system in North Carolina to have two Advanced Comprehensive Stroke Centers and four Primary Stroke Centers, meaning we provide the highest level of stroke care
- Two level 4 epilepsy centers certified by the NAEC, offering adult and pediatric epilepsy monitoring

**INNOVATION**

Novant Health is one of the few systems that offers a comprehensive teleneurology program staffed by physicians who also treat patients in real time. Patients can be assessed by neurologists and neurosurgeons regardless of location. If admission is necessary, the teleneurology team can coordinate transport and seamless admission to our acute care facilities.

**Stroke Bridge Clinic**

There’s no question stroke is a highly disruptive condition, with most patients needing extensive therapy and support to get back to life. That’s why we’ve created the Stroke Bridge Clinic to help patients transition to their primary care teams, communities and life after stroke.
When joint, bone or muscle conditions threat a patient’s quality of life, we are the partner they trust to help get them back in action. Our team of more than 50 orthopedic and sports medicine specialists is committed to accelerating recovery with unparalleled access to leading-edge treatments and expert care in a wide range of specialties.

**THE SPECIALISTS YOU EXPECT ON YOUR CARE TEAM**

Our expert team consists of board-certified orthopedic surgeons, fellowship-trained orthopedists and surgeons in almost every orthopedic subspecialty, nonoperative fellowship-trained sports medicine primary care providers and clinical sports psychologists. All providers are trained in the latest innovative, evidence-based diagnostic tools and conservative and surgical treatment plans.

**COMPREHENSIVE EXPERTISE**

From carpal tunnel, bunionectomy and pediatric scoliosis to total joint replacement, arthroscopic reconstructive shoulder repair and a broad offering of rehabilitation services, we have our patients covered. It’s the next-level care they expect, delivered with the skill and compassion they deserve.

**INSTITUTE QUICK FACTS**

- During a two-year period of the CMS Bundled Payment for Care Improvement (BPCI) pilot for adult joint replacements, we reduced Medicare expense by 17% and skilled nursing facility length-of-stay by 11 days.
- One of only six dedicated orthopedic hospitals in the nation (Novant Health Charlotte Orthopedic Hospital).
- Total joint placement readmission rates that are less than half the national average.

- We are the trusted healthcare partner for the Charlotte Hornets NBA team. Our patients receive the same level of care.

**Leading-edge technology, industry-leading results**

Our experts use 3D modeling to more precisely make and fit custom knee implants, giving patients a more natural feel. The result? A tremendous 99.6 percent success rate.
Whether living healthier is a person’s passion or their doctor’s prescription, the Novant Health Community Health & Wellness Institute can help. We deliver the right tips and resources to empower our patients and neighbors to become healthier and more resilient.

**WELLNESS PROGRAMS TO SUPPORT A HEALTHY LIFESTYLE**

We believe it should be easy to achieve a healthier lifestyle. Our healthy lifestyle resources are available online and in-person at locations throughout the region.

**Thriving Together**

A concerted campaign that will support our collective, holistic well-being and enhance our ability to flourish in the face of challenges and times of crisis.

**Remarkable you**

Based online, the “Remarkable you” program provides information and guidance for getting and staying fit, eating healthily and understanding and managing risk for chronic disease including diabetes and heart disease.

**Mobile mammography**

A 38-foot motor coach brings mammography services where women are, ensuring everyone has access to high-quality breast health services.

**Community Care Cruiser**

The 40-foot Community Care Cruiser provides immunizations (vaccines) to uninsured children throughout the greater Charlotte area, delivering on our mission to improve the health of our communities, one person at a time.

**FRONT-LINE PRIMARY CARE**

Novant Health’s network of primary care physicians (PCPs) offers a wide range of primary care services, including family medicine, internal medicine, pediatric care and ob-gyn services. Our team helps patients maintain and protect their health with regular checkups, immunizations, health screenings, and treatments for illness and injuries.

**CARE WHEN AND WHERE IT’S NEEDED**

Our urgent, virtual and walk-in care solutions mean remarkable care is available whenever and wherever it is needed. Providing patients with several extended and after-hours options for both in-person and virtual care means delivering the convenience they expect and deserve.
From first vaccines and school sports physicals to preparing for college, our pediatric team has a front row seat to our patients’ lives. We understand the importance of pediatric care that’s as advanced as it is kid-friendly. Our team of pediatric specialists and dedicated children’s urgent care, ER and intensive care unit provide advanced, kid-friendly care families can count on.

