



# Healthy Outlook

Tradition. Quality. Progress.

WINTER 2006

VOLUME 5, ISSUE 3



## Regional radiation center to open

Calvert Memorial has joined with area hospitals to develop a state-of-the-art radiation center to serve the region. The facility, located in Charlotte Hall, is set to open in March. It will offer many high-tech radiation therapies including advanced CT simulation and 3-D treatment planning. The project is a joint venture between CMH, Civista Health, St. Mary's Hospital, Holy Cross Hospital and Adventist Healthcare. □

## Vascular lab cited for high quality

The Non-Invasive Vascular Lab at Calvert Memorial Hospital was recently recognized for its "high level of patient care and quality testing." The lab uses highly sensitive ultrasound (or high frequency sound waves) to detect blockages in arteries and veins. This is key to early detection and treatment. The Intersocietal Commission for the Accreditation of Vascular Laboratories approved the three-year accreditation in January. □

## Apply by April 15 for scholarships



The deadline to apply for a CMH scholarship is April 15. Allied health students in Southern Maryland are eligible. New this year is the Sharon's Way Scholarship that was created to help those training to become physician assistants. For more details, call 410-414-4664 or download an application at [www.calverthospital.com](http://www.calverthospital.com). □



*Pictured (l-r) are Donna Johnson, NP, CWS; Donna Steffensmeier, LPN, CWS and Dr. Gary Grover, medical director, of the Wound Healing Center at Calvert Memorial Hospital.*

# CMH Wound Healing Center opens

## Specialists working together for you

It is estimated that 3-4,000 persons in our area suffer from chronic wounds that require special care to heal. The new Center for Wound Healing at Calvert Memorial Hospital can help.

The center, which opened in January, is designed to meet the special needs of people who have difficult or non-healing wounds like diabetic ulcers or pressure sores. It provides local residents with access to a highly skilled team of doctors, nurses and physical therapists who have advanced training and experience in wound care.

"The center uses a multidisciplinary approach to provide our patients with

comprehensive treatment and coordinated care," said James Xinis, CMH President and CEO.

He went on to add, "We are very pleased to have the clinical expertise of Dr. Gary Grover as the center's medical director." The board-certified vascular surgeon has 20 years experience treating patients with complex circulation or blood flow problems.

Grover was instrumental in starting wound care clinics at two other hospitals. He also introduced new surgical techniques that improve blood flow to the leg, which in turn promote wound healing.

### Unmet need

"We saw a growing demand for this service that was not being met," said Kathy Moore, OTR/L, director of rehabilitation services at CMH, who helped develop the center.

"Often, patients and their families were frustrated because they were confused about where to go for help with wound care," said Moore, "or they had to wait a long time for an appointment."

Without proper treatment, these patients frequently require emergency care. Last year, 193 patients with serious wounds were treated in the CMH emergency department and

*(continued on page 6)*

# FOUNDATION NEWS

## Major gifts boost campaign to \$2.6 million

Major gifts from Bank of America and Quality Built Homes combined with pledges from hospital vendors and physicians have boosted the capital campaign for Calvert Memorial Hospital to \$2.6 million.

Last fall, Bank of America gave \$25,000 to be used toward emergency medical services. Earlier, Quality Built Homes located in Prince Frederick made a five-year pledge, also for \$25,000. This brings the total for area businesses to \$514,500.

“Quality Built Homes, Inc. is proud to support the emergency department expansion at Calvert Memorial Hospital,” said Rodney Gertz, vice president. “The ED has provided comfort and care to my family and to our employees as well as their families and friends. The planned expansion will benefit our entire community.”

Hospital vendors have stepped forward, as well. Recent pledges topped \$80,000 including two pieces of medical equipment.

To date, the campaign has received 441 gifts with the largest contribution coming from the CMH Auxiliary. In 2004, the all-volunteer organization committed to raise \$400,000 in five years. It has already donated \$170,000 to the campaign. In September, their basket bingo netted \$3,000 and they plan to sell cookbooks with local favorites during the coming months.

