

Joan Farrell

From: LVHN Insider <no-reply@insider.lvhn.org>
Sent: Thursday, June 10, 2021 1:02 PM
To: Joan Farrell
Subject: LVHN Weekly: Blood Needed, Visitation Policy Changes, Your Emotional Well-Being, and More

Follow Up Flag: Follow up
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LVHN WEEKLY | YOUR WRAP-UP OF THE WEEK'S NEWS FROM LVHN



Blood Donors Needed; Do Your Part

As the region's top health care partner, we're asking everyone to give a pint at an upcoming blood drive.

[Read more →](#)

Changes to Visitation Policy

Changes take effect June 9 in all hospitals and outpatient care locations.

[Read more →](#)



CEO Update: Our Focus, Your Well-Being

Dr. Nester assures you that LVHN is here to help you cope with stress and improve your emotional well-being.

[Read more →](#)



A New Approach to Patient Experience and What It Means for You

Beginning July 1, LVHN will partner with NRC Health on a new patient experience improvement system.

[Read more →](#)



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[Read more →](#)



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Make sure to submit documentation by June 28, 2021.

[Read more →](#)



Colleague Shuttle Service Returns to Full Capacity June 14

See the hours of operation for your campus.

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Ways to Spot a Business Email Comprise Scam

Don't get hooked! Get tips to stay ahead of the latest email phishing compromises.

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Attend a Virtual Parent Info Session June 16

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We're providing convenient colonoscopy care at the Health Center at Easton.

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We offer physical and occupational therapy, and speech and language pathology to children of all ages.

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10 Questions With Orthopedic Surgeon Thomas Meade, MD

Once again, he is honored with The Citizens' Voice Readers' Voice Award as Best Surgeon.

[Read more →](#)



Walking Through Battle of Breast Cancer With Trusted Doctor

Mary Lou Salzarulo, cancer-free for nearly 25 years, trusts her doctor to now care for her mother.

[Read more →](#)





Lehigh Valley Health Network 1200 Cedar Crest Blvd, Allentown, PA 18105

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Blood Donors Needed as Nation, Region Grapple With Critical Shortage

An hour of your time, a pint of your blood, saves lives

Lehigh Valley, Pa.,

June

09,

2021

Blood supplies across the nation and region have reached critically low levels and donations are urgently needed to continue to help critically ill patients everywhere.

“As the region’s top health care partner, we’re asking everyone to give some thought to giving a pint,” said [Michael Pasquale, MD, Physician in Chief, Lehigh Valley Institute for Surgical Excellence](#).

“Donating blood is safe and more importantly, a life-saving gift. We all likely know someone who benefited from a blood transfusion. Blood and blood-derived products are used for infants in neonatal intensive care, people receiving cancer treatment, people who suffer traumatic injuries, and those who need surgery. The need is real and takes less than an hour of your time.”

To schedule a blood donation, call 1-800-B-A-DONOR (800-223-6667) or schedule an appointment online at [GIVEaPINT.org](https://www.giveapint.org).

Blood drives are already scheduled at three [Lehigh Valley Health Network \(LVHN\)](#) locations. However, donors are not limited to these events. They should call or register online for the location and time most convenient for them.

LVHN blood drives

- LVH–Muhlenberg - Thursday, June 10, 8 a.m.-4 p.m.
- LVH–Hazleton - Wednesday, June 16, noon-5 p.m.
- LVH–Cedar Crest - Wednesday, July 7, 8 a.m.-4 p.m.

Blood donation facts

- O-positive is the most common blood type and 1 in 3 people will need this type of blood transfusion.
- O-negative blood, the universal blood type, is used to treat patients in emergency situations when hospital staff don't have time to determine an individual's blood type.
- With trauma incidents common during the summer months, the need for O-positive and O-negative blood is constant.
- About 450 pints of blood are needed every day in the Pennsylvania-New Jersey region served by Miller-Keystone Blood Center, the supplier of blood products for LVHN and 28 other hospitals and health networks.

“If you haven't donated blood in a while, if it's something you've always considered but never done, please make an appointment,” said Pasquale.



Changes to Visitation Policy

Changes take effect June 9 in all hospitals and outpatient care locations.

LVHN Insider

Monday, June 7, 2021

This message is from Michael Rossi, MD, Executive Vice President and Chief Clinical Officer.

