

Winter 2019

# healthy

SCOTLAND  
HEALTH CARE SYSTEM  
*Closer Care. Better by Far.*

## PERSPECTIVES

# Care Close to Home

Duke Hematology-Oncology Fellowship Program  
comes to Scotland Cancer Treatment Center

Scotland Memorial  
Foundation Celebrates  
25 Years of Giving

**SAVE  
THE DATE!**

FUNd Run  
April 27, 2019  
Details on back cover.

Transforming the Way  
We Manage Patient  
Medical Information

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## healthy PERSPECTIVES

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Printed on Recyclable Paper 807M

### CONNECT WITH US



A Joint Commission  
Top Performer

FROM THE PRESIDENT AND CEO

## Scotland Partnerships Are Critical

While we are proud of the tremendous team of professionals and volunteers who make our system so successful, we realize that we cannot do it by ourselves. We are fortunate to have many formal and informal partnerships that allow us to take advantage of teams and organizations with diverse talents and skills to carry out our mission. Let me mention just a few.

Locally, our co-management agreement with our OrthoCarolina physicians has helped improve the efficiency, safety, and quality of our orthopedic care. Regionally, our partnerships with FirstHealth and Duke Health, and each of their physicians, has allowed us, respectively, to bring state-of-the-art cardiac and cancer care to our communities. Our Pinehurst Surgical friends bring us top-quality vascular and urological services. And to the east, our relationship with UNC Pembroke and that community is growing just as fast as that region is.

Lastly, after many months of intense study, our Board of Trustees renewed our management services agreement with Atrium Health (formally, Carolinas Healthcare System) for another seven years. Scotland remains locally owned and governed by a volunteer board. Our Atrium relationship provides us access to the size, scope, and skills of one of the largest systems in the Southeast, while still allowing us to make decisions locally.

As no person is an island, very few organizations can stand alone and succeed. Because of our growing partnerships with organizations that share our values and mission, Scotland Health Care System maintains its ability to provide our friends and families we serve with leading-edge technology and the highest caliber of professionals.

Wishing you an enjoyable winter!

Greg Wood  
President and Chief  
Executive Officer



# The Future of Health Care

## Transforming the way we manage and communicate patient medical information

**F**or more than a year, Scotland Health Care System has been working to migrate to a unified electronic medical record, called Epic. For the health care system, this is an enormous undertaking—both financially and in manpower.

“The health care system’s existing electronic medical record, Paragon, has been very successful, but we are now installing a new electronic medical record to be able to freely exchange patient information, reduce unnecessary paperwork, and reduce duplicate testing and time delays,” says Matt Pracht, Chief Financial Officer. “Epic brings a single source of information and, at the end of the day, we have to do things more efficiently.”

Scotland Health Care System’s conversion will take place at the beginning of February. Scotland Health Care System will install Epic at Scotland Memorial Hospital’s Patient Care Services, which includes the inpatient care units, outpatient services,