These funds will go toward the purchase of digital radiography for the new emergency department. The digital radiography, which will replace conventional X-rays in the new ED, represents a major timesaver. The new



(Pictured left to right) Kevin Nietmann and George Vanderheyden of Constellation Energy's Calvert Cliffs plant present a check for \$200,000 symbolizing the company's pledge to CMH Capital Campaign co-chairs Wanda and Michael King, CMH Board Chairman Cliff Stewart and CMH President and CEO Jim Xinis.

equipment will eliminate X-ray film and allow ED physicians to see images instantly and start treatment.

The medical staff under the leadership of Dr. Robert Schlager has generated \$342,000. Additionally, the CMH family including the hospital board, foundation trustees and employees have given \$500,702 toward the fundraising drive.

The \$33 million project is the largest in the hospital's 85-year history. (See back cover) The capital campaign, chaired by Wanda and Michael King, is raising \$3 million to equip the new facility with the latest in medical technology. □

## Calvert Goodness cookbook on sale

The CMH auxiliary has produced *Calvert Goodness*, a cookbook filled with 300 mouth-watering favorites from its volunteers and hospital employees. It is attractive, durable and the bound design makes it easy to use.

The cookbooks that sell for \$15 are available at the CMH KeepWell Center and the hospital gift shop. It also includes coupons from area restaurants.

So, if you're looking for a present with local flavor, a handy hostess gift or a nice thank-you for a great teacher or employee, stock up. After all, it's for a good cause. □

## Golf and fishing tournaments set for May

The 17<sup>th</sup> annual Benefit Golf and Tennis Classic hosted by the Calvert Memorial Hospital Foundation will be held May 15 at the Old South Country Club. Reservations can be made on-line at [www.calverthospital.com](http://www.calverthospital.com) or by calling 410-535-8178.

The foundation has added a new event this spring. A fishing tournament is planned for May 8 at the Rod 'N' Reel in Chesapeake Beach. The cost is \$200 per angler or \$1,000 to sponsor a charter boat including six persons. Price includes fishing, beverages and snacks on the boat and lunch at the Rod 'N' Reel. They will be trolling for trophy rockfish. Private boats are welcome with a registration fee. Check the website for more details.

Proceeds from the events will be used to help equip the new telemetry unit scheduled to open in July. The unit, located on the second floor, is being renovated to provide 16 additional medical/surgical beds. □

# Hands-on care

*CMH treats wide range of complex hand problems*

**I** was having enormous pain," said John Ditoto, 55, of Huntingtown. "My hand would just go numb. I couldn't even hold my coffee cup."

Ditoto, an investigator in the Prince George's Sheriff's Office, injured his hand in a serious car accident in 1979. Years later, the pain would continue to flare up. "It was vivid in my mind," he said, "how much it hurt." But, he said, an X-ray and MRI of his hand showed nothing.

Ditoto consulted with hand surgeon Dr. Helmut Pfalz, who scheduled him for camera-guided surgery to remove damaged tissue. This is a new and advanced minimally invasive technique. During the procedure at Calvert Memorial Hospital, Pfalz found a bone fragment from the earlier crash. "It had shifted and was slicing into cartilage," Ditoto said. "Within a week the incision was healed and the pain was gone."



*"Dr. Pfalz did a great job," said Vernon Garner of Solomons. "In three weeks, I was back to playing golf. I can hardly tell which finger had surgery." Garner was treated for Dupuytren's, a condition that constricts the ligament in the finger causing it to bend down.*



## **Advanced Orthopedic Specialists**

Bryan Herron, MD  
410-414-9840

## **General and Hand Surgery of Southern Maryland**

Helmut Pfalz, MD  
410-535-7530

## **Plastic Surgery of Southern Maryland**

Wilfred R. Erhmantraut, Jr., MD  
410-414-9844

His surgery was just one of 438 cases performed at Calvert Memorial Hospital last year to repair hand and wrist problems. The majority have involved carpal tunnel syndrome, fractures and surgeries to remove a cyst or mass or to repair an injured tendon or ligament.