Lehigh Valley Health Network is revising our visitation policy as the COVID-19 pandemic continues to improve in our communities.

The updated policy applies to all units in all hospitals, **including emergency departments**, as well as locations providing outpatient care.

Masks are still required in all health care settings, consistent with guidance from the Centers for Disease Control and Prevention (CDC). We will continue to monitor the COVID-19 situation and CDC guidelines and make additional changes as appropriate.

Effective June 9, 2021:

- Visiting hours will be 9 a.m. to 8 p.m.
- Two visitors are permitted per patient.
- Masks are required at all times.
- No children under 12 are permitted, unless approved by patient care services leadership.
- Adult Behavioral Health – no visitation
- Adolescent Behavioral Health – one parent/guardian at a time

I continue to extend my thanks to all of you for your continued dedication to our patients and communities during this pandemic.

CEO Update: Our Focus, Your Well-Being

Dr. Nester assures you that LVHN is here to help you cope with stress and improve your emotional well-being.

<https://youtu.be/RIcH-m98T0k>



A New Approach to Patient Experience and What It Means for You

Beginning July 1, LVHN will partner with NRC Health on a new patient experience improvement system.

LVHN Insider

Friday, June 4, 2021

LVHN is our community's most trusted partner when it comes to delivering safe, high-quality care. You know LVHN provides the best care to our community. That's why you do what you do.

You also know that we have not consistently achieved our network goal for inpatient experience in recent years. That's why we need your help. Every patient deserves an exceptional experience, every day and with every interaction.

Beginning July 1, LVHN partners with NRC Health on a new inpatient and outpatient experience improvement system. Partnering with NRC Health is just the first step to giving our patients the experience they expect and deserve as we transform the patient experience into loyalty at LVHN.

LVPG's successful partnership with NRC Health

When LVPG partnered with NRC Health in 2019, the goal was to collect more timely feedback from patients about their experiences. Real-time Feedback, an outreach program by NRC Health, allows for concerns to be addressed more quickly and contributes to continuous improvement to patient experience. Almost two years into the partnership, LVPG has demonstrated remarkable improvement in patient experience scores and continues to improve on the patient experience and loyalty to LVHN as partners in their health.

What colleagues can expect

Every moment, every person, every day and with every interaction, LVHN colleagues can make a difference and altogether transform the patient experience.

Given that LVHN is below threshold for our inpatient experience goal in FY21, we know we need to do more to deliver positive and memorable experiences to improve our performance for inpatient experience in FY22.

Partnering with NRC Health will allow LVHN to have a better understanding of every patient's experience and have immediate visibility into service issues. With this information, patient concerns can be addressed quickly, and specific changes can be made to improve the overall patient experience moving forward. This direct insight will help foster a relationship-centric partnership between LVHN providers and patients.

What patients can expect

Research shows that 73 percent of patients prefer to be asked for feedback a few minutes to a couple days after their hospital stay and outpatient services appointments. Real-time Feedback sends out a patient experience survey shortly after a hospital stay and outpatient services appointment similarly to what is currently happening after LVPG in-person and virtual visits

Starting July 1, patients who are discharged from LVHN hospitals and outpatient services will receive a patient experience survey from NRC Health instead of our former service excellence external partner, Press Ganey. A survey invitation will occur soon after a hospital stay and appointment via:

1. **Email** – Email outreach will be the first form of contact to invite participation in the short survey.
2. **Phone** – If no response is given to the email, a phone call using Interactive Voice Response (IVR) will be sent out 24 hours later.
3. **Text** – If the patient does not participate in the survey via telephone, a text message will be sent 24 hours after the call.

Please note that cell phone calls and text messages are dependent upon patient consent and outreach preferences.

If no email is provided, NRC Health will substitute with phone outreach (IVR).

Benefits of Real-time Feedback's approach

- Reduction of survey questions
- Surveys take approximately two minutes to complete
- LVHN will receive the results immediately

Real-time Feedback will allow us to gather patient feedback more quickly and address any concerns in a timely manner.

Next steps

You will learn more about the crucial role you play in transforming our patient experience in the coming weeks. Our partnership with NRC Health is one example of how we work to continuously improve the experience for our patients in our health network.



LVHN Fitness Members No Longer Need to Preschedule Workout Times

As restrictions are lifted for businesses, LVHN Fitness no longer requires members to preschedule workouts.