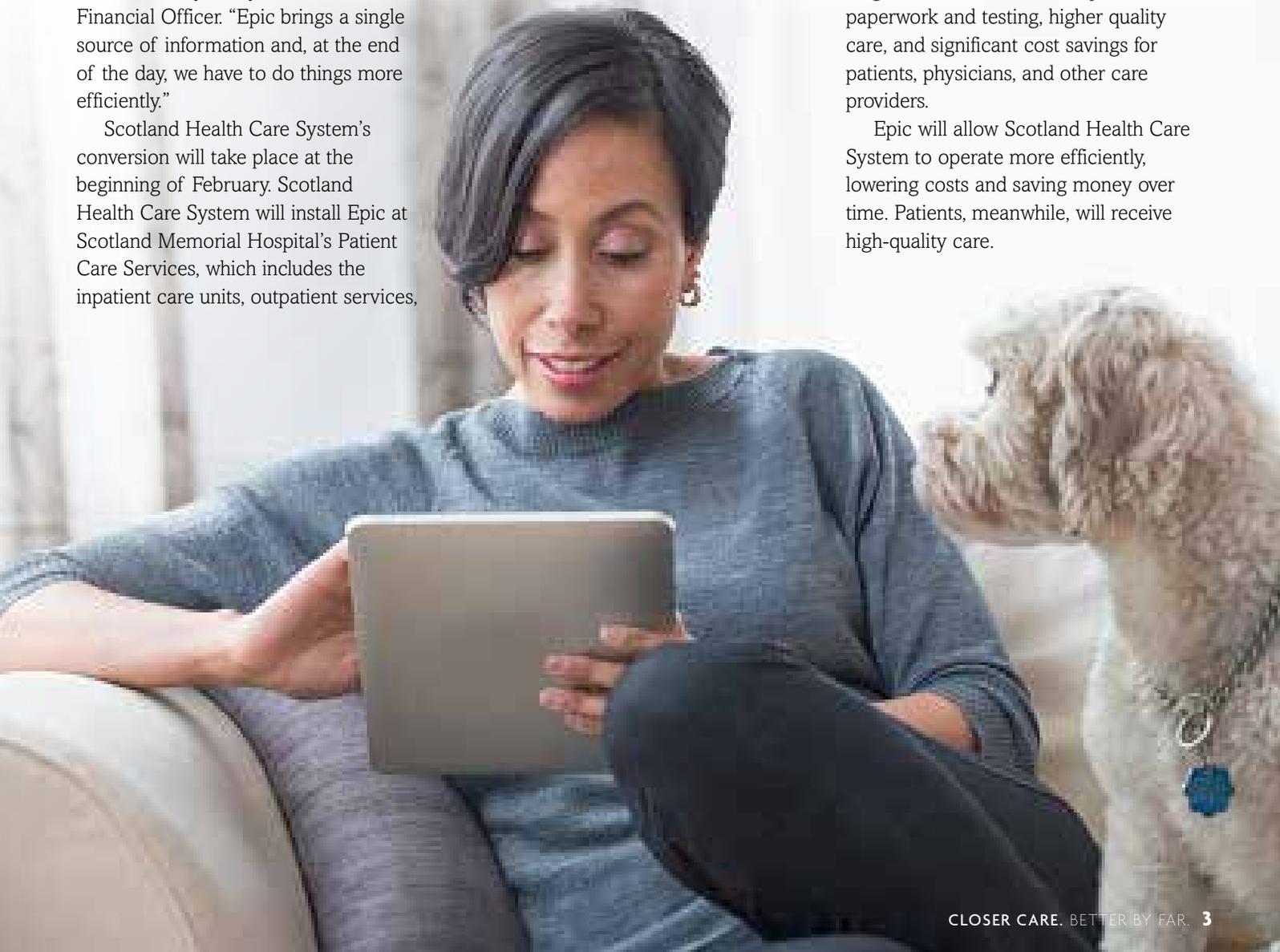
and the Emergency Center. It will also be installed at Scotland Urgent Care Center and Scotland Physicians Network practices, as well as at the offices of interested community physicians who are not employed by the health system but need an electronic medical record for their practices. Each practice will maintain its own records on individual patients. The networks, however, will have the ability to exchange data from those records for patients who consent.

Once the migration to Epic is completed, all of a patient’s information will be recorded on a single electronic medical record — and the patient will be able to access that record via a secure website, MyScotlandHealth.

Basically, a patient using a smartphone, tablet, or laptop will be able to view medical test results, schedule appointments, and pay bills.

A unified electronic medical record also gives health care providers instant access to patients’ medical records, meaning faster and more accurate diagnoses, elimination of duplicative paperwork and testing, higher quality care, and significant cost savings for patients, physicians, and other care providers.

Epic will allow Scotland Health Care System to operate more efficiently, lowering costs and saving money over time. Patients, meanwhile, will receive high-quality care.





For dates, times, and locations, call the Marketing Department at **910-291-7550** or visit [scotlandhealth.org](http://scotlandhealth.org) and click on “Events.”

## COMMUNITY EVENTS

### Jersey Mike's Day of Giving March 27, 2019

During March, customers are invited to visit the Jersey Mike's restaurants in Laurinburg and Pembroke, where they can have a delicious sub and make a donation to Scotland Cancer Treatment Center. The monthlong campaign culminates in a nationwide event, Jersey Mike's “Day of Giving,” on the last Wednesday of March, when 100 percent of the day's sales will benefit Scotland Cancer Treatment Center.

### FUNd Run-4-Life

April 27, 2019

Scotland Memorial Foundation's annual FUNd Run-4-Life will once again be part of the SpringFest Weekend in downtown Laurinburg, April 26–27, 2019.

