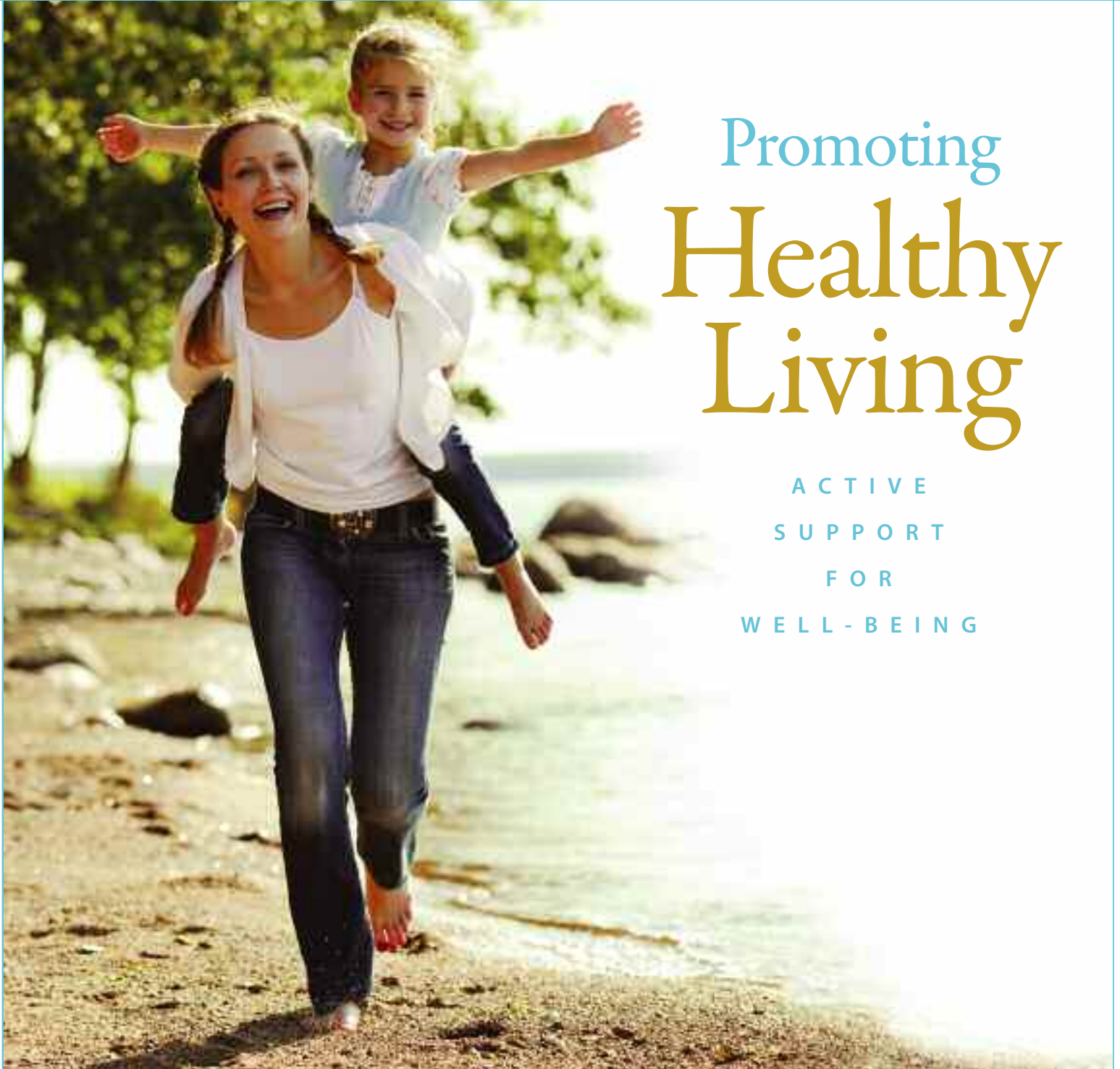


2010
Community Service Plan

IMPLEMENTATION REPORT FOR 2009



Promoting
Healthy
Living

ACTIVE
SUPPORT
FOR
WELL-BEING

Thompsonhealth

Thompson Health, located in Canandaigua, New York, is comprised of the following corporations: F.F. Thompson Hospital, a 113-bed acute care facility; M.M. Ewing Continuing Care Center, a 188-bed long-term care facility; the F.F. Thompson Foundation; F.F.T.H. Properties & Services and F.F.T. Senior Communities, which owns and operates a senior living community featuring independent and enriched living residences.

For more than 100 years, Thompson Health has been providing excellence in health care to our service area, which now has approximately 165,000 residents. Thompson Health provides the highest quality of care to its growing regional population with the most useful services and benefits important to patients and customers. Thompson Health focuses on the health and well-being of our community – keeping the community healthy by providing excellence in primary and secondary care services, wellness information and community education.

Thompson's Board of Directors, medical staff, volunteers and Associates are committed to being directly involved in the health care of the growing region that we serve. Thompson Health is the recipient of the Governor's Award for Excellence. F.F. Thompson Hospital was designated a second time in February 2010 as a Magnet facility for the excellence of its nursing services by the American Nurses Credentialing Center. Thompson Hospital is also a New York State Department of Health-designated Stroke Center. The M.M. Ewing Continuing Care Center is a past recipient of the Alzheimer's Association of Rochester's Quality of Life Award: Outstanding Residential Provider. These awards are just a few that illustrate the excellence achieved by the health system in patient and resident care.

Our excellence is inspired by the Thompson Health vision – Bringing Confidence and Compassion to Every Healthcare Experience. This vision is further defined through goals such as maintaining integral partnerships with our communities, leading the way in exceptional quality and unprecedented service, providing a culture of healing, offering comprehensive medical expertise and exceeding patient expectations. And all of this is achieved while living by the CARES values – Commitment, Action, Respect, Excellence and Service – both as an organization and as each member of the Thompson Health family.



Thompson's Community Health Involvement

Community health can be defined as health and quality of life that:

- Improves the health and well-being of people in the health system's service area;
- Uses resources effectively and efficiently to promote health and reduce the overall cost of health care;
- Addresses a multitude of issues and populations, and addresses the health needs of the individual that go beyond medical and physical issues; and
- Is locally based, because local issues are best addressed with local solutions.

Public Assessment

Thompson Health maintains many links and affiliations with community and health organizations to enhance our ability to develop and deliver community programs. Through our provider network and existing partnerships in the community, Thompson Health has established a diverse array of community health programs to meet the community's specific needs. Some of our affiliations include:

- Ontario County
- Schools
- Colleges
- Industry
- Chamber of Commerce
- Service Groups
- Other Non-Profit Community Organizations

Needs Assessment

Thompson Health has established a system for evaluating its community health initiatives and the processes it uses to deliver community health programs. To ensure we are meeting changing community health needs, we conducted an assessment to facilitate a coordinated approach to providing services and to make the best use of limited resources. In addition to surveying members of our

community on the content and quality of the programs we offer, Thompson Health evaluates data from:

- Our Associates, who conduct the programs and gather customer comments
- Local health officials
- State and federal agencies
- Industry information
- Medical professionals
- Thompson Health's Boards of Directors and Auxilliary
- Patient Comments

We will continue to work with Ontario County Public Health to develop programs based on the community health needs assessment.



Community involvement in 2009 included a food drive to benefit the United Way.

Thompson Programs

The following describes some featured 2009 community health programs that Thompson Health provided:

Alzheimer's Association Memory Walk

Memory Walk is the nation's largest event to raise awareness and funds for Alzheimer's care, support and research. The event is held annually in more than 600 communities nationwide, bringing together family, friends, caregivers and community members who all want to make a difference. The Rochester, NY chapter hosts four walks throughout its nine-county region, and works in conjunction with the staff of Thompson Health's M.M. Ewing Continuing Care Center to hold the Canandaigua walk each year.