**KID-FRIENDLY SPECIALISTS FOR EVERY PEDIATRIC NEED**

Our board-certified, fellowship-trained pediatric specialists work together to provide expert care for our infant, child and young adult patients. The Novant Health pediatric team includes pediatricians, neonatologists, intensivists, pulmonologists, sports medicine experts, neurologists, brain surgeons, endocrinologists, sleep specialists, oncologists and hematologists, gastroenterologists, cardiologists, child life experts, specially trained RNs, occupational and physical therapists, and more.

**LEADING-EDGE CARE FOR PEDIATRIC CANCER AND BLOOD DISORDERS**

The St. Jude Affiliate Clinic at Novant Health Hemby Children’s Hospital in Charlotte gives our patients access to more lifesaving treatments and clinical trials than any other cancer treatment facility in the region. It is the only St. Jude Children’s Research Hospital affiliate in the Carolinas and is one of only a few clinics nationwide to take part in clinical trials with both St. Jude and the Children’s Oncology Group.

**INSTITUTE QUICK FACTS**

- More than 850 dedicated pediatric team members
- Nearly 400,000 pediatric encounters in 2020
- Average caring for 56 babies per day in our level IV nursery
- Constantly expanding access to specialists and subspecialists

**THE HIGHEST LEVEL OF CARE**

Novant Health Presbyterian Medical Center’s neonatal intensive care unit (NICU), located in the Novant Health Women’s Center, is a level IV nursery, the highest certification attainable in North Carolina for treating premature and critically ill newborns.

**Allergy innovation**

Allergy symptoms range from annoying to life-threatening. With Novant Health Pediatric Allergy & Immunology, families have access to life-changing allergy care. Our team is at the forefront of this ever-changing field, researching and developing new treatment options that empower kids to live with fewer worries and more adventures.
We appreciate women's unique healthcare needs and the necessity of a team approach to providing remarkable care. That’s why our team of dedicated women’s specialists commit to creating lifelong, meaningful relationships with the women we care for. Together, we can ensure our female patients have access to experienced specialists, the latest technology and compassionate care at every step of their health journeys.

SPECIALISTS FOR EVERY NEED AND LIFE STAGE
Women’s healthcare is no place for one-size-fits-all care. We’ve built a comprehensive team of specialists prepared to address the unique needs that each new life stage brings. From gynecologists and obstetricians to urologists, specialized surgeons, neonatal intensive care providers and beyond, women can count on Novant Health for the expertise, compassion and next-level care they need now and into the future.

COMPREHENSIVE CARE FOR THE WHOLE WOMAN
Our women’s health team represents a broad range of specialties: routine gynecologic care, high-risk and general obstetrics, menopause care, pelvic pain management, incontinence treatment, fertility care, minimally invasive gynecologic surgery and more.

INSTITUTE QUICK FACTS

- Novant Health maternity centers deliver more than 19,000 babies each year.
- All eligible Novant Health facilities are Baby-Friendly accredited for optimal infant feeding care.
- Novant Health Presbyterian Medical Center is recognized as a Center of Excellence in Minimally Invasive Gynecology (COEMIG) for its minimally invasive gyn surgical options.
- Available level III and level IV neonatal intensive care units provide the highest levels of care.

INNOVATION
When our female patients need surgical treatment, our Women’s Health Institute offers the latest procedures and options. Our surgical technologies include minimally invasive solutions for countless pelvic health and vaginal conditions.

Being Baby-Friendly
The Baby-Friendly Hospital Initiative was launched by the World Health Organization and UNICEF with a goal to improve health outcomes for mothers and babies through breastfeeding and immediate skin-to-skin bonding. Being Baby-Friendly means we support new mothers and babies in their breastfeeding journeys from Day 1.
When someone needs surgery – or wants to feel confident that a loved one is receiving the best care – they can take comfort in knowing that our surgeons are among the top in their field.