## **Surgical expertise**

The active medical staff includes Dr. Bryan Herron, a board-certified orthopedic surgeon and Pfalz, a board-certified general surgeon, who both are fellowship-trained in hand surgery. Additionally, the CMH staff includes Dr. Wilfred Erhmantraut, Jr., a board-certified plastic surgeon who specializes in reconstructive surgery. All have offices located in the medical office building adjacent to the hospital.

"Having two fellowship-trained hand surgeons has had a dramatic effect on our ability to handle patients with hand trauma," said Dr. Kraig Melville, chief of emergency medical services at CMH.

"In the past, these patients would have been flown to another hospital. Now, we can treat them here – thus expediting care and allowing them to stay close to home. Our outcomes have been excellent."

CMH hand surgeons are specially trained to care for problems involving the upper extremity (arms, wrists and elbows) and are skilled in the microsurgical techniques required for treatment of complex nerve and vascular problems. They perform both open and arthroscopic or minimally invasive surgery.

They care for a wide range of conditions including traumatic injuries like lacerations or fractures, arthritic conditions, work-related disorders, sports injuries and congenital abnormalities, like Dupuytren's, a condition that constricts the ligament in the finger causing it to bend down.

## **Follow-up care**

The rehabilitation team at CMH includes occupational therapists who help your hands heal after injury or surgery through splinting, exercising and retraining. They work closely with patients whose hands are damaged due to arthritis, overuse or repetitive stress.

The CMH hand therapy program also provides pain management, patient education and personalized activity programs to help you increase your strength, coordination, dexterity and range of motion. For information, call **410-535-8308**.





# The numbers tell the story...



*“Our customers are very knowledgeable,” said Maggie Eller, RN, CPHQ, director of performance improvement at Calvert Memorial Hospital. “They recognize that good outcomes are strongly linked to high ratings for quality and patient safety.”*

**“W**e continually measure our performance through a number of benchmarking programs,” said Eller, who is a certified professional in healthcare quality. “We actively monitor quality . . . you see the impact in our patient satisfaction surveys.”

Benchmarking programs are important because they compare Calvert’s performance against the nation’s top hospitals. “Our customers want objective ratings,” she said. “They look for reliable data in order to make informed choices.”

Eller provides three examples of how PI (performance improvement) initiatives are continuing to advance the quality of care provided at Calvert Memorial Hospital.