Memory Walk participants take off.

In 2009, approximately 100 members of the community turned out for the event, raising more than \$18,000.

Teams included extended families from the area, as well as employees from departments throughout the health system, like Social Work/Case Management, Corporate Communications, the M.M. Ewing Continuing Care Center and Thompson's independent and enriched senior living communities, Ferris Hills at West Lake and Clark Meadows. In fact, the Ferris Hills/Clark Meadows team raised more money than any other team participating in the walk.

Representatives of various departments within Thompson were on hand to spread awareness about

programs and services available, as well as share information about everything from childhood nutrition to the importance of hand-washing in preventing illness.

"Healthy Young Woman"

According to the National Mental Health Information Center, girls are three times more likely than boys to have a negative body image.

The Healthy Young Woman program aims to create a sense of shared positive body image and self-esteem among young women in our community.

This 90-minute presentation is given during the Young Women's Adventure Camp that is offered to 7th and 8th grade girls twice during the summer at 4-H Camp Bristol Hills. The presentation draws from The Body Positive's "Health at Any Size" approach, which promotes self-love as a motivator for self-care. Intuitive eating and exercise are discussed as an alternative to dieting.

Each girl attending the Healthy Young Woman presentation is given a handmade "Self Discovery Journal" to record her individual beliefs regarding health behaviors, as well as her own "personal slogan" which promotes her unique self. Qualities to look for in a healthy relationship are also discussed.

The 2009 pilot of this program reached 23 young women in our community and received positive feedback from camp staff. The feedback was so positive, in fact, that the program was scheduled to be included in the Young Women's Adventure Camp for summer 2010.

Lil' Chef and Olympic Weeks

With childhood obesity rates having tripled over the past 30 years, Thompson Health is not only taking its "Get Up! Fuel Up!" program into several area school districts but reaching out to even younger children via a program piloted at a local daycare center.

During Lil' Chef Week at Care-A-Lot Child Care Center, Thompson provided a three-hour program introducing 6- to 9-year-olds to the health benefits of whole, plant-based foods through taste explorations,

arts and crafts and food detective work.

This interactive health education continued during Olympic Week at the Center, when the same students learned about balancing food choices with physical activity and discussed a variety of physical activities to try. The students also experienced some kid-friendly yoga poses.

The 2009 pilot reached 21 students between the ages of 6 and 9 years old, receiving positive feedback from Care-A-Lot staff.



Operation Kids helps ease pre-surgery anxiety.

Operation Kids

This hands-on educational program was developed in 2003 for children who are scheduled for surgery and for their families. The goal is to decrease fear and anxiety surrounding surgery, and make the experience positive for all involved.

Held in the hospital's Surgical Care Center, Operation Kids is free of charge for families and even welcomes adults who are about to undergo surgery and are experiencing jitters of their own.

Tours last approximately 30 to 45 minutes and include the surgical center, operating room, and post anesthesia care unit. Kids and parents get to wear surgical scrubs and caps as they enter the sterile environment of the Operating Room, and they get to view equipment such as the device that measures blood pressure prior to surgery. The RN leading the tour also teaches them about things like the oxygen mask for children, for example. A question and answer session follows the tour, and children are able to take home a coloring book depicting typical hospital scenes.

Over the course of the year, a total of 64 children from the community took advantage of it.

Peripheral Arterial Disease Screenings

Millions of Americans may be walking around with a potentially serious medical problem - Peripheral Arterial Disease - without even knowing it. PAD refers to clogged or narrowed arteries - most often in the legs and pelvic region. Those who have PAD face higher risk of heart attack, stroke and loss of limbs. More than half of those with PAD don't have symptoms, so early detection and treatment is important.

In 2009, Thompson Health reached out to people who might not otherwise have the opportunity to receive a screening, holding two free PAD screening sessions.

