

CAPITAL REGIONAL

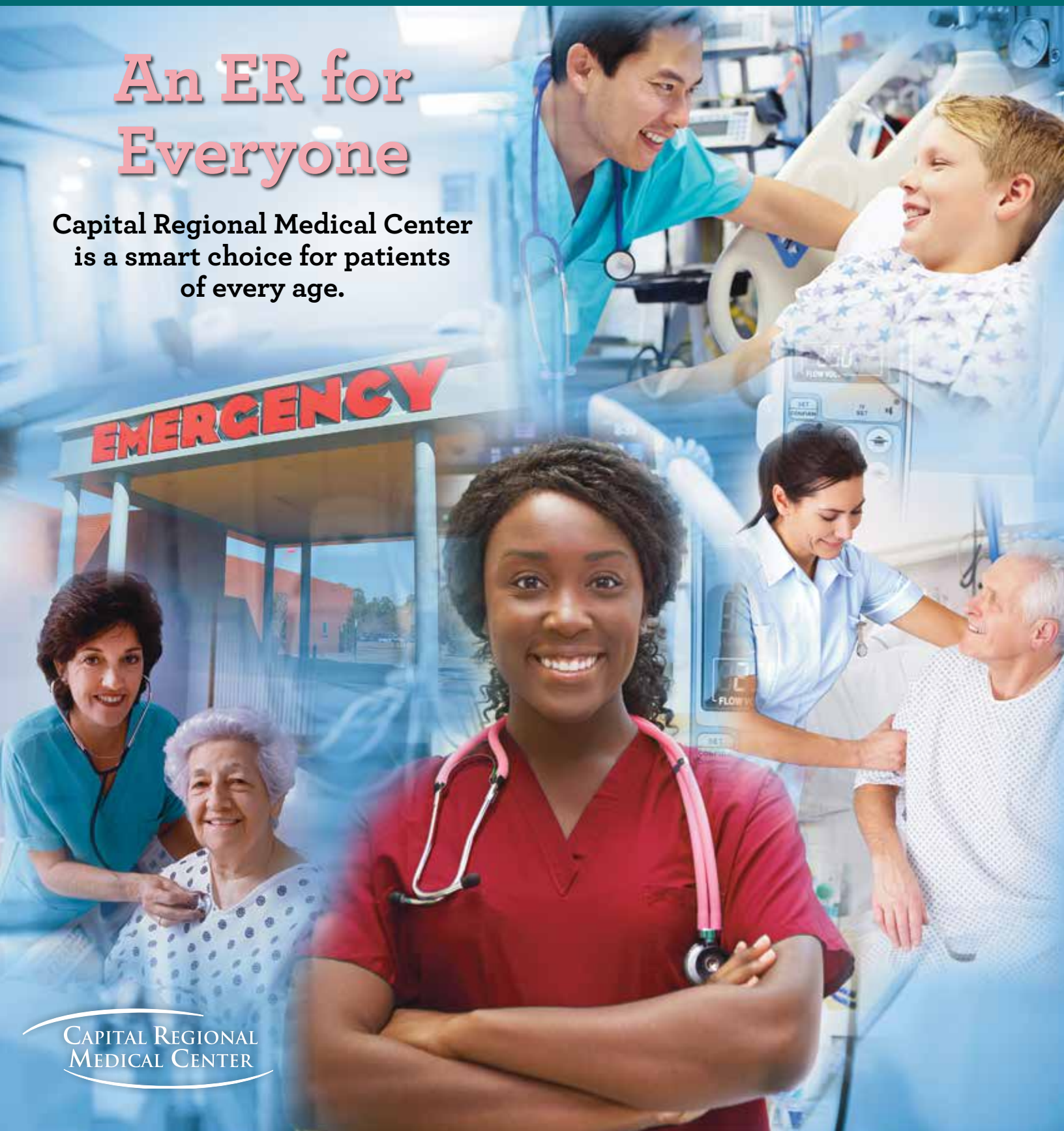
Tallahassee's Choice for Community Health Care

# Connection

FALL 2014

## An ER for Everyone

Capital Regional Medical Center  
is a smart choice for patients  
of every age.