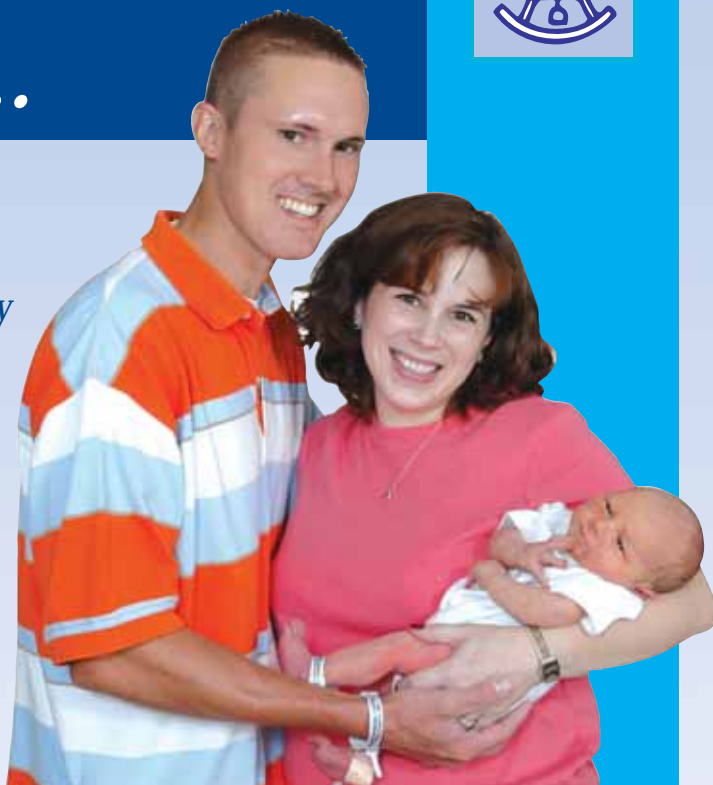
## **Responsive staff**

“The Family Birth Center has a strong track record,” said Eller. “They were voted best inpatient unit three years in a row and received the Hall of Fame award in 2004.”

Eller explained that Calvert Memorial Hospital uses the same 5-point rating scale as Press Ganey, an industry leader in the field. To determine how well it performs, CMH compares its family birth center to other hospitals ranked in the 100<sup>th</sup> percentile. In 2005, CMH ranked at 80 percent for overall quality, up from 71 percent in 2004 and far outpacing the national average of 65 percent.

Eller credits the staff’s “compassionate care” and “attention to detail” as primary factors in the center’s high ratings. “They get tons of compliments,” she said. “They take all the suggestions to heart. It is an indication of how proactive they are.” One such suggestion led to the center’s decision to purchase new beds for the fathers who stay overnight.

*The CMH Family Birth Center has all private rooms that allow nursing staff to provide each family with individualized attention. Pictured are new parents Julia and Curt Watson with son Nick Henry of Mechanicsville.*



## **Best practice**

“We have a fairly high percentage of patients (at CMH) with congestive heart failure,” said Eller. “Our goal is to help them maintain optimal health.” In 2005, 259 patients were treated for congestive heart failure at Calvert Memorial Hospital.

“Best practice for these patients,” she said, “is to quit smoking, have an echocardiogram (to measure the heart’s ability to pump), take prescribed medications and follow discharge instructions carefully.”

“One salty meal can create congestive heart failure,” she explained. “This is why these patients need to weigh themselves regularly, notify their doctor if they gain one or two pounds and eat a low-salt diet.”

Eller said staff teamwork and the increased use of information technology by CMH have contributed to steady gains on quality indicators. For instance, 94 percent of these patients were provided with smoking cessation counseling in 2005, compared to 73 percent nationally. The desired goal is 95 percent.

Additionally, 67 percent were provided with full discharge instructions in 2005, compared to 50 percent nationally. While this is below the desired 95 percent, it is up

from 59 percent the previous year. Case management and nursing are working more closely to address this issue.

## **Proactive prevention**

The pneumonia vaccine is given year-round, according to Eller, to anyone over 65 and to younger patients with certain chronic or co-existing conditions.

“All studies show that vaccines are important not only to the length of life but also the quality,” she said. “Our physicians are very proactive. Only a small percentage of patients who are hospitalized (at CMH) need the vaccine.”

She said routine assessments are done to identify those who are eligible for the vaccine. They also check to make sure these patients are counseled to quit smoking and given antibiotics within four hours of arrival.

Statistics show that 100 percent in 2005 were provided with smoking cessation counseling, compared to 72 percent nationally. During the same period, 77 percent received antibiotics within four hours of arrival, compared to 50 percent nationally. The desired goal is 95 percent compliance. □

# Oh, my aching back!

Your back hurts. The steady throbbing keeps you awake at night. It's hard to move. It's starting to affect your work and family life. Nothing is worse than a pain that won't go away.

"Persistent pain is something you should not ignore," said Dr. Elizabeth Forrest of Chesapeake Neurology Associates. "Your body is telling you that something is seriously wrong and you need professional attention." Forrest is board certified in physical medicine and rehabilitation and specializes in chronic pain. She is a member of the active medical staff at Calvert Memorial Hospital.