LVHN Insider

Monday, June 7, 2021

Throughout the pandemic, LVHN Fitness has adapted its practices to keep members safe while working out. From rigorous cleaning procedures to asking members to preschedule their workout times through the LVHN Fitness portal (MyClub portal), every step was thoughtfully taken to promote a healthy workout environment.

Now LVHN Fitness is evolving again, thanks to the May 31 lifting of gathering limits that businesses, such as restaurants and fitness centers, needed to follow in Pennsylvania.

For members, that means:

Individual workouts, no appointment necessary: LVHN Fitness will no longer require members to schedule their individual workouts via the MyClub portal.

Group fitness classes still need preregistration: For monitoring purposes and to adhere to the social distancing policy, we will continue to require all members register for Group Fitness classes via the MyClub Portal at LVHNfitness.com.

Open all day: We will no longer close for deep cleaning twice daily. All other cleaning, disinfecting and hygiene protocols remain.

Temp checks and face masks: Temperature checks are no longer required, however LVHN Fitness will require face masks to be worn at all times while in the facility. We will continue to encourage social distancing including staggered access to floor equipment.

For more information on LVHN Fitness, visit LVHN.org/fitness.

The logo for LVHN Health Plan is a rectangular graphic with a blue-to-dark-blue gradient. The text "LVHN HEALTH PLAN" is centered in white, bold, sans-serif capital letters.

LVHN HEALTH PLAN

**Reminder: Verify Your Dependents
Enrolled in the LVHN Health Plan**

Make sure to submit documentation by June 28, 2021.



LVHN Insider

Monday, June 7, 2021

If you have dependents enrolled in the LVHN Health Plan, you were recently mailed a letter to your home address from HMS, who LVHN has partnered with to conduct a dependent eligibility verification program of the LVHN Health Plan. This verification program will ensure we are covering only eligible dependents. The letter includes detailed steps and information required to keep coverage for your enrolled dependents. Specifically, you were asked to submit specific eligibility documents directly to HMS. Even if you previously provided this documentation to LVHN, you will be required to submit the dependent documentation to HMS for your dependent(s) to remain on your LVHN Health Plan benefits. Since current documentation is needed and personal information may have changed in recent years, LVHN is not able to provide documents that were previously submitted.

If you have already successfully submitted your documents to HMS for your covered dependent(s), there is no further action required. If you have not submitted the documents yet, please ensure that you submit the documentation by the **June 28, 2021, due date** for your dependent(s) to remain covered under the LVHN Health Plan.

It is your responsibility to verify that your documents were received. We encourage you to check the status of your document submission, as well as the verification of your dependent(s), at any time online at www.AuditOS.com. You can also call HMS directly at 833-309-2015.

If you do not have family members enrolled in your LVHN Health Plan, you will **not** receive a letter.

Thank you for your cooperation during this verification process.



Colleague Shuttle Service Returns to Full Capacity June 14

See the hours of operation for your campus.

LVHN Insider

Thursday, June 10, 2021

Shuttle service for colleagues will resume with full capacity on Monday, June 14, at LVH–Cedar Crest, LVH–Muhlenberg and LVH–17th Street.

Shuttle hours of operation

Monday-Friday:

- 6-10 a.m., LVH–Cedar Crest, LVH–Muhlenberg and LVH–17th Street
- 2:30-6:30 p.m., LVH–17th Street

- 2-8 p.m., LVH–Cedar Crest
- 2-9 p.m., LVH–Muhlenberg

Shuttle service will not be available Saturday and Sunday.

What to expect

All shuttle riders will be required to wear a mask at all times.

Shuttles will continue to be cleaned regularly with guidance from the infection control and prevention team.



Ways to Spot a Business Email Comprise Scam

Don't get hooked! Get tips to stay ahead of the latest email phishing compromises.

The email scam known as Business Email Compromise (BEC) is a sophisticated phishing tactic that goes beyond the better known “click a link” or “download an attachment” malicious email. A BEC attack is a well-researched, personally targeted email scheme that often appears to come from the company’s executive.

Here is an example of a BEC email. The yellow banner across the top of the email is an extra layer of protection against phishers. The banner appears when the system recognizes the email is coming from outside the LVHN network.