Participants were asked to complete a questionnaire and then had arm and ankle blood pressures taken by Diagnostic Imaging nurses, to assess their risk factors. Each participant then met with a Radiologist or Nurse Practitioner to go over their results.

A total of 72 patients were seen, and 5 percent had some positive findings.

“Pharmacy in a Bag”

For seniors who are sometimes overwhelmed with the complexities of their medications, Thompson Health provided an opportunity to sit down and discuss their individual medications and related concerns.

Held at Thompson Health's Ferris Hills at West Lake independent senior living community, this program invited seniors to bring all of their prescriptions, herbals, vitamins and medications in a brown bag and to then sit down with one of the hospital's pharmacists to discuss the purpose of their prescriptions, side effects of medication, interactions with other medications, vitamins, herbals and diet, questions they may wish to ask their physician and recommendations for better medication management.

A total of 30 minutes was devoted to each senior and over the course of the year, the pharmacist met formally with approximately 20 residents. Many more stopped by, eager to chat.

“Many people have several different physicians and specialists who prescribe medications for them, and sometimes the seniors do not fully understand why they are taking these medications. Also, the public at

large is being told by various sources to take multiple types of vitamins, herbs and remedies to keep our bodies looking younger, feeling better and improving overall health. People appreciate a professional opinion if these claims have any merit,” said the pharmacist.



Rain didn't stop Rose Walk participants.

Rose Walk

The 13th annual Rose Walk, hosted by Thompson Health's Cardiac Rehabilitation Department, was held on the grounds of Sonnenberg Gardens & Mansion State Historic Park, the former home of Thompson's founder, Mary Clark Thompson.

Despite rain, the event attracted plenty of walkers, both young and old. It also had the support of a local cardiology practice, a local car dealership, a church and an insurance agency. Together, these individuals and organizations raised more than \$18,000, making it one of the most successful Rose Walks ever.

The proceeds assist patients who might not otherwise be able to afford their required copayments for the Cardiac Rehab program. These patients work with Thompson's staff members, who use a phased approach to help people who have suffered a cardiac event.

Through exercise, cardiovascular monitoring, nutritional advice, support and counseling, individuals can continue on their journey back to optimal health.

Smoking Cessation Program

Thompson Health became smoke-free in 2007, participates in the American Cancer Society's Great American Smokeout each November and continues offering related education and support for both employees and members of the community.

In 2009, the health system not only began offering affordable, one-on-one smoking cessation counseling at the hospital for interested community members but began going to local workplaces to conduct classes on smoking cessation.

Both the individual counseling and the workplace program include seven sessions which provide education on how to quit smoking and stay quit.

At the local packaging manufacturer where Thompson conducted an on-site class, 11 individuals signed up to take part. All 11 completed the seven sessions, giving the program a 0% dropout rate. There was also a 63% quit rate at the end of the program, which is much higher than the national average, and another 18% cut down on smoking.



Smoking cessation at PACTIV had a 0% dropout rate.

The participants attributed their success to having coworkers' support, their supervisor's support and their organization's support.

Through this program, the manufacturing company was able to relay to their workforce a strong message about how much they value employees' health, while Thompson was excited to be rendering service in a new and different way.

Support Groups

Thompson Health strives to offer a wide range of free support groups to its community members. These groups provide essential education to those experiencing medical, behavioral and emotional challenges. They also provide an opportunity for community members to connect with one another and share valuable insights on how to overcome barriers to living in a state of optimal health and wellness.

In 2009, the health system offered a total of 15 support groups for a variety of needs. As examples, the support groups included people who were trying

to control their weight, people who have survived cancer, people who are living with traumatic brain injuries and people who are caring for a loved one with dementia. They all had a place to turn and people with whom to share experiences. A new support group introduced during the year was the Traumatic Brain Injury Support Group for Young Adults, co-facilitated by a young TBI survivor living independently in the community and a counselor with a local organization called Bridges for Brain Injury.