Following Friday night's Laurinburg After Five concert, the FUNd Run will kick off Saturday's festivities with a USATF certified 5K and a one-mile walk/run. For registration information, call **910-291-7543** or visit the Foundation page at [scotlandhealth.org](http://scotlandhealth.org).

### ⟨ SUPPORT GROUPS ⟩

- Alzheimer's
- Caregivers
- Circle of Hope Women's Cancer
- Diabetes
- Parkinson's disease

For dates, times, and locations, call the Marketing Department at **910-291-7550** or visit [scotlandhealth.org](http://scotlandhealth.org) and click on “Events.”

## Nursing Executive Joins Scotland Health Care System



### Bebe Holt, MSN, RN, MHA, NEA-BC

**B**ebe Holt, MSN, RN, MHA, NEA-BC, is the new Vice President of Patient Care Services and Chief Nursing Officer at Scotland Health Care System. She previously held this title in an interim capacity.

She brings extensive health care experience to her role, serving most recently as President and Chief Operating Officer at Novant Health UVA Prince William Medical Center in Northern Virginia.

Holt started her career as a staff nurse in the operating room and grew her leadership roles, becoming a director and then Chief Nurse. Under her guidance, Novant Health Prince William Medical Center attained the magnet designation from the American Nurses Credentialing Center and deployed a new electronic health record (Epic Dimensions) facilitywide.

At Scotland, Holt will provide oversight of the Patient Care Services division, which includes the Emergency Center, Surgical Services, Women's Services, Medical/Surgical, Critical Care Services, Progressive Care, Telemetry, Cardiac Cath Lab, Respiratory Therapy, and Cardiopulmonary Services.

When asked about the move to Laurinburg to join the Scotland team, Holt responded. “I was drawn in by the patient experience culture. I feel that every decision we make at Scotland should benefit the patient.”



# Welcome Our New Medical Providers



We welcome  
our new  
medical  
professionals  
to the  
Scotland  
Health Care  
System  
medical staff

## SURGICAL



**Elizabeth Berry, NP**  
*Scotland Surgical  
and Associates*

## RADIOLOGY



**Dr. Cesar Cube**  
*Charlotte Radiology*

## DIABETES EDUCATOR



**Felisa Hammonds, NP**  
*Scotland Physicians  
Network*

## UROLOGY



**Dr. Antonios Z.  
Karamalegos**  
*Laurinburg Urology*

## WOMEN'S HEALTH



**Brittany Locklear, CNM**  
*Women's Health Center of  
the Carolinas at Pembroke*

## ORTHOPEDICS



**Erica Locklear, FNP**  
*OrthoCarolina*

## NEPHROLOGY



**Dr. Yaa D. Oppong**  
*Laurinburg Internal  
Medicine*

## PEDIATRICS



**Kimberly Patterson, NP**  
*Purcell Clinic*

## OTOLARYNGOLOGY



**Dr. Mark LaVigne**  
*Laurinburg Ear,  
Nose & Throat*  
Dr. LaVigne joined our  
Scotland Physician  
Network in October

# Celebrating 25 Years

On November 3, Scotland Memorial Foundation hosted the 25th annual Putting on the Ritz—A Gala of Giving. Celebrating 25 years of giving was truly the focus of the evening. Once again, a simple parking lot was transformed into an elegant ballroom for a glamorous evening filled with lively competition during the silent and live auctions and hours of dancing with Jim Quick and Coastline. Guests gave generously from their hearts to improve the health and wellness throughout the communities served by Scotland Health Care System.

Ray McDaniel and Brady's Flowers and Interiors created the glitz with their special touch, giving a nod to the Scottish heritage with tablescapes featuring Royal Stewart tartans, roses, and candles. Taste buds were tempted by the vast array of mouthwatering appetizers, exquisite entrées and decadent desserts prepared by master chefs from Morrison Healthcare food service.

The Ritz, however, is so much more than an evening of glitz and glamour. It's a *huge* party with a *huge* purpose. This amazing evening of giving is made possible by generous donors who support the Ritz year after year. Because of this generosity, more than \$3.86 million has been raised since 1994 to improve health and wellness throughout the communities served by Scotland Health Care System. Net proceeds from 2018 exceeded \$270,000.