From: Amy Nyberg <harleyxavier6@gmail.com>
Sent: Thursday, February 11, 2021 9:11 AM
To: [REDACTED]
Subject: RESPONSE

CAUTION: This email originated from outside of the LVHN network. Do not click on any links or open attachments unless the sender is known, and the content is verified as safe.

Hi Katie

I’m planning to surprise some of the employees with gifts, And I trust I can count on you to keep this confidential. Also I want this to be between you and i, Pending when they received it, Will you be able to purchase on my behalf quickly and what local store do you think we have around to make this purchase? I'm considering Gift cards like Amazon gift card, Target gift card, or Amex gift card. Since we have it all almost everywhere. let me know what you suggest about this plan before going ahead with the purchase

Amy Nyberg
President & Chief Operating Officer
sent from my mobile device

The BEC scammer avoids spam filters by only targeting a small number of employees at one time and engaging the email recipient in conversations that establish trust. Having done their research, these phishers are often familiar with your organization’s financial processes and they wait for an opportunity, like a change in leadership, before striking.

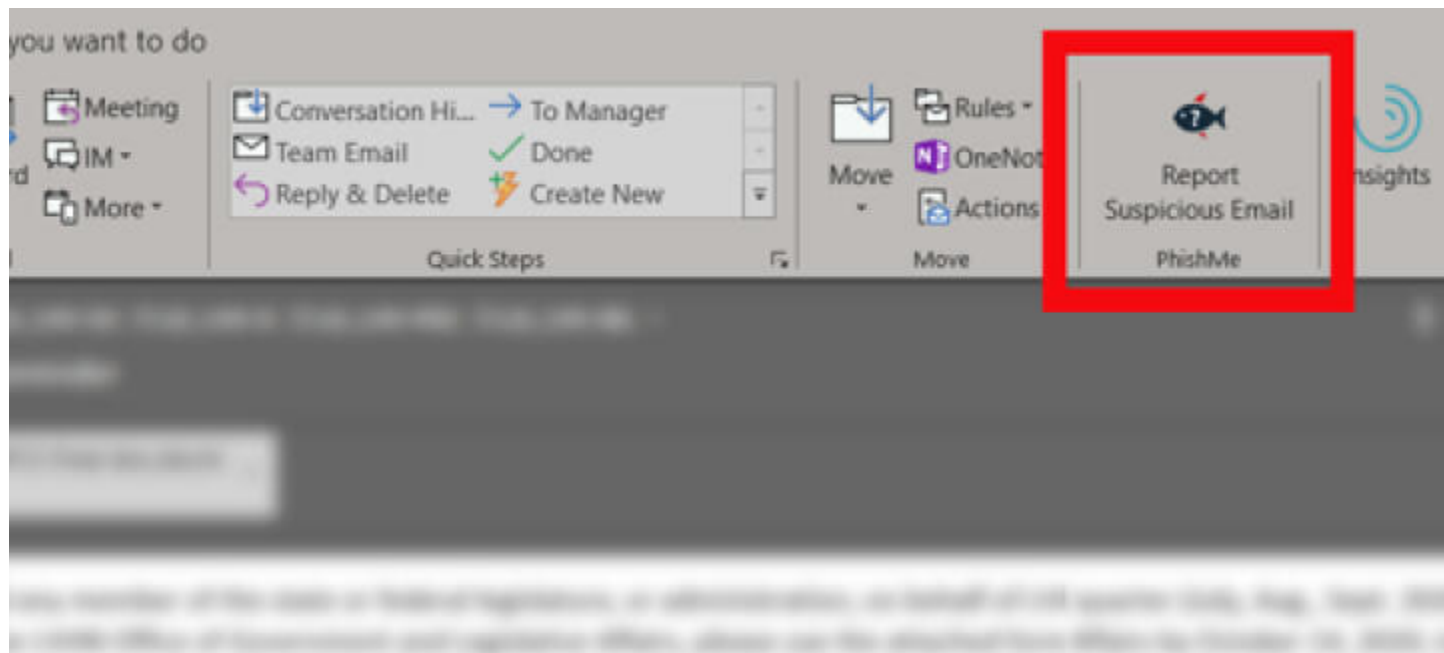
After establishing trust, a phisher may ask for confidential information, a wire transfer, or they could send a malicious link, attachment or bogus invoice with new payment instructions and procedures. It’s up to the employee to stay aware of possible breaches.