From same-day outpatient surgery to complex open-heart surgery and total joint replacement, we provide the highest-quality surgical care. We cover a broad array of surgical disciplines using the latest techniques such as robotic and other minimally invasive surgeries.

**MINIMALLY INVASIVE SURGERY**

Our surgeons are trained and experienced in a variety of minimally invasive approaches to bariatric, plastic, gynecologic, urologic and many other surgical specialties. Minimally invasive surgery uses smaller incisions, highly specialized lasers, robotics, laparoscopes, endoscopes and video technology. When our surgeons use minimally invasive techniques, it results in faster recovery, reduced pain, minimal scarring and decreased risk of infection.

**ROBOTIC SURGERY**

The da Vinci Surgical System is often referred to as a robot, but is actually a precise, computerized system controlled by the surgeon. This system combines the best features of minimally invasive surgery with the skill of your surgeon. Patients undergoing robotic surgery experience a shorter hospital stay, less pain, less risk of infection, less blood loss and transfusions, less scarring and quicker return to normal activities.

**SECOND-TO-NONE PATIENT SERVICES**

We want surgical procedure logistics to be as smooth as possible for our patients, so we offer toll-free telephone or online pre-registration for surgery. Patients may download pre-procedure guides for adults and children, which include helpful general information they will need before surgery, including arrival times, pre-procedure meals and what to bring along. It’s the remarkable customer service our patients deserve.
We are committed to using leading-edge technology to connect with our patients, team members and the communities we serve.

In 2019, we launched the Novant Health Institute of Innovation & Artificial Intelligence (AI), which uses AI to enhance personalized patient care. The institute focuses on the advanced technologies required to provide highly personalized care and accelerated solutions. We use actionable data and insights for preventive prediction, diagnosis and treatment of our patients.

**VIZ.AI**

As a nationally recognized leader in stroke care, we partnered with Viz.ai to bring the first U.S. Food & Drug Administration-cleared computer-aided triage system to the Carolinas. We have deployed this applied artificial intelligence-based technology throughout our system, building on our commitment to provide access to the most advanced stroke care. We are the first in the Carolinas to partner with Viz.ai to bring its award-winning software that utilizes artificial intelligence to analyze images for suspected large vessel occlusion (LVO) strokes.

**DIGITAL HEALTH AND ENGAGEMENT DIVISION**

We launched a digital health and engagement business division to lead the strategy and implementation of omni-channel digital solutions and develop a comprehensive digital healthcare delivery platform. The platform connects a person’s entire healthcare journey and delivers a personalized experience through a comprehensive virtual venue of care.

**HOME ASSISTANT DEVICES**

We are proud to offer voice-activated assistants for Amazon Echo and Google Home devices. The voice-activated software allows you to search for Novant Health locations such as hospitals, clinics, urgent cares, and express cares. You can search by medical specialty such as emergency, orthopedics, cancer, neurology, etc.
Our 15 inpatient medical centers deliver next-level care across North Carolina. In 2020, our medical center teams cared for more than 151,000 inpatients, saw more than 500,000 ER visits and completed nearly 158,000 surgeries.
Novant Health
Brunswick Medical Center

Founded in 1977.
74 licensed beds.
Located in Bolivia, NC.

Novant Health Brunswick Medical Center opened in 1977 as Brunswick Community Hospital. In 2006, the Brunswick County Hospital Authority selected Novant Health to manage the hospital and provide healthcare services to eastern North Carolina. In 2011, the hospital moved to a new facility to better serve our communities.

SPECIALTIES

DISTINCTIONS
- **Top Performer** in heart failure, pneumonia, immunization, surgical and stroke care by The Joint Commission
- **Sleep Accreditation** by the Accreditation Commission for Health Care
- **Winner of The Women’s Choice Award for Best Hospitals**: Obstetrics, outpatient experience and patient safety
- **Stage 7 EMRAM Award** by HIMSS Analytics
Novant Health
Charlotte Orthopedic Hospital

Founded in 1976.
48 licensed beds.
Located in Charlotte, NC.

The Charlotte region’s only orthopedic hospital and one of only a few dedicated orthopedic hospitals in the country, Charlotte Orthopedic Hospital delivers a full range of orthopedic services. Expansive renovation and expansion in 2018 brought state-of-the-art advancements to the facility, including operating rooms equipped with robotic and artificial intelligence technologies and an outpatient surgery center.