# of Giving



## 2018—Another Record-Breaking Year —More Than \$270,000

The Ritz provides financial support for:

- Free 3-D mammogram screenings for women with financial concerns
- Free community health screenings
- Wigs and personal care items for cancer patients
- Prescription medications, medical supplies, and equipment for indigent patients
- Free athletic physicals to middle and high school students
- Henley's Heart Fund for Cardiopulmonary Rehabilitation
- Charles L. "Chuck" Hicks, Jr. Memorial Fund for Cardiovascular Patients
- Wound Healing Center Patient Assistance Fund
- Community health education programs
- Community support groups
- Scholarships awarded annually to high school seniors pursuing careers in the health care industry

Your support of Scotland Memorial Foundation means that you can make a significant difference in someone's life ... possibly your own.

For details about how you can help, please contact Scotland Memorial Foundation at **910-291-7543** or visit **[scotlandhealth.org/foundation](http://scotlandhealth.org/foundation)**. Find us on Facebook using #RitzGala.



# Leading-Edge Care, Close to Home

## Duke Hematology-Oncology Fellowship Program comes to Scotland Cancer Treatment Center

**A**s a Duke Cancer affiliate, Scotland Cancer Treatment Center offers access to the latest cancer research and the most current training and staff education. All of this adds up to an enhanced quality of cancer care, right here in Scotland County.

Because of this strong affiliation, Duke has endorsed Scotland Cancer Treatment Center to be the first site outside Duke University Hospital to offer the Duke Hematology-Oncology Fellowship Program. Last year, Scotland Cancer Treatment Center added hematology-oncology fellow Dr. Andrea Sitlinger to its medical staff. Dr. Sitlinger completed her residency at Duke University and is interested in health disparities related to hematology-oncology. She will continue her fellowship program until later this year.

The Duke Hematology-Oncology Fellowship Program trains fellows to provide outstanding clinical training in all areas of hematology and medical oncology.

### Comforts of Home for Your Care

At Scotland Cancer Treatment Center both chemotherapy and radiotherapy are delivered in a comforting facility by highly trained Duke providers and caring professionals. Please call the center at **910-291-7630** with any questions you may have about treatment, the facility, or the fellowship program.