Thompson experienced a significant increase in the number of support group participants. There were 1,791 in 2009 compared to 984 in 2008. This is an 82-percent increase, and the numbers continued to climb as the groups entered 2010.

“Surviving and Thriving” and “Colors of Hope”

With cancer touching virtually all of our lives in one way or another, Thompson Health strives to be a resource for the community and in 2009 hosted its second community cancer symposium, “Surviving and Thriving.”

Medical professionals and community members alike attended this event and heard presentations on a variety of topics. These included advances in chemotherapy, therapeutic advances in radiation oncology, complementary medicine, how to manage stress and recognizing the wide range of emotions experienced by patients and providers.

The symposium also featured dinner and keynote speaker Kitty Van Bortel, a breast cancer survivor and President of Van Bortel Subaru and Van Bortel Ford in nearby Victor, NY. In her address, Ms. Van Bortel spoke of her journey as a survivor.



Colors of Hope included family-oriented activities.

There were also many educational and interactive exhibits during the May 20 event, where representatives of Thompson promoted another Sands Cancer Center event: “Colors of Hope.”

Held June 18, this free, family-oriented event was built around a theme of “Honoring Your Cancer Experience.” Everyone whose life has been touched by cancer was invited to attend the event, which featured music, face-painting for children, light dinner fare and camaraderie with others.



Swing Dance brought people together for a good cause.

Swing Dance

The first annual Swing Dance at the M.M. Ewing Continuing Care Center – Thompson Health’s skilled-nursing facility – was planned at the request of residents, who wanted to have a dance but also wanted to host an event that would benefit the community.

The CCC teamed with the Blue Star Mothers of America, NY Chapter #1, to collect items that would be sent to overseas troops. They also used the event, which had the theme of a U.S.O. canteen, as a vehicle to honor and thank the 25 CCC residents who are veterans.

The event was a huge success. At the door, a carload of items was collected to mail to the troops and enough funds were raised to pay postage for 37 packages. The dance was attended by members of the Rochester Swing Dance Network – many in period dress – and music was provided by a jazz quartet called Four on the Floor. Many CCC residents and family members attended, as did members of the community who heard about the dance via posters

and advance media coverage.

The dance was featured as part of the American Association of Homes & Services for the Aging (AAHSA) annual Homecoming Week, a week when events are held in nursing facilities nationwide to connect the seniors with the community at large.

Teen Pregnancy, STD and Date Rape Prevention Program

With recent statistics showing that more than 40 percent of girls and boys ages 15–19 report having had sex, Thompson Health in 2009 offered a program in a local high school aimed at preventing pregnancy, sexually transmitted diseases and date rape among teens in our community.

The health system presented fact-based information to 120 10th-grade students on preventing pregnancy and sexually transmitted diseases through abstinence and contraceptive use. Date rape prevention was addressed through reviewing warning signs of an abusive relationship, potential “date rape drugs” and risk behaviors.

In addition, a video made by teens, for teens, was observed while “facts and myths” regarding sexual health were shared. The program’s second day was dedicated to student questions and answers, both anonymously and on the spot.

Student feedback showed that the program was effective in terms of increasing their knowledge of preventative behaviors. The students suggested that more time be spent on the program and also cited the need to reach younger age groups with the information presented.

The Thompson Clinic at CCIA

As a partnership among Thompson Health, Canandaigua Churches In Action (CCIA), and Catholic Charities of the Finger Lakes, the Thompson Clinic provides short term, non-emergency treatment to those with nowhere else to turn for medical care. An idea conceived by a local church group in 2006, the Clinic became reality and officially opened its doors in July 2009.

The uninsured and underinsured receive services on a sliding-fee scale from a nurse practitioner and a medical assistant. The resource coordinator then helps eligible patients apply for health insurance, find permanent primary care providers and access other

needed services within the community.