CAPITAL REGIONAL  
MEDICAL CENTER





# An ER for Everyone

With short wait times and specialized emergency care, Capital Regional Medical Center is a smart and convenient choice for patients of every age.

**O**n a Friday, Steven Willis, DC, was getting ready to go on a walk with his wife when he started having chest pains. He took four baby aspirin and called 911. He then was rushed to the Emergency Department at Capital Regional Medical Center, where he was treated and released on Saturday. By Monday, he was back to work.

“Everything about [my experience] was excellent,” says Dr. Willis, who had a door-to-balloon time of 11 minutes. This means

it took just 11 minutes to get him from the door of the ER to the catheterization lab at Capital Regional.

Door-to-balloon times are critical when it comes to treating cardiac emergencies. The faster treatment occurs, the better the outcome for the patient because less of the heart muscle is damaged.

“Our door-to-balloon times at Capital Regional are fantastic—and well below the national average,” says James Calabro, MD, medical director of the Capital Regional Emergency Department. “It’s important to have access to a facility like ours that has

a dedicated cardiology team and prioritizes getting the patients to the cath lab quickly.”

## Ready for Anything

Cardiac arrests aren’t the only health emergencies that can send people to the emergency room. According to Michael Sempek, RN, BSN, clinical manager of emergency services at Capital Regional, a common complaint people have when they come to the ER at Capital Regional is that they are experiencing abdominal pain. This pain, he says, could be the result of something as simple as an infection like

gastroenteritis (the stomach flu), or it could be the sign of a more serious condition, such as appendicitis.

“People come to the ER for the relief of symptoms,” Sempek says. “They either want us to give them medication [to treat their symptoms], or they are scared and want answers because they have never experienced something like this before. In the ER, we’re able to do lab work and run tests to help diagnose a condition—or we can let people know that everything is OK.”

Other medical emergencies that could result in a visit to the ER include respiratory issues, burns, allergic reactions or stroke, among others.

## Accepting of Everyone

In addition to the main ER, Capital Regional has specialized ERs that treat specific patient populations, such as children and seniors. This greatly improves the

overall patient experience, and it also helps keep wait times low.

### Pediatric Emergency Room

A team of pediatric professionals provides emergency care for children at Capital Regional’s Pediatric ER. Instead of being treated alongside adults with various injuries, the Pediatric ER is for kids only.

“Adults in the main ER sometimes have illnesses or conditions that could scare children or cause them distress,” Dr. Calabro says. “The Pediatric ER offers a quiet environment for kids to be seen and feel safe.”

### Senior Care Emergency Room

The Senior ER at Capital Regional is a designated area for senior patients to receive specialized emergency care in a peaceful setting. The unique offerings at the Senior Care ER include free valet parking, softened lighting, state-of-the-art stretchers and an interdisciplinary team of experts knowledgeable in the field of geriatric care.

“Having this designated space is ideal for elderly patients, especially those with cognitive disabilities, because they can be away from hustle and bustle of the main ER and in a less intimidating and quieter environment,” Dr. Calabro says.

### Express Emergency Room

The Express ER at Capital Regional is a part of the main ER. People who visit the Express ER don’t always know how emergent their medical needs are, so a triage nurse greets them and helps determine where they should be seen, Sempek says.

Patients will stay in the Express ER for treatment of minor ailments such as:

- ▶ sprains
- ▶ strains
- ▶ cuts or lacerations that require stitches
- ▶ sore or strep throat
- ▶ minor orthopedic injuries

For conditions that require more immediate or more involved treatment, the Express ER staff will direct patients to the main ER section.

