

UHS Stay Healthy

Your resource for healthy living and wellness

ISSUE 1 2026

Advancing Care

Surgeons use da Vinci 5 for fast, accurate operations

Healing at Home

UHS Home Care supports you in the comfort of your own home



Care Connection

Multiple services now available at new Upper Front Street facility

Community-based care that always puts patients first

For 45 years, UHS has been deeply rooted in the Greater Binghamton region, proudly serving our community as a locally owned and operated healthcare system. Guided by our mission to be the premier destination for care in the region, UHS continues to strengthen and expand services for our patient population.

We recently reached an exciting milestone in our commitment to expanding care locally, with the opening of our newly renovated facility at 1290 Upper Front Street in Binghamton. Designed with privacy, comfort and efficiency in mind, this expanded practice is a welcoming, patient-centered environment that brings together comprehensive services under one roof, serving patients of all ages.

Our commitment extends across the region we serve—encompassing Broome, Chenango, Delaware, Sullivan, Tioga and Tompkins counties—bringing high-quality, accessible care to patients close to home. For many rural communities, local access to essential services can make all the difference, reducing the need for long-distance travel and ensuring that every patient has convenient access to the care they deserve.

Ongoing investments at UHS Chenango Memorial Hospital in Norwich and UHS Delaware Valley Hospital in Walton further demonstrate our promise to modernize facilities and enhance care in the rural communities we serve.

Whether you live in Norwich, Walton, Binghamton, or anywhere in between—or receive care from the comfort of your own home—UHS is here to provide the services you need, wherever and whenever it's convenient for you.

When you come to UHS, you can trust you are in excellent hands—not just with an expert clinician, but a member of your own community. Our teams provide the warmth, compassion and personal connection that is essential to your healing journey.

Thank you for choosing UHS. It is an honor and a privilege to serve this community.

John M. Carrigg

President and CEO of UHS



Facility Improvements

Enhancing Care in Chenango County

UHS Chenango Memorial Hospital (CMH) continues to make steady progress on the Chenango Medical Neighborhood, an effort that has seen more than \$110 million invested over the last decade and includes a renovated Walk-In, Emergency Department and main entrance.

“The goal of the Medical Neighborhood is to provide access to high-quality healthcare here in Chenango County and to support rural communities in Chenango County and beyond,” said Cecil Miller, president and chief executive officer, UHS CMH, and the improvements undertaken reflect valuable feedback from the community.

“We’ve listened closely to our community, and we’re committed to moving forward with what they’ve told us,” said Richard Stone, vice president, Support Services, UHS CMH. “To meet their needs, we must continue to grow and expand in the right ways.”


Inside the hospital, the Diagnostic Imaging team recently celebrated two major milestones:

- The opening of a new dedicated women’s diagnostic imaging center, which encompasses mammography, ultrasound, and bone density in one custom-built suite.
- Installation of a new, state-of-the-art CT scanner, which expands onsite diagnostic services—including cardiac CT imaging.

Additional upgrades are also underway. This spring, UHS CMH will celebrate the grand re-opening of its Broad Street entrance, with expanded parking and enhanced accessibility for patients with limited mobility. The hospital will also open a new outpatient orthopedic suite on the second floor.

The multispecialty practice in Sidney will receive key upgrades—including a new roof, windows and doors—to improve safety and comfort.

Other work in progress includes the creation of a new Specialty Care suite and a new Infusion Center. Mr. Miller believes these improvements will further strengthen the hospital’s role in the region. “It will help us continue to be a leader,” he said. “People will want to work here, and patients can be confident they’ll get high-quality care.”

Together, these updates reflect Chenango Memorial Hospital’s commitment to continually improving access, comfort and care for the community it serves. 



Community Care

For more information and continued updates, visit www.nyuhs.org/uhs-chenango-memorial-hospital-medical-neighborhood



▲ The UHS Surgery team celebrates the arrival of the region's first da Vinci 5 robotic system.

Technology

Advancing Care in Robotic Surgery

UHS begins using da Vinci 5 for robotic surgery

UHS has reached a new milestone in surgical care, becoming the first healthcare system in the region to introduce the da Vinci 5 surgical system at UHS Binghamton General Hospital. This next-generation technology represents a new standard in minimally invasive care in Greater Binghamton.

Since launching the Robotic Surgery program in 2019, UHS's skilled surgical teams have performed thousands of robotic-assisted procedures across multiple specialties. These procedures offer patients smaller incisions, shorter recovery times and improved outcomes. The addition of the da Vinci 5 expands the hospital's surgical capabilities while complementing the advanced robotic systems already in place.