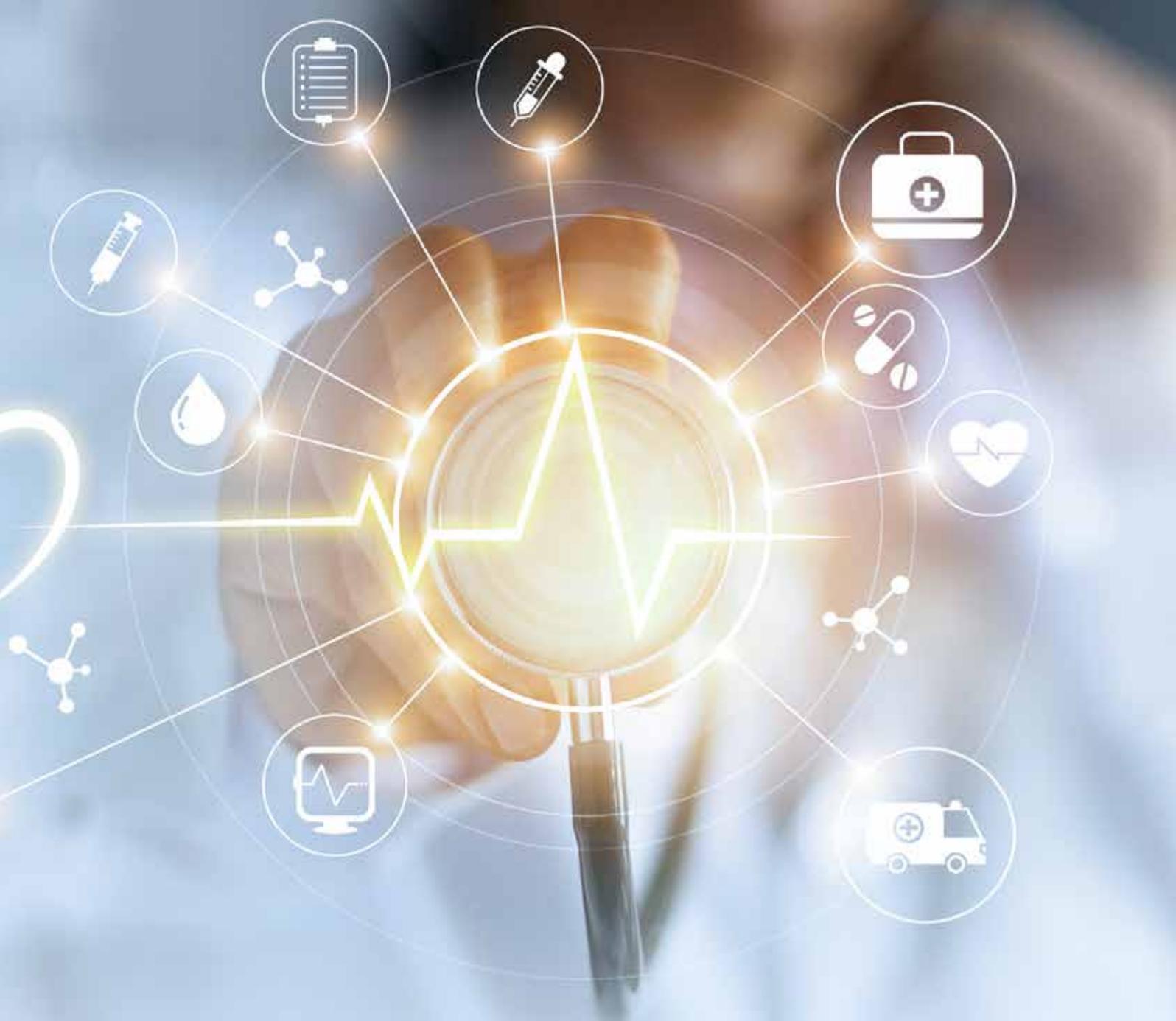
### TRAINING CANCER EXPERTS

The first year of the hematology-oncology training program develops fellows' skills and experience in the comprehensive care of cancer patients and in the diagnosis and management of hematologic diseases. During their second year, fellows continue learning the scientific basis of hematology, hematopoiesis, and cancer pathogenesis, diagnosis, and management.

"It has been a wonderful experience, to complete my fellowship training here at Scotland, to work with highly experienced Duke physicians and staff. I've valued getting to know the patients and helping provide compassionate care here," Dr. Sitlinger says.

Duke oncologists understand the special needs of cancer patients and their families, and strive to translate clinical research findings into the most advanced therapies.

"The hematology-oncology fellows that are being trained at Duke are the cream of the crop of the next generation of oncologists." says Dr. Ivy Altomare, Duke oncologist at Scotland Center Treatment Center. "All the fellows are highly experienced in research, motivated, and accomplished, and are seeking the best educational experience for their hematology-oncology expertise. Having these fellows come here to offer care in our community is fantastic for the caliber of care we are able to give, but also speaks volumes for the quality this cancer center already offers."



## WELCOME DR. KAUFMAN

Dr. Jacob Kaufman graduated from Vanderbilt University, completed his residency at Duke University, and will continue his fellowship program with Scotland until 2020.

Dr. Kaufman is interested in lung cancer research and at Duke is involved in studying why some cancer treatments work for some patients and not others. His research efforts highlight the current era of “personalized medicine” in cancer treatment. Scientific advances, including genetic and molecular testing, help our physicians choose treatments that are tailored to a patient’s individual type of tumor. Personalized medicine offers the promise of better results or potentially fewer side effects. Our team of doctors feel lucky to practice in this exciting era of medicine, hoping to offer an individualized plan that provides the very best possible care for each and every patient.

### Volunteer to Drive Patients in Need

Every day thousands of cancer patients need a ride to treatment, but some may not have a way to get there. The American Cancer Society Road to Recovery program provides transportation to and from treatment for people with cancer who do not have a ride or are unable to drive themselves.

Volunteers have provided hundreds of thousands of rides for patients, but the need continues. Drivers must have a good driving record, a current driver’s license, proof of auto insurance, access to a safe and reliable vehicle, schedule availability, and regular computer access.

To volunteer, visit [cancer.org/drive](https://www.cancer.org/drive) or call the American Cancer Society at 800-227-2345.

# Niki Hammonds Receives Pinnacle Award

Atrium Health presented its top honor on October 22 to Niki Hammonds, Assistant Director of Surgical Services, a well-deserving associate of Scotland Memorial Hospital.

