

# The Future of Healthcare Begins Here

**MetroHealth's Outpatient Health Center:  
A New Model of Care for Our Community**





“

The Outpatient Health Center is a bold step forward in our commitment to reimagine care. It's designed to meet people where they are – with compassion, innovation and access. This is what the future of healthcare looks like.”



**CHRISTINE ALEXANDER-RAGER, MD**  
PRESIDENT & CEO



Want to learn more about  
MetroHealth's Campus  
Transformation?

Scan here or go to  
[metrohealth.org/Campus](https://metrohealth.org/Campus)  
for the full story.





# Building Northeast Ohio's Home for Health

MetroHealth's Outpatient Health Center (OPHC) is the next bold step in our Campus Transformation – a vision to make care more accessible, coordinated and patient-centered for every person in our community. Scheduled to open in Spring 2026, this six-story, 307,000-square-foot facility represents a \$224.3 million investment in access, innovation and whole-person care. Located adjacent to The Glick Center, the OPHC will bring dozens of specialties together under one roof – eliminating the need for patients to travel between multiple locations for appointments, imaging and follow-ups.

**The Outpatient Health Center is more than a building – it's a new way to deliver care. Your support makes this possible. Together, we can create a future where every patient receives coordinated, compassionate care in a space designed for healing.**

## WHY IT MATTERS:

- ✓ More care in one place – 70+ additional exam rooms, 11 procedure rooms and double the infusion bays
- ✓ Purpose-built spaces for unique programs and services
- ✓ Guest-focused design – Welcoming, calming environments that reduce anxiety and improve the patient experience
- ✓ Academic mission support – Dedicated workspaces for residents and fellows in every clinical area
- ✓ Convenience – Simplified wayfinding, larger exam rooms, accessible bathrooms, climate-controlled walkway from the parking garage and a 24/7 drive-through pharmacy



“

The new Center for Breast Health and Cancer Center represent a promise to our patients: comprehensive, compassionate care without compromise. By bringing advanced screening, diagnosis and treatment together under one roof, we’re creating a seamless experience that reduces stress and improves outcomes. This is innovation with heart – and it’s changing the future of cancer care in Northeast Ohio.”

**NATALIE JOSEPH, MD, FACS**  
INTERIM EXECUTIVE DIRECTOR, CANCER INSTITUTE  
AND DIRECTOR, CENTER FOR BREAST HEALTH



## Center for Breast Health

**The new, centralized Center for Breast Health will deliver a holistic approach to breast health from imaging to clinical care and beyond. Patients will have access to advanced screening and diagnostic imaging, including:**

- ✓ 3D mammography
- ✓ Ultrasound and Automated Breast Ultrasound (ABUS)
- ✓ Image-guided procedures

**This center emphasizes an integrated model of care with multidisciplinary services co-located in one space, including:**

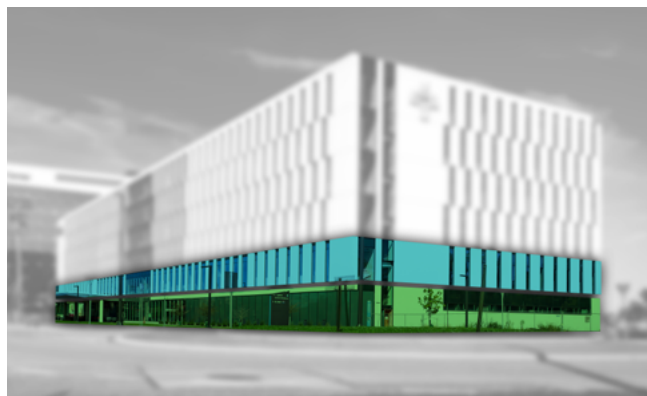
- ✓ Breast surgical oncology
- ✓ Plastic surgery
- ✓ Physical therapy and lymphedema clinic
- ✓ Psychological support and palliative care

### Why It Matters:

A patient can have a screening mammogram and, if needed, diagnostic follow-up, surgical evaluation and possibly a biopsy – all in the same day, in one location. This ease-of-care path minimizes stress and anxiety and leads to better outcomes.

### Wrap-Around Support:

Nutrition, social work, pharmacy, prosthetics, wigs and other supportive services will be conveniently accessible on the same floor of the OPHC.



**GROUND FLOOR:** Radiation Oncology (North) and the Center for Breast Health and Retail Pharmacy (South).  
**FIRST FLOOR:** Medical Oncology and Infusion (North).



# Cancer Center

Accredited by The Commission on Cancer, the MetroHealth Cancer Center provides state-of-the-art, personalized cancer care. Its new two-level location will feature:



Twice as many exam and procedure rooms



29 infusion bays dedicated to cancer care – a 50% increase in capacity



Dedicated Infusion Pharmacy adjacent to treatment areas



Private waiting spaces for family members

## Innovation in Treatment:

- Theragnostics Suite for targeted radioisotope therapy – combining diagnostics and therapeutics for personalized medicine.
- First U.S. safety-net hospital to offer in-house viral vector and cellular production for CAR-T and TIL therapies, ensuring access for every patient who needs them.