Low back pain is one of the main reasons Americans visit their doctor. For adults over 40, it ranks third behind heart disease and arthritis. Acute pain can be searing, sharp or numbing but it passes when your injury heals. Chronic pain, however, can last for days, weeks or longer and the discomfort can totally disrupt your daily activities.

Treatment for any back condition is recommended as soon as possible to avoid more harm, said Forrest. The first step is to identify the specific cause of your back pain.



## Here are some questions that can help pinpoint the source:

- Where is your pain?
- When did the pain start?
- Can you describe your pain?
- What makes it better?
- Does pain limit your activities?

Chiropractor Michael Calhoun also stresses the need for early intervention. "If it's a mechanical problem and it's not addressed," said Calhoun. "It can create other problems – putting a strain on other joints, muscles and nerves in the system."

Calhoun is with Chesapeake Physical Medicine (CPM), located on the CMH campus. He has 15 years experience in providing chiropractic care. CPM also offers therapeutic massage and customized exercise programs.

### Finding the source

Determining the cause of your pain is key to developing a treatment plan that works for you. Here are some common conditions that may cause low back pain:

**Myofascial Pain** – muscle pain that tends to come from poor posture, sitting at a computer or other job-related tasks.

**Radiculopathy** – a pinched nerve, also called sciatica, usually from a herniated or slipped disk; causes a shooting pain down the leg.

**Spinal Stenosis** – a narrowing of the nerve openings around the spinal cord or nerve roots; causes symptoms similar to a pinched nerve. It's more common in older people.

**Tendon, Ligament & Soft Tissue Pain** – localized pain when an area is stretched or its muscles are overused.

**Non-Spinal Causes** – sometimes other conditions like appendicitis, kidney disease or uterine conditions can cause your back to hurt.

### Treatment options

The rehabilitation of low back problems occurs in three phases, according to Kathy Moore, OTR/L, director of rehabilitation services at Calvert Memorial Hospital. During the first or acute phase, patients are treated for pain and inflammation.

In the second or recovery phase, she said, flexibility and strength are developed to get you back to your usual activities.

The main goal of the third or maintenance phase is to prevent the problem from recurring. This often consists of a total body fitness program, designed to increase endurance after your symptoms have been resolved. □

## CMH offers comprehensive pain management

**Chiropractic Care:** to correct the function of the spinal joints, reduce or eliminate the nerve irritation and allow the muscles to relax, call 410-257-7106.

**Healthy Alternatives:** certified providers offer acupuncture, hypnotherapy, therapeutic massage, Trager® bodywork, gentle yoga and Pilates, call 410-394-2816.

**KeepWell Fitness Center:** monitored exercise in a supervised setting by certified trainers, call 410-535-8245.

**Pain Services:** board-certified anesthesiologists provide fluoro-guided injections, such as epidurals and nerve blocks for pain management, call 410-535-8295.

**Calvert Physical Therapy:** can help you regain the strength and re-learn the activities you'll need to return to daily life, call 410-535-8180.

**Rehabilitation Services:** physical (including wound care), occupational and speech therapy on an outpatient basis for all ages, call 410-535-8308.

## CMH Wound Healing...

(continued from page 1)

urgent care centers. Of that number, 159 required hospitalization.

Local physicians say the new Center for Wound Healing at CMH will provide a valuable service to this high-risk group. "Lower extremity wound care is essential in preventing amputations in high risk individuals (like those with diabetes and peripheral vascular disease)," said podiatrist Dr. Edward Mirigiliano. "It is essential that these patients see a provider who has specialized knowledge and experience in wound care."

Other physicians say the center's multidisciplinary approach is important. "Wound care requires a coordinated approach involving multiple specialists for evaluation and treatment," said plastic surgeon Dr. Wilfred Erhmantraut, Jr.

### Team effort

"Our team recognizes that wound care involves the whole patient not just the wound," said Moore. "Our goal is to coordinate care," she added, "that means working closely with the primary care physician, surgeon or other specialist to bring together the resources needed to help the patient."