"We are thrilled to be among the first health systems in our region to acquire the da Vinci 5," said John M. Carrigg, president and chief executive officer, UHS. "Our surgeons have extensive experience in robotic-assisted, minimally invasive surgery, and this new tool reflects our commitment to delivering advanced care for patients in Greater Binghamton and beyond."

In robotic-assisted surgery, the surgeon controls a highly advanced robotic system that enhances precision, flexibility and visualization. Every movement

is fully guided by your surgeon and supported by a skilled clinical team.


The da Vinci 5 features innovative technology, including enhanced 3D imaging and improved instrument control that allows surgeons to see greater detail and make more precise movements through smaller incisions.

"The da Vinci 5 will help us continue to grow our surgical program and deliver even more advanced care," said UHS Director of Surgery Leonard S. Anderson, MD. "This system allows for smaller, more precise movements of tiny instruments inside the body during complex procedures. It's a meaningful step forward in robotic surgery that may help reduce recovery time for patients."

Robotic-assisted surgery at UHS is offered across a wide range of specialties, including cardiothoracic, general, urology, gynecology and more. Compared to traditional open surgery, robotic-assisted procedures offer several benefits such as smaller incisions, less pain, reduced blood loss, lower infection risk, quicker recovery and minimal scarring.

UHS will continue to utilize its existing da Vinci systems alongside the new da Vinci 5, ensuring that surgeons have access to the most appropriate technology for each patient and procedure.

For patients in Greater Binghamton and surrounding communities, the addition of the da Vinci 5 brings expanded access to some of the most advanced surgical technology available today—close to home.

By continuing to invest in innovative tools and experienced surgical teams, UHS ensures patients do not need to travel far to receive high-quality, minimally invasive care. 



The Right Care for You
For more information, visit: www.nyuhs.org/care-treatment/surgery/robotic-surgery

New Location

A New Hub for Connected Care

UHS Upper Front Street facility now open in Binghamton



➤ From its newly expanded location, UHS Primary Care continues to provide high-quality care for patients.

➤ The UHS Pediatrics team in their new, welcoming space, located alongside primary care for seamless coordination.



After years of planning and hard work, our newly expanded UHS Upper Front Street location has opened its doors.

Located next to Weis Markets, this modern facility offers patients of all ages the high-quality, coordinated care they deserve by bringing several trusted service lines under one roof, including:

- Primary Care
- Pediatrics
- Laboratory Services
- Physical Therapy & Rehabilitation

Pediatrics and Physical Therapy & Rehabilitation both relocated from nearby Chenango Bridge Road, where they proudly served patients for many years. Now, these practices embark on an exciting new chapter, joining Primary Care and Laboratory Services in a thoughtfully designed space built for connection and convenience.

“We’ve been providing high-quality care for more than 20 years from our Upper Front Street location,” said Frank Eder, MD, family medicine provider and president of UHS Medical Group. “Expanding our services has allowed us to take on more patients and improve accessibility for the community.”

UHS Primary Care

The expanded facility gives the Primary Care team more space and resources to meet growing community needs. Enhancements include:

- Larger, more comfortable exam rooms
- Two fully equipped procedure rooms
- Expanded provider capacity
- A modernized design that improves privacy and efficiency

While the facility is newly renovated, the trusted care patients rely on is unchanged. At UHS, we know a strong provider-patient relationship is the foundation for comprehensive, compassionate primary care.

By emphasizing preventive care, such as annual physicals, cholesterol checks, routine screenings and proactive management of chronic conditions, our team helps patients stay ahead of potential health concerns.

“Educating patients about proper diet and exercise, and taking preventive measures such as checking cholesterol and blood sugar, to make sure we’re catching any irregularities before they get out of control—that’s the hallmark of improving the health of our community,” said Dr. Eder.

UHS Pediatrics

For decades, UHS Pediatrics has built meaningful relationships with families, supporting healthy childhood development from infancy through adolescence. That tradition continues in a new space designed to optimize outcomes and collaboration.

At the new facility, primary care and pediatrics sit side by side, making it easier for families to schedule multiple appointments on the same day and easing the transition when young adults move from pediatric to adult care.

Pediatrician Karolina Petro, MD, attests to how the new location supports this transition seamlessly. If a patient with a chronic illness or a more extensive history is being referred to adult primary care, “I can just walk over, knock on the new doctor’s office and chat with them about the patient, which is ideal for everyone involved—especially the patient,” Dr. Petro shared.

