



2085 Frontis Plaza Boulevard  
Winston-Salem, NC 27103

## **Novant Health Matthews Medical Center 2021 Fact Sheet**

### **Overview**

Novant Health Matthews Medical Center is a 157-bed hospital offering a wide range of services in cardiovascular, surgery, maternity, cancer, hospice and palliative care, outpatient and high-level diagnostic capabilities. We are a part of Novant Health, a four-state integrated network of physician clinics, outpatient facilities and hospitals that delivers a seamless and convenient healthcare experience to our communities. The Novant Health network consists of more than 2,400 physicians and over 37,000 employees that provide care at more than 800 locations, including 18 medical centers and hundreds of outpatient facilities and physician clinics. Headquartered in Winston-Salem, North Carolina, Novant Health is committed to making healthcare remarkable for patients and communities, serving more than 6 million patients annually.

By bringing together world-class technology and clinicians to provide quality care, we are committed to creating a healthcare experience that is simpler, more convenient and more affordable so patients can focus on getting better and staying healthy.

### **Address**

1500 Matthews Township Parkway  
Matthews, N.C. 28105

### **Phone**

704-384-6500

### **Website**

[www.novanthealth.org](http://www.novanthealth.org)

### **Administration**

Jason Bernd, president and chief operating officer

### **History**

Since opening its doors in August 1994 with 102 beds, Novant Health Matthews Medical Center has expanded numerous times to keep up with the population growth of eastern Mecklenburg County and adjacent Union County. In 2013, Matthews Medical Center opened a fifth-floor vertical expansion with 23 inpatient rooms, nine observation rooms and three hospice beds. In early 2015, Novant Health Matthews Medical Center completed a renovation of its existing maternity rooms. The renovated rooms feature a guest sleep bed, Jacuzzi, shower, hair dryer and more. In August 2016, the hospital opened a 26,000-square-foot Women's Center, adding 10 new labor, delivery, recovery and postpartum suites. Additional features include a special care neonatal nursery, women's boutique, community classroom space, lactation suite, triage rooms and an expanded level II neonatal intensive care unit. The expansion increased the

Women’s Center to approximately 49,000-square-feet with a total of 33 labor, delivery, recovery and postpartum rooms.

**Services**

Bariatrics	Orthopedics
Breast health	Neonatal intensive care
Cancer	Neurology
Critical care	Palliative care
Diabetes	Pediatrics (outpatient only)
Emergency	Physical therapy
Gastroenterology	Primary stroke center
Heart & vascular	Rehabilitation
24/7 heart catheterization	Respiratory therapy
Hospice	The wellness center
Imaging	Supportive care
Infusion	Surgery
Inpatient	Urology
Laboratory	Women’s health
	Women’s heart

**Awards & Certifications**

- **Top General Hospital** by the Leapfrog Group (2019)
- **Critical Care Excellence Award** by Healthgrades (2021, 2020, 2019)
- **America’s 100 Best Hospitals for Pulmonary Care** by Healthgrades (2021, 2020, 2019)
- **America’s 250 Best Hospitals Award** by Healthgrades (2021, 2020, 2019)
- **Stroke Care Excellence Award** by Healthgrades (2021, 2019)
- **Get with the Guidelines® Gold Plus** by the American Heart Association/American Stroke Association (2020)
- **Leader in LGBTQ Healthcare Equality** by the Human Rights Campaign Foundation (2020, 2019, 2018, 2017)
- **Baby Friendly Designation** by the World Health Organization and the United Nations Children’s Fund
- **STAR Program Certification** by Oncology Rehab Partners
- **Primary Stroke Center Certification** by The Joint Commission
- **Magnet Recognition Program Designation** by the American Nurses Credentialing Center
- **Five-star North Carolina Maternity Center Breastfeeding-Friendly Designation** by the North Carolina Department of Health and Human Services



2085 Frontis Plaza Boulevard  
Winston-Salem, NC 27103

### **Accreditation**

Novant Health Matthews Medical Center is fully accredited by The Joint Commission, an independent organization that evaluates a healthcare organization's performance in areas that most affect patient health and safety. In addition, we have earned some of the nation's top honors in quality care, including mammography, pathology, laboratory services and Breast Center accreditation.

Novant Health Matthews Medical Center also meets all criteria as a Comprehensive Center under the Metabolic and Bariatric Surgery Accreditation and Quality Improvement Program (MBSAQIP), a joint program of the American College of Surgeons (ACS) and the American Society for Metabolic and Bariatric Surgery (ASMBS). The MBSAQIP Standards ensure that bariatric surgical patients receive a multidisciplinary program, not just a surgical procedure, which improves patient outcomes and long-term success.

### **Mission**

Novant Health Matthews Medical Center 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 and Inclusion
- Personal Excellence
- Teamwork
- Courage

### **Media Contact**

Novant Health Media Relations  
System: 844-536-3288