## Wrap-Around Services:

All cancer patients will have access to nutrition, pharmacy, psychological support, social work, wigs and community resources like The Gathering Place.

**Your support ensures every patient has access to advanced treatments and compassionate care – close to home.**





**26** exam rooms

plus dedicated treatment and procedure rooms



**2** pulmonary function testing rooms



**Quiet rooms**  
for telehealth appointments

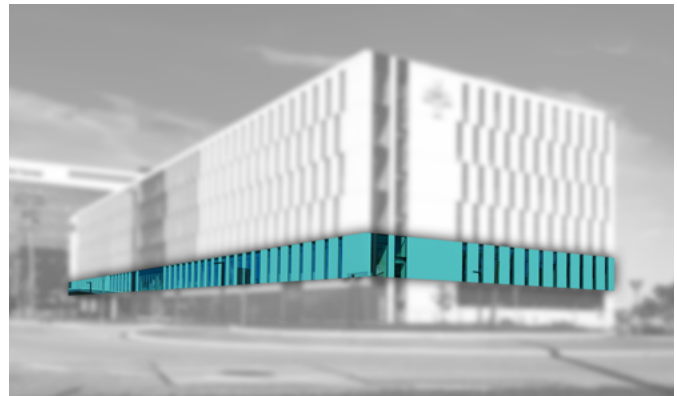
Consult rooms for family-provider discussions, medication adjustments and social work support

# Exceptional Care in Exceptional Spaces

## HEART AND VASCULAR CENTER

When the Outpatient Health Center opens in 2026, the Heart and Vascular Center – along with Pulmonary, Sleep and Critical Care – will continue delivering nationally recognized care in larger, brighter and more comfortable spaces.

These additions mean patients can avoid unnecessary hospital visits for procedures that can now be safely performed in an outpatient setting. Interventional procedures will remain in The Glick Center, but the OPHC ensures closer proximity for follow-up care.



FIRST FLOOR: Medical Oncology and Infusion (North). Heart and Vascular Center and Pulmonary, Sleep and Critical Care (South).

Recognized by:



**American  
Heart  
Association.**



**AMERICAN  
MEDICAL  
ASSOCIATION**



**AMERICAN  
COLLEGE of  
CARDIOLOGY**



# Educating Tomorrow's Caregivers and Driving Discovery

Training the next generation of caregivers and advancing research are central to MetroHealth's mission. Each clinical department in the OPHC will include dedicated workspaces for residency and fellowship programs.

## Heart and Vascular Highlights:

12

Twelve Cardiology Fellows

2

Two Clinical Cardiac Electrophysiology Fellows



Private areas for reviewing records, discussing care plans and studying

## Fellows participate in faculty-led projects, including:



Clinical trials for cutting-edge cardiac therapies



Translational research that brings discoveries to bedside



Population health research focused on risk factor modification for heart disease and stroke

Your support helps us create spaces where patients heal, caregivers thrive and discoveries transform lives.

“

The Heart and Vascular Center is built on a simple promise: exceptional care, close to home. In the new Outpatient Health Center, we're creating spaces that make care more comfortable, more coordinated and more accessible. This is how we deliver innovation with compassion – and redefine what heart health looks like for our community.”

**MEERA KONDAPANENI, MD**  
DIVISION DIRECTOR,  
HEART AND VASCULAR CENTER





# Integrated Care for Every Step You Take

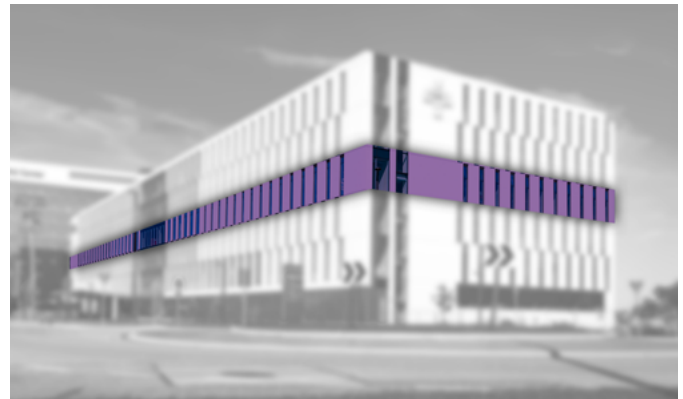
## Specialties Under One Roof

- ✓ ORTHOPAEDICS
- ✓ NEUROLOGY
- ✓ NEUROSURGERY
- ✓ PAIN AND HEALING
- ✓ PODIATRY
- ✓ PHYSICAL MEDICINE & REHABILITATION (PM&R)
- ✓ HAND & UPPER EXTREMITY

The new Outpatient Health Center was designed for integrated, coordinated and collaborative care. The Neuromusculoskeletal (NMSK) Institute brings together specialists who care for the nerves, muscles, connective tissues and bones that allow the body to move and function.