Hammonds was recognized for her amazing actions to help Danielle Burns, a patient at Morrison Manor, receive her dying wish to watch her children graduate from high school.

The award ceremony was held at the Charlotte City Club and was attended by Niki and her husband, Chad Hammonds; Greg Wood, President and CEO of Scotland Health Care System; Gray Mills, Vice President of Strategic Services; and Kim Mintz, Director of Surgical Services. Hundreds of applications were submitted, and Niki was one of 12 to receive this award.

The presentation of the Pinnacle Award is the highest award a teammate may receive. Pinnacle recognizes, rewards, and honors teammates who demonstrate extraordinary attention to our core values of Caring, Commitment, Integrity, and Teamwork, and who reinforce the importance of these behaviors to others.

Niki received a standing ovation at a Leadership Team meeting in September when Joe Forquer, Director of Teammate Experience – Recognition and Events for Atrium Health Human Resources, surprised and announced Niki as one of this year's Pinnacle Award recipients.

"Niki is characterized as the perfect example of what the Pinnacle Awards stands for, and her commitment and love for Danielle will forever be etched in the minds of her family, friends, and her fellow staff members," Mintz says. "Her actions have shown that Scotland Health Care System is not just a place to work, but a family who loves and cares for each other."



Niki Hammonds received a Pinnacle Award from Atrium Health for going above and beyond for a patient in hospice care. She is pictured with Greg Wood, President and CEO of Scotland Health Care System, and Roger A. Ray, MD, MBA, FACPE, Executive Vice President, Chief Physician Executive and Group President/Regional Executive – South Carolina.

The story of Danielle Burns made local and national headlines in May when Danielle was able to see her daughter and stepson graduate high school. Niki's actions along with the help of Shanita Wooten, Robeson County School District Superintendent; the Scotland Regional Hospice team; photographer Quin DeBerry; Scotland Health Care System's Human Resources team; and many others were the direct result of her

longtime friend and colleague's dying wish coming true. Niki wanted to give a heartfelt thank-you to all who came together to make this happen.

"I dedicate this award to Danielle and her family because without her, this would not be possible," Hammonds says. "It is an honor to receive this award and Danielle will forever hold a special place in my heart and in the hearts of many."

# Family Thanks Scotland ER for Saving Their Son's Life

**W**hen Hurricane Florence made an appearance in Scotland County in September, it caused devastation and destruction but also proved our community is stronger than any storm.

Jadon Olsen, a 17-year-old Scotland Christian Academy senior, started fighting for his life on September 17. Jadon and his father, Billy, a pastor at St. Luke United Methodist Church, were clearing storm debris to enable safe passage for other cars on the road when a tree limb fell on them.

The two were transported to Scotland Memorial Hospital (SMH), where Billy needed 12 staples in his head from the injury while Jadon suffered a brain bleed. Because of the storm Jadon had to wait to be transported to another facility, but the family says they are indebted to the emergency room doctor at Scotland.

"The initial ER doctor at Scotland Memorial Hospital is to be lauded as a hero," says Jadon's mother, Elaine Olsen. "He took great care of our son and kept him alive, tenaciously fighting for a chance to get Jadon where he needed to be. We are indebted to SMH for their care of our son."

Because of the weather, arranging transport was extremely difficult. Jadon eventually was transported to Carolina's Medical Center in Charlotte, where he underwent a three-hour surgery to stop

Jadon Olsen was injured while clearing debris after Hurricane Florence. He was rushed to Scotland Memorial Hospital, where emergency room physician Dr. Brad Beckman helped save his life.

bleeding and relieve pressure on his brain. He was admitted into the Pediatric Intensive Care Unit at Levine Children's Hospital and has since been released.

Once back home, the Scotland Memorial Emergency Room staff had a special visitor. Jadon came back to thank the physician, Dr. Brad Beckman,

who saved his life. The staff of Scotland Health Care System wishes for Jadon a full recovery and thanks the family for entrusting the care of their family to Scotland.

The hashtag #joinjadonsfight was created by the family and has been shared on social media all over the world.



# Dr. Shelly Lowery Named New Chief Medical Officer for Scotland Physician Network

Scotland Health Care System has named Dr. Shelly Lowery as the organization's new Chief Medical Officer (CMO) for Scotland Physicians Network (SPN).