How to spot and avoid a BEC scam

- **Take your time.** BEC emails often ask the employee to act quickly or perform a task not usually associated with their job. The email may look like it's from a supervisor, so don't fall for it.
- **Scrutinize emails carefully.** Look for spelling and grammar errors. The signature and logos might look real, but the employee needs to look for more subtle clues.
- **Always verify.** Do NOT respond directly to the email. Instead, verify the request with a supervisor or with a telephone call to the sender.
- **Always look at the domain name by clicking the sender's email address.** Often a phisher will use a slightly different domain name. For example, if your company email is *www.example.com*, a phisher may register and use *example1e.com* or *example.co*. Remember to take the time to click the email address and look for inconsistencies.

How to report a suspicious email

If anything seems off about an email, report it immediately to LVHN Technology's security and risk management team. After you opened the email, in the Outlook ribbon, click on the Phish Me button.



Don't see this button in your Outlook? Please call the Technology Support Center at 610-402-8303 or [submit a self-service ticket](#) to get this implemented.



Attend a Virtual Parent Info Session

Lehigh Valley, Pa.,
June
08,
2021

Because They're Kids is a new educational series hosted by [Lehigh Valley Reilly Children's Hospital](#). During these free, virtual information sessions, parents and

guardians will learn about health topics and have the opportunity to ask questions of our pediatric experts.

Because They're Kids: COVID-19 and Kids

For many parents, navigating how to keep your kids safe during the COVID-19 pandemic has been an ongoing source of stress. From safety precautions to vaccinations there are many decisions to be made.

Join us on Wednesday, June 16, 5:30-6:15 p.m., for a free information session with experts from Lehigh Valley Reilly Children's Hospital. They'll explain the latest medical information on how COVID-19 affects children, vaccinations and more.

Presenters for this session include:

- [J. Nathan Hagstrom, MD, Pediatric Hematology Oncology](#)
- [Tibisay Villalobos, MD, Pediatric Infectious Diseases](#)
- [Debra Carter, MD, Pediatrics](#)
- [Liborio LaRussa, MD, Pediatric Hospital Medicine](#)

During the 45-minute session, you'll learn first-hand information about how to navigate caring for your kids amid so much new information and changing guidelines. Knowing the facts will help you feel informed when making decisions for your family. There will be time for questions.

Register today at LVHN.org/parentsessions



State-of-the-Art Colonoscopy Care Now in Northampton County

Lehigh Valley, Pa.,
June
07,
2021

Colon cancer screenings are a key part of preventive health care for all. This is more critical if you have a family history of the disease. And we get it –it's a rite of passage no one loves to talk about. But when detected early through colonoscopy, colon cancer can be prevented.*

Lehigh Valley Health Network (LVHN), in partnership with [Eastern Pennsylvania Gastroenterology and Liver Specialists \(EPGI\)](#), is now providing more convenient colonoscopy care for Northampton County residents at:

- [Nazareth Endoscopy Center at the Health Center at Easton](#), 2401 Northampton St., Easton.

LVHN partners with EPGI because its team has expertise in colon cancer screening. EPGI's physicians are fellowship trained and board certified, and along with their

experienced support team, they specialize in upper and lower endoscopies, including screening and diagnostic colonoscopies.

In addition to Nazareth Endoscopy Center, EPGI's other location, Eastern Pennsylvania Endoscopy Center (EPEC), located at 1501 N. Cedar Crest Blvd., Allentown, also provides expert colonoscopy care.

Don't put off this lifesaving screening. Schedule your appointment today. Learn more at LVHN.org/colonoscopy.

*Talk with your primary care provider about when should have a colonoscopy and check with your health insurance provider to verify what age they will cover this screening.



Pediatric Rehabilitation Now Available at Lehigh Valley Health Network's Health Center at West End

Brodheadsville, Pa.,
June
02,
2021

Children are built differently than adults and require a different level of care. That's why [Lehigh Valley Health Network \(LVHN\)](#) has personalized [rehabilitation care](#) to fit children's specific developmental needs or challenges if they are recovering from an injury, illness or surgery. And now, pediatric rehabilitation is closer to home with the opening of a new location at LVHN's Health Center at West End.

LVH Pediatric Rehabilitation Services—West End will be open five days a week and offer physical therapy, occupational therapy and speech and language pathology to children of all ages.

