RIDDLE MEMORIAL HOSPITAL

Riddle recently joined forces with Main Line Health (MLH), one of the most successful and prestigious health systems in Pennsylvania, and one that shares our values and our culture of excellence. Riddle's vision—"To be the best place to receive care; to be the best place to give care"—motivates us to invest in our people and in the latest technology and services to ensure Riddle is a valued asset to the community we serve.

From our Patients' Perspective

How do you say thank you to someone for giving your Dad a second chance? From the moment we entered Riddle's Emergency Department, we were treated promptly, efficiently and with great compassion. You always hope that people will take care of you like they would care for their own family and that's just what we felt.

In the dictionary, the word nurse says someone to care for the sick. But the nurses that I am about to mention have gone far beyond that definition. They didn't just dispense medicine. They truly gave of themselves.

For over 45 years, Riddle Memorial Hospital has been providing quality healthcare services to the community as an acute-care, non-profit hospital, whose highest distinction is service to others. We believe that is why Riddle's patients have voted Riddle the *Best Hospital in Delaware County* for four years.

Riddle Memorial Hospital offers a wide range of services expected at a community hospital: a multitude of diagnostic imaging services; a full-range of maternity services at The Birthplace at Riddle; an outpatient testing program at the Outpatient Pavilion, and a progressive pathology laboratory. Riddle also installed a robotic pharmacy system called Robot-Rx®, which automates the process of dispensing drugs using barcode technology. Riddle Memorial Hospital is the only facility in Delaware County to offer this new safety feature.

Additionally, The Riddle Cancer Center and Jefferson Radiation Oncology Center offer advanced medical and radiation treatment of all cancers. The Emergency Department, designated as a medical command center in Delaware County, now offers *Fast Track* to ensure patients are served in an efficient and timely manner.

Among the Hospital's other specialized areas are the Nutrition and Weight Center, Speech and Hearing Center, Medically Based Fitness Center, Riddle Rehabilitation Institute at the Hospital and at the Rocky Run YMCA, cardiac rehabilitation, Occupational Health and the Sleep Center at Riddle and Exton. Mirmont Treatment Center, a drug, alcohol, and mental health treatment facility offering both inpatient and outpatient services, is part of Riddle Memorial Hospital.

Also, to better serve the needs of our community, in January of 2010, a new state-of-the-art ambulatory care center building will open.

General information (July 1, 2007-June 30, 2008)

Riddle Memorial Hospital
1068 West Baltimore Pike, Media, PA 19063
610-566-9400

Licensed Beds:	225
Bassinets:	24
ER Visits:	33,017
Total Admissions:	12,475
Births:	969
Outpatient Visits:	245,127

Main Line Health
Riddle Memorial Hospital

RIDDLE MEMORIAL HOSPITAL

CLINICAL SERVICES AND PROGRAMS

- Cancer Center/Radiation Oncology, including IMRT
- Cardiac/Pulmonary Rehabilitation
- Clinical Laboratory and Pathology
- Community Health Education, i.e., screenings, wellness and educational programs
- Continence Program for Women
- Diabetes Education
- Emergency Services
- Fitness
- The Birthplace which offers Labor/Delivery/Recovery/Postpartum Rooms
- Family Practice
- General Surgery and Subspecialties
- Heart and Vascular Center
- Home Care
- Integrative Medicine
- Internal Medicine and Subspecialties
- Interventional Cardiology Team
- Interventional Radiology
- Kidney Dialysis
- Level II Neonatal Intensive Care Unit
- Lifeline
- Mirmont Treatment Center
- Nutrition & Weight Center
- Occupational Health
- Pediatricians
- Perinatal Testing Center
- Radiology, including MRI, CT, Special Procedures, Nuclear Medicine
- Riddle Rehab
- Rothman Institute at Riddle
- Senior Services
- Sleep Medicine Services
- Speech & Hearing

RECENT RECOGNITIONS

- Voted *Best Hospital in Delaware County* by the readers of the *Delaware County Daily Times* past four years
- Home Care Program - Top 500 in U.S. as ranked by Home Care Elite
- Stroke Program - Received one of the prized achievement awards in the "Get With The Guidelines" Program
- VHA 2007 Leadership Award for Clinical Excellence in the Control and Prevention of Blood Stream Infection Cases
- Established smoke-free campus in 2008 – first in area
- Riddle Hospital Medical Office Building incorporates sustainable/green design and construction practices

PHILANTHROPY

The Power of Charitable Donations to Riddle Memorial Hospital

Each year, Riddle Memorial Hospital, as a non-profit organization, receives thousands of charitable donations – large and small – from the community.

Many people make gifts to the Annual Fund which are put to immediate use in support of our highest priority needs. Others make special gifts to projects such as capital campaigns that fund new facilities and technology. Yet others focus on the future with planned gifts, such as a bequest in their will or a life-income gift to establish an endowment in an area of their interest.

Whether it is a gift of cash, stock, real estate or insurance, philanthropy is more than a proud tradition at Riddle Memorial Hospital. Gifts from grateful patients and friends provide vital resources that support many mission-driven programs that operating revenue alone cannot.

Our mission and your generosity – a powerful partnership benefiting our community far into the future.

VOLUNTEERS

Riddle Memorial Hospital had 410 volunteers last year who donated 58,213 hours. The number of volunteers has increased from 293 to 410, and the number of volunteer hours has increased from 50,171 to 58,213. Our volunteers serve in many areas, including: Nursing Units, Emergency Department, Respiratory, Patient Relations, Billing, Nursing Education, Case Management, Cardiology, Book/Magazine Cart, Medical Staff Office, Facilities, Pharmacy, Volunteer Services, reception desks and escorts.

While volunteers are often unsung heroes, one Riddle volunteer went above and beyond the call of duty. A nurse called our main hospital front desk to ask if a volunteer was available to get a patient a milkshake at the Snack Shop. Although it is not in the position description of the front desk volunteers, this fairly new volunteer gladly went back to the Snack Shop, got the milkshake and brought the milkshake to the appreciative patient. The volunteer delivered it with a smile on her face and an “I’m so glad I was able to do this for you to make your stay a little nicer.”