SPECIALTIES

DISTINCTIONS
• Six disease-specific care certifications by The Joint Commission: hip fracture, total hip replacement, total knee replacement, total shoulder replacement, laminectomy and spinal fusion
• Blue Distinction Center+ designation by Blue Cross Blue Shield: Knee and hip replacement
• Stage 7 EMRAM Award by HIMSS Analytics
Novant Health
Clemmons Medical Center

Founded in 2013. 36 licensed beds. Located in Clemmons, NC.

Novant Health Clemmons Medical Center is a 36-bed hospital offering emergency, imaging, laboratory, surgery and orthopedic services. The medical center first opened in April 2013 and was expanded to a full-service hospital in August 2017.

SPECIALTIES

DISTINCTIONS
- Two disease-specific care certifications by The Joint Commission: total hip replacement, total knee replacement
- Nurse residency program accreditation by the ANCC
- Gold Safety Award by the North Carolina Department of Labor
Novant Health Forsyth Medical Center

Founded in 1887. 859 licensed beds. Located in Winston-Salem, NC.

Novant Health Forsyth Medical Center was founded in 1887 as a 10-bed hospital inside a private home. Known as Twin City Hospital, it had several homes until landing at its current 77-acre campus in 1959.

SPECIALTIES

DISTINCTIONS
• Comprehensive Stroke Center Certification by The Joint Commission
• Target: Heart Failure Honor Roll and Target: Stroke Honor Roll Elite Plus with the American AHA/ASA
• Winner of The Women’s Choice Award for Best Hospitals: Cancer care, comprehensive breast centers, outpatient experience and stroke care
• Nurse residency program accreditation by the ANCC
Novant Health
Hemby Children’s Hospital

Founded in 1995.
Located in Charlotte, NC.

Torrence and Hilda Hemby shared our vision for a hospital dedicated solely to the needs of children. Today, Hemby Children’s Hospital encompasses a general pediatric unit, a pediatric intensive care unit, a level IV neonatal intensive care unit, a dedicated pediatric behavioral health unit and a 24/7 pediatric emergency department.

SPECIALTIES


DISTINCTIONS
• Offers the St. Jude Affiliate Clinic at Novant Health Hemby Children’s Hospital, one of only eight in the nation, and the only affiliate clinic in the Carolinas
• Member of the Children’s Hospital Association
Novant Health
Huntersville Medical Center

Founded in 2004.
139 licensed beds.
Located in Huntersville, NC.

Novant Health Huntersville Medical Center is a 139-bed community hospital offering a wide range of services in emergency, maternity, surgery, pediatrics, cardiovascular, cancer and outpatient care.

SPECIALTIES

DISTINCTIONS
• Primary Stroke Center Certification by The Joint Commission
• Two disease-specific care certifications by The Joint Commission: total hip replacement, total knee replacement
• STAR Program® Certification by Oncology Rehab Partners
Novant Health
Kernersville Medical Center

Founded in 2011.
50 licensed beds.
Located in Kernersville, NC.

When it opened in 2011, Kernersville Medical Center provided a high-quality, local option for patients in the rural communities between Winston-Salem and Greensboro.

SPECIALTIES

DISTINCTIONS
- Metabolic and Bariatric Surgery Accreditation and Quality Improvement Program (MBSAQIP)
  Accredited Bariatric Surgery Center
- Nurse residency program accreditation by the ANCC
- Stage 7 EMRAM Award by HIMSS Analytics
Novant Health
Matthews Medical Center

Founded in 1994. 157 licensed beds. Located in Matthews, NC.

Matthews Medical Center opened in 1994 with 102 beds. Since then, the facility has continued to grow and expand — just like the eastern Mecklenburg and Union County communities it serves.

SPECIALTIES

DISTINCTIONS
• Primary Stroke Center Certification by The Joint Commission
• STAR Program® Certification by Oncology Rehab Partners
• Metabolic and Bariatric Surgery Accreditation and Quality Improvement Program (MBSAQIP) Accredited Bariatric Surgery Center
Novant Health
Medical Park Hospital

Founded in 1971.
22 licensed beds.
Located in Winston-Salem, NC.

