

# From a Patient's Perspective

**9/27/2018**

On Sunday, August 26<sup>th</sup>, I experienced a life-threatening emergency. I was stung by several yellow jackets in my left upper arm and on my right index finger while cutting grass. I am allergic to many environmental allergens and did not realize I was also allergic to insects. I did not have my Epi-pen with me while I was out cutting grass. My arm started swelling immediately and the pain was very intense. I rushed as quickly as I could back to my house to get my epi-pen. My throat started swelling and it was difficult for me to swallow. I know I had to act quickly so I took a Claritin allergy pill and injected the epi-pen in my leg. Without thinking of calling 911 first because I felt as if I couldn't speak, I just grabbed my car keys and purse and drove as quickly as I could the emergency room. I didn't think of the dangers that could have happened en route to the emergency room. I was beginning to feel light headed and dizzy and had a horrible headache and it was becoming even more difficult to breathe. I was hoping for one of two outcomes: the first that I would be stopped by the police and they would see the distress I was experiencing and rush me to the emergency room; or secondly, I would make it to the ER safely and get the help I needed once there. I did make it to the emergency room safely and as soon as our registration clerk, Angela Edmonds, saw me she knew something wasn't right. The only words I could get out to her were allergic, sting, and reaction. That was all I could remember. Quickly Angie yelled at the staff at the ER nursing station and they immediately, before I could even turn around, came to my aid. I know we have a wonderful team in hospital, but as a patient, I can say I received the best care in the shortest amount of time under the circumstances that I experienced.

In the blink of an eye, Joe Jackson started the IV, nurse Lindsay was taking vitals Dr. Mullen assessed me, and Angie and nurse Emily came in and checked on me. Everyone was moving so quickly trying to help me get my breathing under control and calm down because I was in panic mode. When I have a reaction I usually have about 20 minutes before symptoms occur. This time the reaction was in under 3 minutes.

I am so proud of our ER staff for helping me and I can say honestly I would not be here without them. I am grateful to Angie for noticing just how much trouble I really was in and acted so quickly to get me the help I needed. There are no words that can describe when I reflect back upon that Sunday afternoon all the things that could have gone wrong and I am grateful for all the things that went right. If there is one thing that I can say that I've taken away from this experience would be to call 911 to get help immediately and not try to risk getting into the car and driving myself to the emergency room. Secondly, wear the medical bracelet. It will help identify in case of emergencies and alert staff of any allergens or medications you are taking. I want to thank you all again from the bottom of my heart. YOU are my life savers.

La Tia Adams

**9/13/2018**

On June 22, 2018 I was at my home working on a project and while I was using the table saw I

got light headed and my hand guiding the lumber slipped and caught in the blade. I was bleeding very badly and I knew I needed to get the ER as quickly as possible. I yelled for my grandson who helped me to the car. He then drove me to WCMH ER where I was met by several nurses and the ER doctor (Dr. Holt). They began to unwrap my hand to see what kind of damage had been done. It was quickly discovered that I had cut my left pinky and ring finger down to the bone cutting through all my tendons and nerves and chipping away at the bone itself. I had to be transferred to a hand surgeon at St. Louis University Trauma Center, where I ended up with over 50 stitches. I was in a cast for several weeks, but it has since been removed and I am still healing from the surgery. I am extremely thankful to Dr. Holt and the ER staff for being so caring, compassionate and responsive to my family and me in a scary situation.

Sincerely,  
Robert Adams

### **8/30/2018**

I was in the hospital with my ex-husband in June as his P.O.A. his condition was bleak and some very hard decisions were in our future. This was THE HARDEST DAY of my life – making life and death decision for a loved one. I believe that God sent you, Dr. Smith, to me that day. I told myself and others (while in panic mode) that when the doctor comes in we will make the decision. You made it happen – keeping our loved one in the hospital and as comfortable as possible through this most difficult time. I am very grateful that you came into his room when you did to help us. I will NEVER forget you.