During its first year, the clinic provided 325 patients with access to primary healthcare services. Many of these patients had gone years without seeing a provider. The Resource Coordinator has made hundreds of referrals for clinic patients to other critical services, including housing, rental and utility assistance, food stamps, gas vouchers, clothing, dental care, mental health services and employment assistance.

CARES Values go Global

Both within the health system and beyond, many members of the Thompson Health family apply their corporate CARES values (Commitment, Action, Respect, Excellence and Service) in response to needs in developing countries.

For example, the staff of the Emergency Department has ongoing involvement with Children of the Americas, a nonprofit that provides medical and dental care to indigent people in Guatemala each January. Nearly every year, at least one staff member takes part, and many have said it is a life-changing experience.

When the earthquake hit Haiti, the hospital’s Chief of Surgery headed to a hospital 90 miles north of Port au Prince – where he volunteers each year – to help care for the victims. Back at home, Thompson Health collected supplies for InterVol, a nonprofit organization that recovers and redistributes medical supplies and equipment to areas of need, not just locally but nationally and internationally.

While the collection of supplies is an ongoing effort, the crisis in Haiti was additionally responded to by using the

Associate newsletter to put a call out for gauze, masks, gowns, alcohol wipes, IVs and orthopaedic supplies, as well as baby formula, nonperishable food and personal hygiene items.



A recent mission to Guatemala.

Thompson Health's Courtesy Care

The Financial Aid/Community Care Program has been established to provide necessary medical care to all patients regardless of their ability to pay. The program is intended to identify the uninsured and underinsured individuals who cannot afford to pay in full for their services. Financial Aid/Community Care is available through discounted charges and/or sliding fee discounts. Financial Aid/Community Care assistance is communicated and made available to all individuals receiving medically necessary non-elective inpatient and outpatient services from the hospital system through:

- Verbal communication
 - Written media: information sheets, application and directions, patient handbook and handouts, patient service cost estimates, patient bills and collection correspondence
 - Electronic media: Thompson Health's internal Web communication, Internet Website, non-patient communication throughout human service agencies and social service organizations
 - The Financial Aid/Community Care program is evaluated annually by the Director of Patient Financial Services
-

Mary Clark Thompson Community Health Grants

In keeping with Mary Clark Thompson's spirit of community-building philanthropy, the F.F. Thompson Foundation, a corporation of Thompson Health, directly invests in the health of the community by supporting organizations that care for us all. Grants support partnerships of two or more community organizations that combine their resources and work together to improve community health. The Foundation makes resources available to projects within Thompson Health's service area. In 2009 the Mary Clark Thompson Community Health Grants sponsored many projects for a total of \$19,115, including the following:



AMERICAN RED CROSS

Project: Family Caregiving

The Red Cross will use funds to hold a series of classes on caring for family members with Alzheimer's and dementia-related illness in the Canandaigua area.

CANANDAIGUA LAKE WATERSHED COUNCIL

Project: Canandaigua YMCA Raingarden

The Watershed Council and the Canandaigua YMCA, in collaboration with the Ontario County Highway Department and other municipal agencies, will use funds to develop a rain garden that will substantially clean runoff from the Y's parking lot of sediment and pollutants before they enter Canandaigua Lake.

GLEANERS COMMUNITY KITCHEN

Project: Dining Room Counters with Storage

The Gleaners Community Kitchen provides nutritious meals daily to those in need—without question and at no cost. Gleaners will use funds to purchase washable plastic folding tables with cabinets underneath to facilitate storage.

SOCIETY OF ST. VINCENT DEPAUL

Project: Santa's Helpers

The Society of St. Vincent DePaul, connected with Canandaigua's St. Mary's Church, will use funds to expand their Christmas charity program to needy families.

HAPPINESS HOUSE**Project: Hand Drumming Project**

The program will enroll 40 participants and teach them techniques of hand drumming, which has proven therapeutic in many settings. Funds will be used to pay an instructor for 24 one-hour sessions, plus the cost of purchase and rental of drums.