Built in 1971 as a state-of-the-art surgical facility specializing in elective, outpatient and inpatient surgeries, Novant Health Medical Park Hospital continues to deliver remarkable surgical care today.

SPECIALTIES

DISTINCTIONS
• Minimally invasive colorectal surgery certification by The Joint Commission
• Sleep Accreditation by the Accreditation Commission for Health Care
• Winner of The Women’s Choice Award for Best Hospitals: Minimally invasive surgery, outpatient experience and patient safety
• Nurse residency program accreditation by the ANCC
Novant Health
Mint Hill Medical Center

Founded in 2018.
36 licensed beds.
Located in Mint Hill, NC.

Novant Health Mint Hill Medical Center was awarded a certificate of need from the state in 2007. The project was put on hold for several years, and construction officially began in September 2016. The topping-out ceremony, where the last beam is placed for the hospital, was held in April 2017. Mint Hill Medical Center officially opened its doors in October 2018 as a 145,000-square-foot, 36-bed community hospital with an attached 67,000-square-foot physicians’ plaza.

SPECIALTIES

DISTINCTIONS
• Acute Stroke Ready Hospital certification by The Joint Commission
• Sleep Accreditation by the Accreditation Commission for Health Care
New Hanover Regional Medical Center (NHRMC)

Founded in 1967. 800 licensed beds. Located in Wilmington, NC.

New Hanover Regional Medical Center is an 800-bed teaching hospital, regional referral center and UNC School of Medicine branch campus.

SPECIALTIES

DISTINCTIONS
• Comprehensive Stroke Center Certification by DNV GL
• Mission: Lifeline® STEMI: Receiving Gold Plus status and NSTEMI: Gold status with the AHA
• Target: Stroke Honor Roll Elite Plus with the AHA/ASA
• Winner of The Women’s Choice Award for Best Hospitals: Cancer care, obstetrics, orthopedics, outpatient experience and stroke care
NHRMC
Orthopedic Hospital

Founded in 1957. Located in Wilmington, NC.

Three physicians founded Cape Fear Memorial Hospital, which opened on August 6, 1957. The hospital grew over the years, and a 1980 bond issue paved the way for new emergency facilities and a three-story patient bed tower. In 1998, Cape Fear Hospital joined New Hanover Regional Medical Center, and the campus now operates as NHRMC Orthopedic Hospital.

The campus also includes a full-service 24-hour emergency department, inpatient and outpatient surgery, respiratory therapy, rehabilitation medicine, radiology services and laboratory services.

SPECIALTIES

DISTINCTIONS
• Blue Distinction Center+ designation by Blue Cross Blue Shield: Knee and hip replacement
Founded in 1951.
68 licensed beds.
Located in Burgaw, NC.

Pender Memorial Hospital is a 25-bed critical access hospital with 43 skilled nursing home beds in Burgaw. The hospital offers residents of Pender County and surrounding communities a convenient and friendly place to receive care and treatment. It offers a range of services including emergency care, surgery, imaging, infusion therapy, and skilled nursing. New Hanover Regional Medical Center manages Pender Memorial Hospital and has invested in the hospital’s continued growth.

**SPECIALTIES**
- Blood services
- Emergency care
- Endoscopy
- Home care
- Imaging
- Infusion services
- Inpatient services
- Laboratory
- Pharmacy
- Rehabilitation
- Respiratory services
- Skilled nursing facility

**DISTINCTIONS**
- **ISO 9001 Certification** by DNV GL
- **2020 Performance Leadership Award** for top quartile performance in Patient Perspective by the National Organization of State Offices of Rural Health
- **Five-Star quality rating** for the Pender Memorial Hospital Skilled Nursing Facility from the U.S. Centers for Medicare and Medicaid Services
Novant Health
Presbyterian Medical Center

Founded in 1903.
576 licensed beds.
Located in Charlotte, NC.

Presbyterian Medical Center is a level III trauma center and consistently ranks among the best hospitals in the nation for quality.