Karen Johnston

### **8/16/2018**

Very rarely have I ever spoke about any health issues on Facebook lol. However, an April night does deserve some recognition. I have recently had a significantly moderate health issue that has rendered my left lower leg and foot unable to be used due to function loss and I'm currently getting treatment for the issue so if you see me hobbling around with a cane/crutch and brace I'm not drunk stumbling around lol. I'm on a rather high dose of several medications dealing with the issue and found out in a rather bad way I was allergic to one of them. Last night thank goodness for the NASCAR abilities my beautiful girlfriend Marcia Hubbs flew me over to WCMH. Without her I would not have made it there alone. On arrival my tongue, eyes, lips and throat had just about closed off the airway due to the anaphylactic reaction setting in to the point I was losing color and oxygen was getting low with very little air movement. The rapid response of the Washington County Hospital staff saved the day. Their speed and well trained staff was set up and preparing to place me on a ventilator if needed, thank goodness they were able to stop the reaction before it was needed. Their aggressive drug and airway therapies was able to reverse the reaction rapidly and restore normal respiratory efforts. They closely monitored me throughout the night into the early hours morning providing continued medication. We are lucky to have these great providers close to home in our time of need. Thank you Dr. Karas, Tabatha Price, Lisa Charboneau Long, Ryan, Lisa Boyer, Allie Glatczak, Alex

in registration and Emily Brickey for your excellent speedy care that saved my bacon!  
Appreciate you all!

Sincerely,  
Seth Radford

**8/10/2018**

I was a patient in Washington County Memorial Hospital back in June and I just wanted to let you all know I appreciate everything you did for me. I didn't realize how sick I really was but thank goodness Sandy did. She sent me straight to the ER and I was admitted, all of the staff was so sweet and patient with me. Jared from Radiology was especially kind, he came in to do a test and as he explained what he was doing, I told him I just had one done at my cardiologist office. He made sure we didn't repeat a test that Medicare may not pay for and talked to me while we figured it all out. I appreciated this gesture and patience from him. Everyone was so wonderful.

Thank you!  
Claudine Groves

**7/20/2018**

To: Healthway Primary Care Staff and Dr. Smith

I wanted to say thank you for such wonderful care you have given me over the years. I had my first visit with Dr. Smith last week and I must say I am impressed. He is genuinely very kind and will take the time to listen to your concerns and is very thorough. I had a car accident when I was 16 that has left me with permanent nerve damage in my left arm and fingers along with arthritis, so even though I am younger I do have days where I have numbness and discomfort. When I made an appointment to switch my medications to help deal with this he listened to how I felt about specific medications, their side effects and dosage. He allowed me to help make my own decisions on what I was comfortable taking and what I wasn't due to serious side effects I have had previously. I appreciated that a lot. It's easy to tell a patient all of the benefits of taking a specific med, it's more difficult to understand concerns and meet in the middle. I am happy to say that I was so pleased with his care that I have decided to schedule any follow up visits I may be in need of with him. I will also be letting all of my friends and family know about the wonderful care I received from Dr. Smith and have always received from the staff. Have a wonderful day!

Sincerely,  
Brianna R East

**7/16/2018**

On the evening of June 20th, my night didn't exactly go as planned. I was at home with my kids preparing to head to work for my night shift. My 5 year old daughter had gotten an unexpected injury and it got me worried. I am a nurse, so trips to the hospital are few and far between for

my family because I can normally take care of things at home. My daughter had gotten an eye injury that was questionable. After much debate on whether or not I should take her to the ER, I finally decided it was best that we go. My next decision was, "Which ER do I go to?" I live in Cadet so Jefferson Mercy isn't too far away, but on the contrary, Washington County is closer. I decided to give the ER at Washington County a try and I am delighted to say that it was a wonderful decision. From the moment my daughter and I walked into the ER entrance we were instantly greeted by the clerk. It wasn't a few minutes before we were brought back to a room and the nurse and the doctor got right to taking care of us. The ER doctor made a connection with my daughter and she trusted her. It was very comforting to know that she was being taken care of by a provider that showed compassion and made a 5 year old little girl feel comfortable. I want everyone to know how pleasant our experience was. The staff and facility deserve the recognition when it is due. Dr. Hartel, the nurses, and all other staff that helped take care of us. I definitely made the right decision when I chose to go to Washington County's ER and in the future, if necessary, I will go back.

