

Note: The Hubbard Regional Hospital campus, located at 340 Thompson Road, Webster, is now **Harrington HealthCare at Hubbard, part of the Harrington HealthCare System of South Central, Mass. Providing 24/7 Emergency Care and comprehensive outpatient services, the campus services more than a dozen towns in three states. For further information or to schedule an appointment with Dr. Cooper at his Webster or Southbridge offices, please call 508-764-4400.*

Husband, wife offer rave reviews for Hubbard, Cooper

WEBSTER, Mass. Aug. 18, 2008 - "Oh my ... just, wow!" Sophia O'Neill gushes. Sitting outside Hubbard Regional Hospital* on a warm and sunny August day, she and her husband, Dennis, take time to revisit their recent experiences at the hospital, both having undergone cataract surgery with Dr. Hugh M. Cooper.

"I've never met a physician like him," Sophia said, adding she has worked in the medical field for 14 years.

Dennis O'Neill spent too many years suffering from cataracts in both his eyes and being treated for possible glaucoma. His vision was so poor he wasn't able to drive at night. He saw an article on Dr. Cooper in a local paper and kept it for future reference. After an ophthalmologist declared him legally blind in one eye, all it took was one phone call.

"[Dr. Cooper] said, 'Why wasn't this taken care of long ago?'" Dennis remembers. "Then he said, 'Let's not waste any more time.'"

Dennis had cataract surgery done on both his eyes in April and May, 2008. The results were not only immediate, but shocking.

"The very next day I went back for a follow-up. I was seeing 20/20 in both eyes," Dennis said. "I called [Sophia] and said, 'You're not going to believe this.'"

"I thought something was wrong," Sophia added with a smile.

Dr. Cooper has performed many cataract surgeries at Hubbard Regional Hospital. With professionalism and a winning personality, it's no surprise he quickly builds a positive reputation.

The O'Neills, who have lived in Webster for 14 years, said after Dennis' surgery, word quickly spread to residents in their Beacon Park complex.

"Neighbors would see me wearing the patch and ask what I had done," Dennis said. "They would say, 'Dr. Cooper? He did my eyes, too!'"

Sophia had early stages of cataracts paired with a severe astigmatism. Her condition would not even allow her to wear contacts. In August, Dr. Cooper assured her the problem would be fixed.

"The office staff was so impressive," she said. "I didn't have to wait weeks to hear back from them."

The same-day surgical procedure performed right at Hubbard made what could have been a stressful day comfortable and relaxing for the O'Neills.

Sophia said she couldn't have asked for better treatment.

"Oh, my gosh ... everyone was so wonderful. The care prior to my surgery ... I was waited on hand and foot. It was like I was queen for day!" she said with a laugh. "I felt

comfortable with them. Everyone was so nice and caring. And they were working – running around to each patient. Everything was right on time.”

Fortunate to good health, the O’Neills aren’t frequent patients to Hubbard. But they say having a hospital in this community is of extreme importance. Proximity plays the largest role in having medical services available.

“People in this community want to utilize [Hubbard],” Dennis said. “It is becoming one of the top hospitals in the state. I’d recommend this hospital to anyone. With everything they have, why would you want to go to Worcester or Southbridge? I don’t.”

“You’d be foolish to go somewhere else,” Sophia said.

Sophia will have her other eye done within a few weeks to match the wonderful results she has seen in the first. The O’Neills say they are so pleased with Dr. Cooper, they are giving him referrals.

“He has already seen about 11 people that we personally recommended,” Dennis said. “But he’s just top rated. Everybody wants him.”

“He’s hard working,” Sophia added. “His patients come first and he comes last.”

Dr. Cooper has been working with Hubbard since 1997. He is a Diplomate of the American Board of Ophthalmology. Cataract lens surgery is just one of the many modernized out-patient services Hubbard offers, including advanced GI clinic equipment, full service laboratory, physical therapy center (including speech, occupational and massage) and cardiopulmonary testing.