ONTARIO COUNTY SHERIFF’S OFFICE**Project: Seniors and Law Enforcement Together Council (SALT)**

This informal group of interested law enforcement professionals and volunteers run three programs to benefit seniors – 911 Cell Phone Distribution, Tel-A-Tend (a phone dispatched computer alarm system), and Project Lifesaver, a bracelet used to help track wandering Alzheimer’s patients. Funds will help with publicity.

PARTNERSHIPS FOR ONTARIO COUNTY, INC.**Project: Family Support Center**

Family Counseling Services, a program of Partnerships for Ontario County, Inc., will use funds for families in need of “wrap around services” such as transportation, clothing, housing and supplies for youth participation in work or school, as well as basic health and medical needs including co-payments for outside mental health or drug and alcohol treatment.

Funds will also be used for staff development for the counselors to keep them current with continuing education requirements.

PARTNERSHIP FOR ONTARIO COUNTY, INC.**Project: Smoke Detectors for the Hearing Impaired**

The partnership will use funds to deliver and install specially-designed smoke detectors to 22 low- or restricted-income families with hearing impaired children/seniors.

SEEKING COMMON GROUND**Project: Finger Lakes Farm-Cafeteria**

This program will run a pilot at the Bloomfield School District that can serve as a model for how local institutions can effectively preserve locally grown produce for use out-of-season. Funds will purchase dehydration equipment, supplies and produce.

SONNENBERG GARDENS**Project: Therapeutic Horticulture Program**

This collaborative program among Thompson Health’s Brighter Day medical adult day program, Ontario County ARC, Flint BOCES, Canandaigua Academy and Sonnenberg will develop and maintain a vegetable garden. Funding will be used to help build handicapped ramps for participant access to the greenhouse.

Financial Data

Thompson Health’s mission is to maintain its leadership role as a system of excellence in prevention, diagnosis and cost-effective care for our community members. In 2009, Thompson Health provided the following courtesy care/services to our community:

2009

Courtesy Care:

Total:	\$3,114,461	Sliding Fee Discounts and Self Pay Automatic Discounts
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Uncompensated Care:

	\$2,853,623	Provisions for Bad Debt
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Community Benefit:

Total:	\$1,828,546	Combination of Community Service/Education
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Mary Clark Thompson Foundation Grants:

Total:	\$19,115	Community Health Grants
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Looking Ahead:

Community Service Plan Synopsis for 2010-2012

Every three years, F.F. Thompson Hospital creates a Community Service Plan which is submitted to the State of New York Department of Health. The Plan is developed in conjunction with other community health partners after careful research on growing healthcare needs in the community. Below is a synopsis of the Hospital's community service plan for 2010-2012.

Community Health Assessment

F.F. Thompson Hospital participated in the Ontario County Partners for Community Solutions Committee, a broad-based group of community agencies, to develop a community health assessment. The primary goal of the assessment was to determine the needs of the county and then to address the most significant unmet needs and to lay the groundwork for formulating an overall plan. The assessment included four major components:

- Examination of the Community Health Status Indicators
- Evaluation of the effectiveness of the Public Health System and the role of the Public Health Department within that system
- Consideration of issues that affect the quality of life among community residents and the assets the County has available to address health needs
- The "Forces of Change" that are at work locally, statewide and nationally, and what types of threats and/or opportunities are created by these changes

Assessment and Selection of Public Health Priorities

Once the community health assessment was conducted and results were tallied, a final list of the top issues from the assessment process was compiled. The data was then reviewed by F.F. Thompson Hospital as a basis to develop its community service plan. The goals adopted by the Hospital include support from community partnerships such as the Ontario County Health Collaborative which includes F.F. Thompson Hospital, Geneva General, Clifton Springs, and representatives of the Ontario County Public Health Department.