These services may include nutrition counseling, diabetic education, home health care or custom-made orthotics. There is also a nurse navigator to help guide patients every step of the way. Donna Steffensmeier fills this role. She has 30 years nursing experience and is a Certified Wound Specialist®.

"Our goal is to provide professional, personalized attention to each patient to achieve a positive healing outcome," said Steffensmeier. Her role is to make sure that each step of the treatment plan is followed and to provide support along the way.

"Each treatment plan is different," she said. "It is based on the individual patient's special needs . . . like their health, medical condition and ability to care for the wound at home."

Steffensmeier said she finds wound care very rewarding. "We do many things for our patients," she said. "We relieve their pain, increase their comfort and mobility and prevent infection and amputation . . . but most importantly, we help them get their life back."



(Above) Physical therapists Mike Shaw and Joy McCarthy, registered dietitian Janet McDonald (seated) and Jackie Miller, PT provide specialized services to wound care patients. (Opposite) Pulsed lavage is used for wound irrigation (removing dead skin and cleaning infection).



"It's just so exciting and inspiring to make a difference in so many lives," she added.

Nurse practitioner Donna Johnson, who has 28 years nursing experience and is also a Certified Wound Specialist®, provides ongoing monitoring and care. "We're constantly reassessing to determine what's going on," she said. "As they begin to heal, the patient's needs changes – so treatment changes, as well."

### Specialized services

In addition to the experienced and knowledgeable staff, Moore said, the center provides many specialized services. These include the use of ultraviolet radiation to control infection, electrical stimulation to promote skin growth and pulsed lavage or hydrotherapy for wound irrigation (removing dead skin and cleaning infection).

The rehabilitation staff also provides patient and family education. Caregiver involvement plays a key role, said Moore. "Prevention programs work best when all participants are actively involved and know more," she said.

The Center for Wound Healing at CMH is located on the 4<sup>th</sup> floor adjacent to Rehabilitation Services. For information or to make an appointment, call **410-414-4836**. □

### Controlling Risk Factors

Making these changes can help you prevent wounds from developing or getting worse:

- Quit smoking
- Lower your blood pressure
- Limit your salt intake
- Control your cholesterol – eat healthier
- Take medications, as prescribed
- Manage your diabetes, if needed
- Exercise – start a walking program (*after speaking with your doctor*)
- Lose weight, if you're overweight
- Ask your doctor about aspirin therapy (*to prevent blood clots*)



## CMH is your community hospital

In a recent survey, only four in 10 residents knew that Calvert Memorial is a not-for-profit, community owned hospital. This means that we provide care for all residents regardless of their ability to pay. Last year, CMH spent over \$5 million on community health programs that touched over 30,000 lives.

We reach out to our neighbors in many different ways. Through Medbank, we help qualified applicants obtain free medications. Some 273 women received free care at our Woman's Wellness program. Twin Beaches Community Health Center offers a sliding fee schedule for the uninsured.

We deliver on our commitment to prevent illness and promote wellness by providing free screenings, health education classes, counseling and support groups year-round. Additionally, we partner with the Calvert County Health Department, the Board of Education and the College of Southern Maryland to address a wide range of health-related issues.

CMH employees also serve on numerous advisory boards and volunteer their time for many service and civic organizations. In the fall, the CMH Foundation awarded \$18,600 in scholarships to 25 area college students who are pursuing degrees in nursing, physical therapy, nuclear medicine and radiography. Since 1991, the foundation has given 153 scholarships totaling \$194,500.

Many look at the hospital's growth and believe that it's doing well financially. This is true. As your community hospital, when we earn income above expenses, these funds are used to upgrade technology, improve facilities and expand services. It also enabled us to lower the self-pay rate for certain outpatient services such as urgent care, endoscopies and diabetic counseling.

Cliff Stewart  
*Chairman of the Board*

## ENT opens new office

**Dr. Gail Anderson**, board certified in otolaryngology, has opened a new office in Prince Frederick. She has 16 years experience in private practice and specializes in treating sleep apnea and snoring.