SPECIALTIES

DISTINCTIONS
• Comprehensive Stroke Center Certification by The Joint Commission
• STAR Program® Certification by Oncology Rehab Partners
• Center of Excellence in Minimally Invasive Gynecology (COEMIG) by the American Association of Gynecologic Laparoscopists
• Sleep Center Accredited by the Accreditation Commission for Health Care
• Metabolic and Bariatric Surgery Accreditation and Quality Improvement Program (MBSAQIP)
• Accredited Bariatric Surgery Center
Novant Health
Rowan Medical Center

Founded in 1936.
268 licensed beds.
Located in Salisbury, NC.

Rowan Medical Center has been serving the Salisbury community for more than 85 years. It’s the region’s foremost medical center, with high-quality acute care services and an extensive outpatient services center.

SPECIALTIES

DISTINCTIONS
• Primary Stroke Center Certification by The Joint Commission
• Target: Heart Failure Honor Roll and Target: Type 2 Diabetes Honor Roll with the AHA/ASA
• Winner of The Women's Choice Award for Best Hospitals: Outpatient experience
• Nurse residency program accreditation by the ANCC
• Metabolic and Bariatric Surgery Accreditation and Quality Improvement Program (MBSAQIP)
• Accredited Bariatric Surgery Center
Novant Health
Thomasville Medical Center

Founded in 1930. 146 licensed beds. Located in Thomasville, NC.

Thomasville Medical Center first opened as City Memorial Hospital of Thomasville in July 1930 with 31 beds. More than 90 years later, it is a state-of-the-art medical center that provides quality care to the residents of Davidson County.

SPECIALTIES

DISTINCTIONS
• Primary Stroke Center Certification by The Joint Commission
• Disease-specific care certification by The Joint Commission: chronic obstructive pulmonary disease (COPD)
• Target: Type 2 Diabetes Honor Roll with the AHA/ASA
• Nurse residency program accreditation by the ANCC
• Sleep Center Accredited by the Accreditation Commission for Health Care
Our System

PROVIDING THE BEST PICTURE OF YOUR HEALTH.

Either directly or through its wholly owned subsidiary, MedQuest Inc., Novant Health owns nearly 50 freestanding outpatient diagnostic imaging centers across the Southeast, the majority of which are located in North Carolina and South Carolina. MedQuest centers offer comprehensive imaging services that include:

- Magnetic resonance imaging (MRI)
- Computed tomography (CT)
- Nuclear medicine
- Ultrasound
- Mammography
- Bone densitometry
- Fluoroscopy
- X-ray
A TEAM OF EXPERTS TO PUT YOU FIRST.

- Patient satisfaction within our medical group ranks in the 85th percentile and has consistently improved year-over-year.
- 100% of eligible Novant Health Medical Group practices are NCQA Patient-Centered Medical Homes, meaning they put patients at the forefront of care.
- 100% of eligible medical group providers have achieved NCQA Heart/Stroke Recognition, and many have achieved NCQA Diabetes Recognition.

Our medical group providers deliver the remarkable day-in, day-out care that empowers our patients to live healthier, happier lives. Their focus on building relationships means every patient feels seen, heard and well cared for.
Specialties for Every Body and Every Need.
With thousands of experts offering close-to-home care in nearly 100 specialties, we have the care you need for a lifetime.