"Our goal at LVHN is to provide exceptional care close to home and by opening this new pediatric rehabilitation location in the Pocono region, we are doing just that. We are looking forward to partnering with our community through this new service," says Shelley Spence, MS, OTR/L, Manager, LVHN Outpatient Pediatric Rehabilitation.

LVH Pediatric Rehabilitation Services—West End is located in the Health Center at West End at 120 Burrus Blvd., Suite 130, Brodheadsville, PA 18322-7812. The facility is open weekdays by appointment and can accommodate early morning and evening appointments for our patients' convenience.

For more information about outpatient pediatric rehabilitation or to make an appointment, call 888-402-LVHN (5846) or visit [LVHN.org/pedrehab](https://www.lvhn.org/pedrehab).

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https://content.presspage.com/uploads/1899/800_n16031westendpedssocialannouncement-1200x1200-5.jpg?10000



10 Questions with Orthopedic Surgeon Thomas Meade, MD

June
08,
2021

BY EMILY SHIFFER

Orthopedic surgeon Thomas Meade, MD, has been taking care of people for decades, starting with a paper route in Pittston that cemented his work ethic through a long career as a surgeon and innovator. For the fifth time, he's being honored by The Citizens' Voice Readers' Voice Award as Best Surgeon.

10 Questions Interview With Thomas Meade, MD

[Thomas Meade, MD](#), an orthopedic surgeon with Coordinated Health and [LVPG Orthopedics–Station Circle](#), has been honored by The Citizens' Voice newspaper in Wilkes-Barre with "The Citizens' Voice 2021 Readers' Voice Award: Best Surgeon." It is his fifth year receiving the recognition.

"The Citizens' Voice award has special meaning to me for many reasons. My relationship with local newspapers shaped my life starting at age 11 when I had a 98-

home paper route in Pittston,” Meade says. “It cemented a sustained work ethic and lifelong desire to someday return and work in my hometown.”

The route was passed down to both of his brothers, Mike and Pat, resulting in a 10-year paper route “dynasty” in Pittston.

He fulfilled a dream in 2014 when he renovated the former dental office of Shawn Casey, DMD, on Oak Street, across from the old Convention Hall, where he expanded his orthopedic knee practice into a full-service orthopedic practice.

Since joining Coordinated Health, now a part of Lehigh Valley Health Network (LVHN), Meade has continued to bring high-quality health and orthopedic care to the northeastern Pennsylvania (NEPA) region.

“The people of NEPA are unique, appreciative, proud, resilient, loyal and patriotic,” Meade says. “I am so honored and humbled to be recognized by The Citizens’ Voice readers for a fifth year.”

Get to know Dr. Meade with his answers to these 10 insightful questions.

1. What inspired you to get into medicine?

Growing up in the coal regions of Pennsylvania, I saw the respect and admiration my parents had for our local physicians. I wanted to study hard and become a physician to help people – people like my parents, my dad was a Pennsylvania State Trooper and my mom was a high school cafeteria worker – and earn respect in a vocation that would never feel like a job, but a calling. I knew as a doctor that I could serve folks for as long as I am capable.

2. What is the best part of your job?

Every patient has a story, including where they live, work, retire, go to school, hobbies, military service, favorite sports, etc. Extracting and painting that picture opens a door. It is a privilege to be invited into their world for a short time and see their orthopedic issue from a perspective not taught in medical school.

3. What is the hardest part of your job?

Surgery is very humbling. There is no such thing as perfection. Outcomes are never 100% predictable, as every human body harbors a unique genetic blueprint, and a life of choices and experiences that will contribute to variable results. Excellent results are rewarding to deal with. Complications are inevitable and emotionally draining and difficult for the patient, family and the physician. Thankfully, experience, communication, empathy and education are tools that help navigate these medical inevitabilities.

4. In your specialty, what do you imagine the future will bring for patient care?

Some major changes in orthopedics will include the continued migration of elective procedures to the outpatient setting. Hospital stays will be limited to very sick/trauma patients, or highly complicated or risky procedures. Additionally, robotics and orthobiologics will continue to change the landscape.