### Why It Matters:

The body's systems are connected – so care should be, too. For example, a patient with hip pain may actually have a back issue. At the NMSK Institute, an Orthopaedist can immediately connect that patient to Pain and Healing, Neurology and PM&R – often with a warm handoff in the same hallway. This model improves appointment follow-through and patient outcomes.



THIRD FLOOR: Surgical Specialties (North). Imaging/X-Ray, Casting, Occupational Therapy, The Neuromusculoskeletal Institute and EEG/EMG (South).

“

When specialists work side by side, patients recover faster and regain independence sooner.

The Neuromusculoskeletal Institute brings together experts in orthopaedics, neurosurgery, neurology, pain management and rehabilitation – all in one space – so care is seamless, collaborative and focused on helping people live life to the fullest.”



**JOHN H. WILBER, MD**  
CHAIR, DEPARTMENT OF  
ORTHOPAEDICS



# Innovation That Restores Independence

**Research and education within the NMSK Institute are deeply collaborative. Residents and fellows from multiple specialties attend lectures and grand rounds and share insights that lead to breakthroughs.**

## Groundbreaking Discoveries:

Functional Electrical Stimulation (FES): Sophisticated electrical systems that restore lost or damaged bodily functions after spinal cord injury, stroke or brain injury – helping patients regain movement and independence.

These innovations happen when caregivers have the space and opportunity to collaborate, share challenges and design solutions together.

**Your support helps us create spaces where specialists work side by side – delivering coordinated care and pioneering treatments that change lives.**



## MIKE'S STORY – TECHNOLOGY THAT GAVE HIM INDEPENDENCE



**SCAN THE QR CODE TO READ HIS STORY.**

After a spinal cord injury left Mike Cantu paralyzed from the chest down, he refused to give up on the possibility of regaining movement.

At MetroHealth, he was introduced to functional electrical stimulation (FES) technology that helped reawaken muscles he thought he'd lost forever.

With every session, Mike grew stronger — standing with support, improving his balance and reclaiming daily tasks that once felt out of reach. His progress reflects the power of innovation, teamwork and the kind of rehabilitative technology that transforms lives.



# 24/7 Drive-Through Pharmacy

**While national-chain retail pharmacies are closing their doors, MetroHealth is stepping up. The new Outpatient Health Center will feature a state-of-the-art pharmacy on the ground floor, offering:**

- 24/7 service for patients and community members
- Easy drive-through access
- Convenient location just inside the walkway from the parking garage

**MetroHealth pharmacies already provide free home delivery and the lowest possible cost for most prescriptions. This new pharmacy will fill a critical gap left by closures in the Clark-Fulton neighborhood and other near west-side areas – ensuring access for those who need it most.**

## Technology That Improves Care:

- Pharmacy robot capable of filling hundreds of prescriptions daily
- Automated sorting, counting, labeling and dispensing for accuracy and safety
- Real-time compounding capabilities for same-day pickup



2025 Rendering of Pharmacy Pavilion

**We anticipate the OPHC pharmacy will fill tens of thousands of prescriptions annually, reducing wait times and improving patient experience.**

“

This is the last piece of the puzzle – it's opening an access point that every other pharmacy is moving away from.”

**RYAN MEZINGER, RPH, CPEL**  
SENIOR VICE PRESIDENT, CHIEF PHARMACY OFFICER



# Comprehensive Care – All in One Place

## CLINICAL SERVICES:

- Adult Primary Care
- Pediatric Medical Care (including Behavioral Health and Physical, Occupational and Speech Therapies)
- Obstetrics/Gynecology and Fetal Diagnostic Center
- Ear, Nose and Throat
- Medical Specialties: Dermatology, Allergy, Endocrinology, Infectious Disease, Rheumatology, Gastroenterology, Hepatology, Nephrology
- Surgical Specialties: General, Bariatric, Colorectal, Oral, Trauma, Thoracic, Urologic, Vascular
- Clinical Research Unit

## ANCILLARY SERVICES:

- Women, Infants and Children (WIC) Clinic
- Lab Services
- Nutrition Clinic
- Pre-Admission Testing
- Language Access
- Patient Financial Office

## SUPPORTING FEATURES:

- Centralized registration desks and check-in kiosks
- Guest services information desk
- Conference spaces for clinical teams
- 865-space parking garage
- Climate-controlled walkway from garage to OPHC
- Connecting walkway to The Glick Center
- Public Safety Office

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*Your support ensures patients have access to medications, specialty care and essential services – all in one convenient, welcoming location.*





## Join Us in Building the Future of Health

MetroHealth's Outpatient Health Center is the next step in our vision for the future of healthcare – a future where everyone in our community can become their healthiest selves. Because healthy changes everything.

The vision is bold. Our mission is unwavering. However, the rising costs of charity care are challenging us to focus on stability and efficiencies to preserve our ability to deliver on our mission. The OPHC is a critical investment for both MetroHealth and the community, but we can't do it alone. We need partners – generous people who share our commitment – to help us become Northeast Ohio's Home for Health: a place where every person feels seen, heard and empowered to live their healthiest life. Your gift can help make this possible.



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