Addiction Medicine  Hospitalist  Pediatric Neurosurgery
Anesthesiology  Imaging Services  Pediatric Pulmonology
Audiology  Infectious Diseases  Pediatric Rehabilitation
Bariatric Surgery  Integrative Medicine  Pediatric Sleep Medicine
Breast Surgery  Internal Medicine  Pediatric Sports Medicine
Behavioral Health  Interventional Cardiology  Physical Therapy and Rehabilitation
Breast Health  Maternal and Fetal Medicine  Pelvic Medicine and
Cancer Care  Midwifery  Reconstructive Surgery
Cardiology  Neurocritical Care  Plastic Surgery
Cardiothoracic Surgery  Neurology  Podiatry
Cardiovascular Disease  Neurosurgery  Primary Care
Child and Adolescent Psychiatry  Nutrition Services  Psychiatry
Clinical Cardiac Electrophysiology  OB-GYN  Psychology
Colon and Rectal Surgery  Obesity Medicine  Pulmonary and
Counseling  Occupational Therapy  Respiratory Services
Critical Care Medicine  Oncology  Rheumatology
Dermatology  Oral and Maxillofacial Surgery  Sleep Medicine
Developmental and  Orthopedics  Social Work
Behavioral Pediatrics  Osteoporosis Care  Speech Therapy
Emergency Medicine  Otolaryngology  Sports Medicine
Endocrinology and Diabetes  Pain Management  Surgery
Family Medicine  Palliative Care  Teleneurology
Gastroenterology  Pediatrics  Thoracic Surgery
General Surgery  Pediatric Allergy and Immunology  Urgent and Express Care
Genetic Counseling  Pediatric Cardiology  Urology
Geriatric Medicine  Pediatric Critical Care  Vascular Neurology
Gynecology  Pediatric Endocrinology  Vascular Surgery
Headache Rehabilitation  Pediatric Gastroenterology  Weight Loss Services
Heart & Vascular  Pediatric Hematology  Women’s Health
Hematology  and Oncology  Women’s Heart Health
Hepatobiliary and Pancreas Surgery  Pediatric Infectious Diseases  Wound Care and
Home Health Care  Pediatric Nephrology  Hyperbaric Medicine
Hospice and Palliative Care  Pediatric Neurology
St. Jude Affiliation

HOPE LIVES HERE.

The St. Jude Affiliate Clinic at Novant Health Hemby Children’s Hospital in Charlotte provides children access to more lifesaving treatments and clinical trials than any other cancer treatment facility in the region.

Our pediatric cancer clinic is the only St. Jude Children’s Research Hospital affiliate in the Carolinas. It is one of just three nationwide to take part in clinical trials with both St. Jude and the Children’s Oncology Group.

This means world-class care is closer to home than ever before.
Novant Health Foundations

Our foundations bridge the gap between what is and what could be.

No matter how effectively our healthcare dollars are used, the need for more is always greater. Our foundations exist independently, yet symbiotically, with our healthcare system to make miracles happen.

Our donor dollars accelerate timelines to make happen in five years what otherwise might take 15 years – bringing technology and expertise close to home to save lives.

Foundation dollars have financed everything from lifesaving equipment and new facilities to early disease detection, outreach and community education to focus on disease prevention.

AT THE HEART OF OUR COMMUNITIES

Our six regional foundations provide local support for maximum impact to the communities we serve.

a. New Hanover Regional Medical Center Foundation
b. Novant Health Brunswick Medical Center Foundation
c. Novant Health Forsyth Medical Center Foundation
d. Novant Health Presbyterian Medical Center Foundation
e. Novant Health Rowan Medical Center Foundation
f. Novant Health Thomasville Medical Center Foundation

FOUNDATION ANNUAL IMPACT HIGHLIGHTS

$1.2M+ in team member pledges to help our local communities

$6M in total grant funding

$17M+ in facilities, technology, patient care and initiatives to ensure all have access to healthcare
We are proud to deliver life-changing care where it’s needed most through our foundations.

We make miracles happen.
We are committed to improving health and upward mobility in all communities, especially those that need it most.

We rise by lifting others.
Making Care Affordable

Community benefit is more than our responsibility. It’s our commitment.

We continuously invest our time, energy and resources to provide remarkable care that puts people first. Our success is measured by the health of the communities we serve. We know that the greatest avenue to health is by addressing healthcare needs in the community well before they ever reach our medical center doors.

Our community benefit in 2020 equaled $1.02 billion, including $179.1 million in financial assistance. This funding includes hundreds of programs that address the most pressing health needs of our communities, particularly historically underserved groups.

- Free wellness initiatives
- Free health screenings
- Free support groups
- Free educational information
- Enrollment assistance for government-funded health programs

FINANCIAL ASSISTANCE

- We are committed to providing the highest quality care with dignity and respect regardless of a person’s ability to pay.
- Our financial assistance eligibility provides assistance to patients if household income is at or below 300 percent of the federal poverty level.
- Our financial assistance program covers about 90 percent of all uninsured patients. For the other 10 percent who do not qualify due to income level, we offer a discount on their bill.
- Our catastrophic benefit is available to patients whose balance is determined to be above their means, even with health insurance.

![2020 Community Benefit Chart]

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<th>Category</th>
<th>Unpaid Cost</th>
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