*Gail Anderson, MD*

Anderson provides care for all ages, from newborns to seniors. Her services include surgery for sinus and thyroid problems, as well as head and neck cancer. She also removes tonsils, implants ear tubes and treats ear/throat infections and voice/swallowing problems.

"We understand that each of our patients is an individual," she said. "We take time to understand your needs and concerns and provide you with professional ENT care with a human touch."

She graduated from Wayne State University School of Medicine in Detroit in 1984 and completed her residency at the University of Pennsylvania in 1989. She practiced in New Jersey for 10 years before joining a group in Crofton in 2001. She formed her own practice, Chesapeake Otolaryngology Associates four years ago.

Her office is located at 230 W. Dares Beach Road, Suite 106. For information, visit her website at [www.drgailanderson.com](http://www.drgailanderson.com). To make an appointment, call **410-535-6975**.

## Jeschke joins Calvert Family Practice Associates

**Dr. Craig A. Jeschke** has joined Calvert Family Practice Associates in Prince Frederick. He is board certified in family practice and emergency medicine and has over 25 years experience in Calvert County.

After graduating from UMBC and the University of Maryland School of Medicine, Jeschke completed a residency in family medicine at Penn State's Hershey Medical Center. He has been a member of the CMH medical staff since 1981 and is the current vice chief of staff.

He joined the CMH emergency department in 1995 and served as the assistant director until 2004. His co-workers describe him as a "compassionate person who treats the whole patient."

The group provides professional family health care for all ages. Their office is in Suite 111 of the medical office building adjacent to CMH. For an appointment, call **410-535-4488**. □



*Craig Jeschke, MD*

# Work progresses on CMH expansion project



Construction is moving ahead on Calvert Memorial Hospital's new emergency department. The first phase is set to open in April. Built in 1978 to serve around 15,000 annually, today it treats some 32,000 – reflecting the local population increase that doubled during the same period.

The first phase of the ED project represents 11,790 square feet of new space. Once operations are moved, the current 5,911 square feet will be renovated as well. When complete, the department will be triple its current size. The extra space will make room for additional beds, new technology and special features that will increase the patient's privacy and comfort.

While some improvements will not be available until the second phase, a computerized patient tracking system will be implemented when the new section opens. The new technology keeps tabs on patients' symptoms, vital signs and what is being done for them minute by minute.

The new state-of-the-art helipad is also slated to open in April. This will free up even more parking in the lot next to the annex because the temporary helipad will be removed. Overall, 300 new spaces have been added during the last year.

At the same time, the first phase of the lab expansion will begin operations.

It has been enlarged to make room for newer technology.

Additionally, site work has begun on the new Outpatient Concourse. Once the new emergency department is occupied, a temporary waiting area will be constructed in the existing ED. Then the current waiting area will be closed because steel will be erected over that area for the Outpatient Concourse.

At this time, it will be necessary to relocate some offices and move the entrance to the Infusion Therapy Center to a nearby hallway. Existing patients will be notified prior to the change. Signs will be clearly posted in the facility, maps will be at all entry points and volunteers will be on hand to help.

Every day, hundreds of patients and visitors come to the Calvert Memorial Hospital campus for outpatient services – from cardiac rehabilitation to chemotherapy, often they're not feeling well and find it difficult to walk long



*The new 10-bed ICU, which opened in November, combines the latest technology with a high level of comfort for patients and their families.*

distances. The Outpatient Concourse will address many of the current problems. Located on the first floor, it will connect the hospital's two main entrances.

In another phase of the expansion, the new Intensive Care Unit has been completed. In November, the ICU moved to its new location on the third floor. The existing space is being renovated to provide 16 additional telemetry beds. These are medical/surgical beds that are specially equipped to monitor the heart rate of cardiac patients. □



CALVERT MEMORIAL HOSPITAL  
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