5. What is your proudest accomplishment of your career?

I have to break it down into three equal categories. The first is developing Allentown Sports Medicine. Bringing college-educated athletic trainers and fellowship-trained physician coverage to dozens of schools, colleges, age groups, and Olympic development teams. Second, I am very proud of co-developing the medical fitness industry in the Lehigh Valley. And finally, I am proud to be the lead designer/developer of eight medical facilities in NEPA, including the showcase 300,000-square-foot Integrated Health Campus in Allentown and other facilities in Lehigh, Hometown, Hazleton and Pittston.

6. What is one of the most rewarding things you do?

Hosting two local cable TV shows on medical topics.

7. How do you fit in time for exercise or self-care?

A busy, high-energy schedule requires staying healthy, and I have a commitment to a proper diet, adequate rest, selected supplements and exercise. All four must be a priority every day and be budgeted into a daily schedule that starts for me at 5 a.m. and ends around 9 p.m.

8. What do you enjoy doing outside of work?

I enjoy riding on the D&L Trail, open water and pool swimming, and recreational boating.

9. What's one interesting fact about you that would surprise us?

As a second-year medical student, I traveled with a vascular surgical team for Kidney One to harvest organs from donors. I was encouraged to become a transplant surgeon instead of an orthopedic surgeon.

10. What's your favorite type of music, and what is your favorite song?

I love classic '70s rock. And my favorite song is "Suite: Judy Blue Eyes" by Crosby, Stills & Nash.

Learn more about Dr. Meade by visiting his profile at LVHN.org/TDMeade



Walking Through Battle of Breast Cancer With Trusted Doctor

Mary Lou Salzarulo, cancer-free for nearly 25 years, trusts her doctor to now care for her mother

June
07,
2021

BY EMILY SHIFFER

In 1994, Mary Lou Salzarulo, of Bethlehem, became a mom at 36. Less than a year later, she discovered a lump in her breast while in the shower. Her son, Michael, was just 10 months old. “It felt like the size of a half dollar. I knew right away something was not right. It was hard like a rock,” she says.

Concerned, she went to her OB-GYN, who agreed the lump did not feel right and sent her for a mammogram. It showed that her lump was indeed a large tumor, and after a biopsy and a barrage of tests, she was officially diagnosed with stage 2 breast cancer in summer 1995. As a new mom, she was incredibly scared.

“I thought I would never see my son’s second birthday,” Salzarulo says. “I was devastated. I was angry with God. I had struggled to have a child, and it felt like a machete had whacked me off at the knees.”

Finding hope with new doctor

For treatment, she underwent a mastectomy and opted to have TRAM flap reconstruction. The surgery was 13 hours long but was a success. During that time, [Chand Rohatgi, MD](#), general and breast surgeon with Coordinated Health, was a resident when Salzarulo was diagnosed and had her surgery.

“In those days, patients used to have a prolonged stay in the hospital. I had a chance to build a rapport with Mary Lou,” Rohatgi says. “She did have a complex surgery, which

was routine in those days. After I joined the practice after my residency, Mary Lou became my patient when my mentor retired. That was 21 years ago.”

Salzarulo followed surgery with a year of chemotherapy and eight weeks of radiation therapy. The treatment was long and arduous, but the outcome was all positive.

“After that, I was cancer-free. My doctor’s visits were every three months, then every six months, and now I have yearly exams,” she says. “I didn’t think I would get to see my son’s second birthday, and now I am approaching his 27th birthday. Every day is a gift. I don’t take any day for granted.”

Adds Rohatgi, “Having cancer at that early age definitely must have changed her, but she remained positive throughout. Slowly, the scare of a recurrence lessened, and we were able to have some lighter moments during our visits.”

Seeking hope for mother

In September 2020, Salzarulo, now 63, returned to Rohatgi’s office, but this time she was supporting her mother, Gina, 86, who had just been diagnosed with breast cancer.

“I’ve placed her in the finest hands, for her and for me,” says Salzarulo. “Dr. Rohatgi said normally it goes the other way (seeing the mother before the daughter), but it went the other way for us. My mother is a very strong person.”

As Salzarulo walks with her mother through her breast cancer battle, Rohatgi has been with them both every step of the way.

“Gina knew to believe in her daughter, and by association, in me with her care,” says Rohatgi. “My care philosophy has been molded by my numerous patients who have shared with me some of their darkest moments but also their life and family, and have indulged in the story of mine. These patients have brought to me their loved ones, and today, I am proud to say that I have many such families who have trusted me with their care.”

Learn more about [Chand Rohatgi, MD](#).