Dr. Petro adds that her young patients can continue using the laboratory and physical therapy services they are familiar with, providing convenient continuity of care.

UHS Laboratory Services

Designed to improve efficiency and streamline the care experience, our on-site laboratory now offers increased capacity and updated operations. Patients can complete bloodwork before or after their appointments without leaving the building.

The lab is not only available to UHS patients but is also open to serve the broader community. Anyone with orders from their provider, even if the provider is not with UHS, can access the services they need without having to travel far.

“Having a lab that’s structured this way makes it a valuable access point for everybody in the area,” said Eddie Baker, multispecialty manager of UHS Upper Front Street. “It expands our reach and gives the community flexibility to choose what works best for them.”

By offering accessible, community-centered laboratory services in the same location as other care teams, UHS helps reduce delays and keep patients moving forward with their care quickly and confidently.

Save Your Spot Online with MyChart at Our Upper Front Street Lab

At our Upper Front Street lab location, you can use MyChart to reserve your place in line for a time later today or simply let us know you’re on your way now. Saving your spot streamlines your check-in process and reduces your wait time—making your visit faster and more convenient. To learn more, visit: nyuhs.org/mychart.



▲ The UHS Physical Therapy & Rehabilitation team is excited about its new, state-of-the-art facility, which offers expanded areas for personalized recovery and performance training.

UHS Physical Therapy & Rehabilitation

With a treatment area three times larger than at the previous location, our Physical Therapy & Rehabilitation department now has the space and equipment needed to provide more comprehensive, individualized care, including:

- A spacious, modern treatment area
- A state-of-the-art sports performance gym
- A convenient location in the same building as referring providers
- A dedicated hand therapy clinic opening later this year

“This new facility is much larger and state-of-the-art, allowing our practice to better support our established clientele while providing the opportunity to welcome new patients as well,” said Darrel Harvey, PT, director of outpatient operations for UHS Physical Therapy & Rehabilitation. “The addition of the sports performance gym allows us to work with not just physical therapy patients and occupational therapy patients but also athletes working toward next-level performance.”

Beyond athletics, the center serves a wide range of community members, including:

- Postsurgical patients recovering from joint replacement or spine procedures
- Individuals managing sprains and strains
- Adults seeking improved balance, mobility and strength
- Those needing expert upper extremity care and custom splint fabrication

Whether you’re recovering from an injury, surgery or the regular physical stresses of daily life, physical therapy and rehabilitation can help you regain function, build strength and return to the activities you love. 🏡



Here for You
Our Upper Front Street team is ready to welcome you and your family with the compassionate, coordinated care you deserve. Visit us at nyuhs.org/mychart

Medical Neighborhood

Building a Healthier Future in Delaware County

UHS Delaware Valley Hospital breaks ground on its new Medical Neighborhood, expanding access to coordinated, high-quality care close to home

UHS Delaware Valley Hospital (DVH) marked an exciting milestone on Oct. 22, 2025, breaking ground on its new Medical Neighborhood project. This expansion is designed with patients in mind, making it easier for residents of Delaware County and surrounding communities to access high-quality, coordinated care close to home.

Community members, healthcare professionals and local leaders gathered to celebrate the occasion, including Rolland “Boomer” Bojo, president and chief executive officer, UHS DVH, and John M. Carrigg, president and chief executive officer, UHS.

“This would not have been possible without the strong community and staff support that we have,” Mr. Bojo said. “We have an exceptional staff and a very supportive community, and that drive has made this vision possible.”

The state-of-the-art, four-story addition will bring primary care, specialty services, laboratory services, and physical, occupational and speech therapies together in one convenient location. Having all these services under one roof will allow patients to schedule appointments more efficiently and spend less time traveling to and from appointments.

The state-of-the-art, four-story addition will bring primary care, specialty services, laboratory services, and physical, occupational and speech therapies together.

The Medical Neighborhood model also enhances collaboration among providers, allowing care teams to work more seamlessly together and improving overall care coordination.

Partially funded by a grant from the New York State Department of Health, the project is expected to be completed in early 2028.

According to Mr. Bojo, the grant support reflects the state’s commitment to strengthening rural healthcare and its confidence in the hospital’s vision.

“I see this being the biggest agent for change in the history of healthcare in Delaware County,” Mr. Bojo said. “This project has the potential to improve the health indicators of this rural community and become a model for other rural areas to follow.”

As construction continues, the Medical Neighborhood represents a significant investment in collaboration, accessibility and long-term community health, ensuring that patients can receive the care they need, close to home. 