Scotland Physicians Network is an affiliate of Scotland Health Care System and consists of 12 practices that include three OB-GYN, two general surgery, one specialty, and six family medicine. In her new role, Dr. Lowery will act as a liaison between fellow physicians, advanced clinical practitioners, and health care executives while helping create and enforce quality and safety guidelines.

It is her main priority to ensure patients receive the safest and highest quality care possible. Dr. Lowery will continue to see patients at Pembroke Family Practice and will also be on-site at the Scotland Memorial Hospital campus to fulfill her duties in her role as CMO of the network.

"Dr. Lowery has an impressive track record of success in family medicine, particularly in leadership roles" says Scotland Health Care System President and CEO Greg Wood. "We're very fortunate to have her, and I'm excited to be able to work alongside her while she becomes accustomed to this new role."

As a practicing family medicine physician with Scotland Physicians Network for seven years, Dr. Lowery

currently serves as the chair of the SPN Quality Committee and is a member of the Physicians Network Leadership Council (PNLC). The position of CMO will give her the opportunity to ensure safe, high-quality care is delivered to all patients who visit any practice within Scotland Physicians Network.

Dr. Lowery received her medical degree from the Brody School of

Medicine at East Carolina University. She later completed her residency at McLeod Health in Florence, South Carolina. She is board certified in family medicine and is a member of the North Carolina American Academy of Family Physicians. She is a lifelong resident of the Pembroke community and resides with her husband and two children.



# A New Easy and Affordable Way to Fill Your Prescriptions

**P**embroke Family Practice recently renovated its space, which included a refresh of the front lobby, redesign of the nurses' station for a more efficient work-flow, and the addition of a public retail pharmacy.

We debuted these in late summer at our Pembroke Open house in conjunction with the opening of the Scotland Pharmacy - Pembroke. Greg Wood, CEO, and Josh Malcolm, board member, both spoke about how essential each part of the renovation was and thanked the community for their patience and support.

## PHARMACISTS AND PROVIDERS WORKING TOGETHER

Part of our strategy at Scotland Health Care System is steered toward population health or improving the health of populations by promoting health, preventing disease, and addressing health inequities. One of the elements of population health is adding retail pharmacy in several of our primary care locations within the next few years.

The Scotland Pharmacy at Pembroke Family Practice is our first location to offer this convenient service. This pharmacy allows for a closer connection between primary care providers and the pharmacist. Scotland Health Plus is our pharmacy's way of offering lower cost drugs and on-site care coordination with providers. All patients can benefit from this service — not just Pembroke Family patients.

Better medication management and better adherence will result in better performance on quality and cost metrics. There will be fewer admissions and readmissions and fewer complications and exacerbations. The biggest opportunities lie with patients with chronic diseases who need medication to manage their medical conditions and who visit pharmacies most frequently.



Board Member Joshua Malcolm speaks at the Pembroke Open house this past summer.

## INTRODUCING SCOTLAND HEALTH PLUS

Scotland Health Plus is a program designed to connect discharged patients to all clinical services and resources needed to successfully manage their care when recovering from an illness or hospital stay. We are happy to kick the program off with the opening of our new in-house pharmacy located in Pembroke Family Practice Center.

The new pharmacy will provide an easy and affordable way for our Pembroke patients to get their prescriptions and over-the-counter needs fulfilled. This can be done before they leave the clinic, thus eliminating the need for an additional stop.

## WHY CREATE SCOTLAND HEALTH PLUS?

By assisting our patients with these services and maintaining the continuum of care, we expect this will lead to improved patient recovery and wellness; reduce hospital readmissions, and higher patient experience scores.

## HOW WILL SCOTLAND HEALTH PLUS WORK?

New patients will be directed to the pharmacy so all prescription information can be collected.

## WHO CAN I CONTACT WITH QUESTIONS?

Please call the Pembroke pharmacy at **910.522.7833** with any questions.

# Take Steps to Prevent the Flu

If you're wondering whether you should get a flu shot, answer this simple question: Are you older than 6 months old?

The Centers for Disease Control and Prevention (CDC) recommends everyone past that tender age get an annual flu vaccination. The vaccine remains especially important for people at high risk for serious flu complications, those who live with them, and those who care for them. Individuals at high risk include young children; pregnant women; people 65 years and older; and people with asthma, diabetes, or heart and lung disease. In particular, those who care for children younger than 6 months of age should get the vaccine since infants are too young to be vaccinated.