Based on the Community Health Assessment and direction from the New York State Department of Health, the top priorities being addressed by F.F. Thompson Hospital in its three-year community service plan are:

- Access to Quality Health Care

- Chronic Disease Prevention
- Physical Activity and Nutrition

F.F. Thompson Hospital has developed a three-year work plan to address these priorities working with schools, businesses and industries as follows:

1. *Access to Quality Health Care:*

- Analyze best practice models to enhance access for Ontario County residents
- Implement programs and strategies to help Ontario County residents identify and regularly access medical and preventive healthcare services

2. *Chronic Disease:*

- Research best practices related to heart disease prevention and treatment
- Implement programs and strategies related to prevention and treatment of heart disease

3. *Physical Activity and Nutrition:*

- Assist the community and Thompson Health associates to identify and engage in healthy initiatives to increase physical activity and improve nutritional intake.

Three-Year Plan of Action

Over the three-year period of its community service plan, F.F. Thompson Hospital will continue to work with its community and public health partners to identify best practice models and the most effective way to address the needs of the community. The Hospital takes pride in bringing the community personalized and compassionate health care supported by the best in advanced medical technology and innovative treatment protocols. As a vital part of the Thompson Health System, F.F. Thompson Hospital is deeply rooted in the community and will continue to work with its partners to develop programs to meet the needs of our patients. This community service plan features the goals that continue the Hospital's 100-year legacy of caring for our community.

Thompson Health

350 Parrish Street
Canandaigua, NY 14424

Patient Information

(585) 396-6663

Urgent Care

(585) 924-1510

Physician Referral Service

(585) 396-6555



Thompson Health's Services

Allergy Specialist
Ambulatory Services/Surgery
Anesthesiology
Angioplasty, peripheral
Athletic Training
Audiology
Blood Bank
 Autogenic Blood Collection
Breast Care, with Education and
 Clinical Breast Examinations
Cardiology
Cardiac Diagnostic Services
Cardiac Rehabilitation
Chaplain Services
Chemotherapy
Community Health Education
Cytology
Dental Surgery
Dermatology
Diabetes Management
Diagnostic Imaging:
 Angiography
 CT Scanning
 Diagnostic and Interventional
 Radiology
MRI
Mammography
Nuclear Medicine
Ultrasound
X-ray
Emergency Medicine
EMS Training

Endoscopy
Family Medicine
Gastroenterology
General Surgery
Gynecology
Hand Surgery
Head & Neck Surgery
Health Insurance
 Enrollment Assistance
Hospice
Industrial Rehabilitation
Infection Control
Integrated Complementary
 Medicine (ICM)
Intensive Care
Internal Medicine
Laboratory Services
Mammography
Medical Hematology
Neuro Diagnostic Services
Neurology
Neurosurgery
Nursing Services
Nutrition Services
Obstetrics:
 Birthing Center
 Childbirth Classes
 Newborn Nursery
 Sibling Visitation
Occupational Medicine
 (HealthWorks)
Occupational Therapy

Oncology
Ophthalmology
Oral Surgery
Orthopaedic Surgery
Otolaryngology
 (Ears, Nose, Throat)
Pain Management
Pathology
Pediatrics
Pharmacy Services
Physical Therapy
Physician Referral
Plastic Surgery
Podiatry
Pulmonary Medicine
Radiology
Rehabilitation Services
Respiratory Therapy
Rheumatology Services

Senior Living Services
 Dementia Care
 Enriched Living
 Independent Living
 Long-Term Care
 Medical Adult Day Services
 Post-Hospital Care
 Short Stays
Sleep Disorders
Social Services
Speech Pathology
Sports Medicine
Therapeutic Dietetics
Ultrasound
Urgent Care
Urology
Vascular Surgery
Vestibular Therapy
Wellness Services

Thompsonhealth

Advanced Technology. Exceptional Care.

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Canandaigua, NY 14424
(585) 396-6000
www.ThompsonHealth.com



*F.F. Thompson Hospital
is an ANCC Magnet®
designated hospital for
nursing excellence*



*Thompson Health
is a recipient of
the Governor's
Award for Excellence*