*“People come to the ER for the relief of symptoms. They either want us to give them medication [to treat their symptoms], or they are scared and want answers because they have never experienced something like this before.”*

MICHAEL SEMPEK, RN, BSN

### Gadsden Emergency Room

Residents of Gadsden County have access to high-quality emergency care at CRMC’s Gadsden Memorial Campus. The state-of-the-art ER is open 24/7, so patients can receive emergency care close to home.

“We fulfill a need for emergency services in that community. Now patients do not have to travel to Tallahassee to receive fast, quality ER care,” Dr. Calabro says.

### Why Wait?

Time matters during a medical emergency. The wait times at Capital Regional’s main ER, Pediatric ER, Senior ER, Express ER and Gadsden ER are the fastest in town.

“When it comes to getting you in to see a provider, we’re the best in the city,” Dr. Calabro says. “Being seen quickly is better for your health, and certainly [better] for patient satisfaction.”

**i** Text ER to 23000 for average ER wait times. (Message and data rates may apply. For more information, visit: [TextERHelp.com](http://TextERHelp.com))

## Taking the Floor

Michael Douso, MD, provides advanced urogynecology services to treat pelvic floor disorders

**B**ladder and pelvic conditions can upend lifestyles, curtail activities and affect the health and happiness of a woman's life. Capital Regional Women's Health and Capital Regional Medical Center (CRMC) now offer advanced urogynecology services with the area's only board-certified urogynecologist and pelvic surgeon to treat these conditions.

"Too many women suffer in silence from disorders they believe to be untreatable, and previously had to travel outside of the area

for services," says Brian Cook, president and CEO of Capital Regional Medical Center. "We can now provide innovative and successful treatment options for women—right here in Tallahassee."

Michael Douso, MD, is the only board-certified urogynecologist in the Florida panhandle and is a specialist in disorders of the pelvic floor, which includes the muscles, ligaments, connective tissue and nerves that help support and control the rectum, uterus, vagina and bladder.

Symptoms of pelvic floor disorders include pelvic pain, incontinence (losing bladder control) and pelvic organ prolapse (when pelvic organs drop or slip out of place). Dr. Douso and his team provide comprehensive treatment for these issues and help women regain their quality of life as quickly as possible.

Treatments offered locally at Capital Regional include non-surgical and surgical options, with more services being added as the program continues to expand.

### A Surgical Approach

Dr. Douso was at the forefront of the adoption of robotic surgery in urogynecologic surgery and also was among the first to routinely offer robotic surgery to our patients with prolapse. The Da Vinci® surgical system allows him to perform procedures such as a sacrocolpopexy, the 'gold standard' repair for advanced pelvic organ prolapse, using a minimally invasive technique.

**i** To learn more about these services or to make an appointment with Dr. Douso at Capital Regional Women's Health, visit: [Capital RegionalWH.com](http://CapitalRegionalWH.com).

The robotic approach uses small incisions in the abdomen and the robot provides more dexterity, precision and control than standard laparoscopic surgery. When compared to an open approach, robotic surgery typically results in less pain after surgery, less blood loss and need for transfusions, less risk of infection and scarring, a shorter recovery time and a quicker return to normal activities.

## Why Capital Regional Medical Center and Capital Regional Women's Health?

The Female Pelvic Medicine and Reconstructive Surgery (urogynecology) team at Capital Regional Medical Center and Capital Regional Women's Health offers significant advantages, including:

- ▶ Innovative and successful treatment options for women right here in Tallahassee.
- ▶ A dedicated team whose goal is to provide compassionate care with a personal touch to meet an individual's needs.
- ▶ Highly skilled physician and team who offer the full range of therapeutic options for pelvic floor disorders, from conservative to surgical.
- ▶ Onsite diagnostic testing.
- ▶ Innovative and effective procedures, featuring robotic surgery and a focus on minimally invasive techniques.
- ▶ A commitment to education and research, which translates into better care for the patient.