The composition of this year's flu vaccine was updated to protect you against circulating flu viruses. There are two options for the flu vaccine: the traditional flu shot and a nasal

spray. Talk with your health care provider about which vaccine is best for you.

## AVOID PASSING THE FLU

Flu viruses appear to spread from person to person through coughing, sneezing, or talking. It is also possible to get the flu by touching an object that has flu virus on it and then touching your mouth, eyes, or nose. To stop the spread of germs and avoid the flu:

- Wash your hands often with soap and water. Use an alcohol-based hand sanitizer if soap and water are not available.
- Cough or sneeze into a tissue, then throw the tissue away.
- Don't touch your eyes, nose, or mouth.
- Try to stay away from sick people.

## IF YOU GET THE FLU:

- Stay home and rest until your fever has been gone for at least 24 hours.
- Drink lots of fluids.
- Take over-the-counter pain relievers to ease fevers, headaches, muscle aches, and sore throats.

If you have a prolonged fever over 102 degrees, persistent vomiting, or very swollen glands in your neck or jaw, it's time to see a health care provider. You should also call your provider if any of these flu symptoms last more than 10 days or gets worse instead of better: fever, headache, chills and sweats, cough, muscle aches, or fatigue.

**Blue Cross and Blue Shield of North Carolina** has recognized Scotland Health Care System with a Blue Distinction® Center+ for Maternity Care designation as part of the Blue Distinction Specialty Care program. Blue Distinction Centers are nationally designated hospitals that show expertise in delivering improved patient safety and better health outcomes, based on objective measures that were developed with input from the medical community.

# Scotland Recognizes DAISY Award Winners

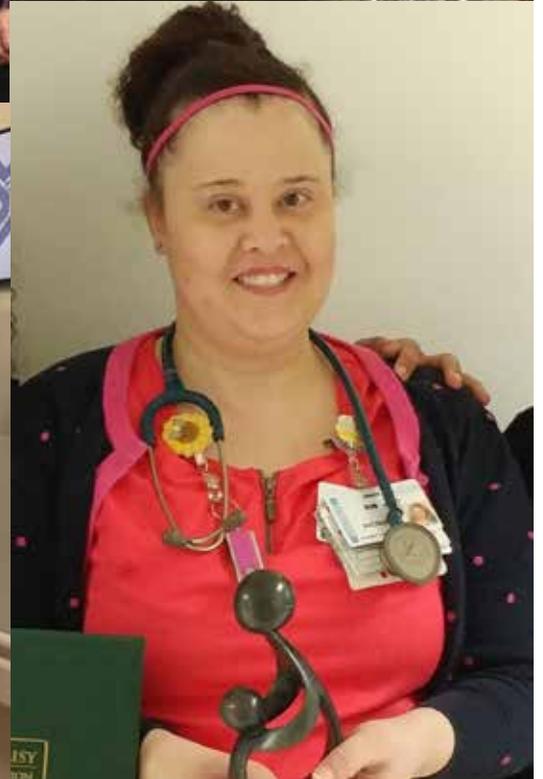
Each quarter, Scotland Health Care System honors the daily superhuman efforts of its nurses as part of the nationwide DAISY Award program.

The most recent DAISY Award winners are:

- Nichole Gist, RN  
Intensive Care Unit
- Kelly Seals, RN  
Women's Services

- Hope Gibson, RN  
Scotland Cancer Treatment Center
- Lindsay Hunt, RN  
Med/Surg/Peds

For more information about the DAISY Foundation program at Scotland Health Care System, or to nominate a registered nurse, please contact Sherrie Moore at **910-291-7531**.



# Keep In Touch

We want to be here for you.

Call us at 910-291-7000 or visit us on the web at [scotlandhealth.org](http://scotlandhealth.org)

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@scotlandhealthcare



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@scotlandhealthcaresystem



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@Scotland Health Care System



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# Start training now and join us April 27th for the 2019 FUNd Run!



5k Race | 1 Mile Fun Run | Live Music | Food Vendors | Kid's Activities



The FUNd Run is returning to Downtown Laurinburg for 2019 Springfest!  
Join us Friday, April 26th-Saturday, April 27th for a weekend of fun for the whole family!

For more information visit [ScotlandHealth.org/FUNdRun](http://ScotlandHealth.org/FUNdRun)