Groundbreaking
To learn more about DVH and the Medical Neighborhood project, visit: nyuhs.org/give-back/enhance-delaware-valley-hospital-fund

▲ The new UHS Delaware Valley Medical Neighborhood will bring expanded access and high-quality care to patients in the region.



“At UHS, we know we have a great responsibility to always provide comprehensive, reliable care for our rural communities.”

John M. Carrigg, president and chief executive officer, UHS

Healing at Home

With UHS Home Care



For patients of any age managing chronic conditions or recovering from an illness or injury, comfort often lies at home. UHS Home Care combines UHS Professional Home Care (PHC) and UHS Twin Tier Home Health (TTHH) to offer patients the chance to heal where they are most comfortable.

“We’re very patient focused,” said Stacey Clow, RN, clinical manager, UHS Twin Tier Home Health. “We’re focused on keeping the patients at home and keeping them safe.”

PHC and TTHH work together to care for patients throughout Greater Binghamton and surrounding counties, including Chenango, Delaware and Tioga. To support coordinated services, teams also see patients at PHC centers in Ithaca, Johnson City and Norwich.

Skilled clinical services from UHS Twin Tier Home Health, supported by UHS Professional Home Care

TTHH is a certified home health agency that provides skilled clinical services in the patient’s home through a multidisciplinary team that includes:

- Nurses
- Physical therapists
- Speech-language pathologists
- Occupational therapists
- Medical social workers
- Home health aides
- Registered dietitians

While services vary from patient to patient, TTHH teams routinely provide wound care, management of

cardiac conditions and chronic obstructive pulmonary disease (COPD), intravenous (IV) therapy, postsurgical rehabilitation and other specialized clinical care.

To ensure that patients can recover safely and independently at home, TTHH collaborates with PHC, a licensed home care agency, to provide durable medical equipment and specialized support, such as:

- Oxygen tanks
- CPAP and BiPAP machines
- Hospital beds
- Wheelchairs
- Negative pressure wound therapy
- Noninvasive ventilation

How can I receive UHS Home Care services?

Getting started with UHS Home Care typically begins with a referral from a hospital, nursing home, rehabilitation center or primary care provider. Intake teams work closely with referring providers to gather medical information and confirm eligibility.

Once eligibility is confirmed, TTHH and PHC teams collaborate to assess patient needs, determine the best at-home setup, and assign a dedicated case manager to help coordinate care and answer any questions.

“We explain everything—what we can provide in the home, what each service is and what the providers will do with them in the home,” said Lauren DeWitt, intake supervisor, UHS Twin Tier Home Health.

As one of the few certified home care agencies in the area, everyone involved in PHC and TTHH ensures the needs of their community are not only met but also delivered with high-quality care patients and families can trust.

“This organization prioritizes integrity, compliance and human connection,” said Rosie Diorio, director of operations, UHS Home Care.

“There aren’t many places that go above and beyond. There’s a lot of work being done to make sure we’re doing the absolute best for these patients.”

“There’s a lot of work being done to make sure we’re doing the absolute best for these patients.”

Rosie Diorio,
director of operations,
UHS Home Care

UHS Home Care provides a personalized plan in order to provide high-quality care and meet the needs of our patients.



Can We Help?

If you or a loved one could benefit from home care services, please contact us at www.nyuhs.org/care-treatment/home-care



Affordability

Navigating Medical Bills

UHS introduces new ways to help you afford care



At UHS, we believe that concern over medical bills should never stand in the way of getting the care you need. To better support our patients, UHS has partnered with Curae to offer flexible financing options and coverage sponsorship programs that help ease the stress of healthcare costs.

For anyone worried about paying for care, the UHS Financial Assistance Program is here to help you navigate your medical expenses. Our dedicated Financial Assistance team works closely with patients during what can often be stressful and uncertain times. Through these resources, UHS aims to reduce financial strain and bring peace of mind to the individuals and communities we serve.

The Financial Assistance team looks at a patient's full financial picture to understand their needs. There is no one-size-fits-all approach here. Each evaluation and financial plan is tailored to the individual's circumstances.

There are options available to help patients arrive at a payment solution that works for them, including financing and coverage sponsorship.

UHS is also proud to support veterans and active-duty service members. As a contracted provider with the VA Community Care Network, we help connect veterans to local care when services are not available through the VA, ensuring they can access high-quality care close to home.

Remember, UHS is here to support you throughout your healthcare journey. No one is ever refused medical services based on their ability to pay. For more information or to choose a provider today, visit nyuhs.org.



There's More Online

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