## Healing Hearts

Capital Regional Cardiology Associates physician, Sai Konduru, MD, discusses CRMC's comprehensive electrophysiology treatments

**H**ear arrhythmias fall into a field of medicine called electrophysiology. At Capital Regional Medical Center's Heart & Vascular Center, cardiac electrophysiologist Sai Konduru, MD, provides patients with state-of-the-art treatments for conditions that involve these arrhythmias. We spoke with Dr. Konduru to get a better understanding of the field and the treatments available for patients at Capital Regional Medical Center.

**Q: What is the field of electrophysiology, and what does it cover?**

**Dr. Konduru:** Electrophysiology is a subspecialty of cardiology. After regular cardiology training, cardiologists can subspecialize in dealing with abnormal heart rhythms and become cardiac electrophysiologists. Learning this subspecialty requires an additional two years of training after the three years of regular cardiology specialization training.

The heart has an intrinsic electrical system that regulates the heart rhythm, and any abnormalities in that [rhythm] is what we deal with.

**Q: What are some of the specific conditions you treat?**

**Dr. Konduru:** Usually, we deal with really slow heart rhythms, a condition called bradycardia, or really fast heart rhythms, which could lead to cardiac arrest. There are also people with congestive heart failure and myocardial myopathy. Apart from that, you may have heard about atrial fibrillation on TV or in magazines, and that is another common irregular heart rhythm issue we treat. A high number of people over the age of 70 have atrial fibrillation.

**Q: What treatments or procedures do you use to fix these issues?**

**Dr. Konduru:** We can implant pacemakers or defibrillators, and we also do catheter-based ablation, which is a procedure where you go into the heart through catheters and identify where the abnormal rhythm is coming from. We use a sophisticated GPS-like system that allows us to map the system of the heart and identify the origin of these abnormal rhythms. This is called an EP study.

**Q: What are the symptoms that people generally have when suffering from these cardiac problems?**

**Dr. Konduru:** Symptoms can vary widely. They can be anything from feeling dizzy, having palpitations or feeling light-headed, to passing out, coming close to passing out, and feeling fatigued and tired. Usually, cardiac problems are diagnosed with EKGs; however, some issues, like congestive heart failure, are diagnosed by echocardiogram.

**Q: What is unique about Capital Regional's electrophysiology offerings?**

**Dr. Konduru:** This is pretty complex stuff, and not every medical center can meet the level of training needed. Overall, it takes 12 years of training to do what we do. Capital Regional Medical Center is a comprehensive center, and we have the latest, state-of-the-art equipment—as good as you can find anywhere in the country. From an EP standpoint, we really offer comprehensive care.

**i** Capital Regional Medical Center offers physician seminars, events and screenings each month. For more details, visit: [Capital RegionalMedicalCenter.com](http://CapitalRegionalMedicalCenter.com).



Sai Konduru, MD

**YOUR ONLINE  
CONNECTIONS**

[capitalregionalmedicalcenter.com](http://capitalregionalmedicalcenter.com)  
[WomensWellnessCRMC.com](http://WomensWellnessCRMC.com)



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CRM-006



# GET HER BACK IN THE JUNGLE QUICKER.

Kids will be kids. And when the backyard magically turns into a jungle, accidents can happen. So when that inevitable break, cut or bruise occurs, bring them to the ER at Capital Regional Medical Center. Our dedicated pediatric ER is open 24 hours a day, 7 days a week. So we will have her back to swinging through the jungle in no time.

For more information about when to take your child to the ER, talk with our nurses 24/7 by calling **850-325-3627** or visit us at [www.CapitalRegionalMedicalCenter.com](http://www.CapitalRegionalMedicalCenter.com).

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**Pediatric Emergency Care, 24/7**

Check our current average ER wait time by texting **ER** to **23000**.

Message and data rates may apply. For more information, visit: [TextERHelp.com](http://TextERHelp.com).