Sincerely,  
Dana Pinker

**7/6/2018**



Jacob Pashia, the 3 year old son of Cathi Long, has been under the care of family nurse practitioner Angie DeClue his whole life. Jacob was very interested in the stethoscope used by Angie and her nurse Dawn during his office visit at Healthway Primary Care. While in the office today, Jacob was gifted his very own doctor bag and toy medical equipment. Doctor Jacob did a complete exam on his mommy today and had to show the entire office staff his "doctors bag". Angie said that "Jacob has always had a special place in her heart and it is very exciting to see how happy he was during his visit".

**6/28/18**

My name is Vanessa Eye Draffen and I am originally from Potosi but my home is now in Versailles MO. I came to Potosi on Monday, April 23rd to visit family and on I started not feeling well on Tuesday. On Wednesday morning my nephew, Scott brought me to the Urgent Care at our local hospital, I was seen by Sandy Mitkos. When I was getting off the table to get into the wheelchair to go for a STAT CT I passed out, I was taken directly to the ER and was seen immediately by Dr. Keddy. They were able to perform the STAT CT but it was a little unclear due to my history of a Brain Aneurysm I had in the 90's. While in the ER my heart rate dropped into the 30's and I was having left sided weakness, the staff in the ER was wonderful they knew what to do and when and were able to get me settled and stable. They transferred me as quick as they possibly could to St. Anthonys and while there my heart rate kept dropping they tried to do a stress test on me and was unable to do that, I kept spiking a 103-104 fever. On Friday they tried to shock my heart and get it back in rhythm that did not work either. They were treating me with strong antibiotics while trying to figure out what was going on. On Sunday a TICK was

found on my left hip, they diagnosed me with Tick Paralysis once the tick was removed I began to feel better and was discharged home. I have since been released from my infectious disease doctor and the Cardiologist. I cannot believe how sick you can become from a TICK, I am very thankful for the quick response and care I received at my hometown hospital.

**6/1/18**

I saw Dr. Smith at Healthway Primary Care today. I am very impressed by the care I received from him. He is a very kind, caring and concerned physician. Dr. Smith listened to me about my healthcare and took a great history of my health. He is very thorough and attentive. I would recommend him to anyone of any age. I felt like I was talking to my best friend. I will continue my health care under the direction of Dr. Smith at Healthway Primary Care.

Margaret Cantrel

**5/24/18**

I began receiving counseling services at Potosi Rural Health Clinic in Potosi a couple years ago. I was dealing with low self-esteem issues from having to quit my job due to health reasons, was also dealing with loss, and needed to find ways to deal with my depression and anxiety.

I have learned several things from counseling. It has taught me that I still have worth, just by helping other people simply smile or doing nice things for them. I needed to learn that what a person does for a career is not the only thing that defines them. I found an identity other than a job title and I learn to hold my head up instead of down in shame. I worked through areas of grieving, reassuring myself its okay to miss someone, but how to not let it overwhelm me with sadness. I was taught healthy coping mechanisms.

Sometimes it simply takes getting past the stigma of mental illness to reach out for help. I accepted that it was okay to ask for help and I'm sure glad that I did. I went from being a social worker in the mental health field to needing services myself. We all go through things in life that aren't easy, and it's how we react to them that makes all the difference. We are only human after all, and heck even some psychiatrists see a psychiatrist and/or therapist!

It is very important for you to do your part in order to get the most out of your counseling session. Some things that I did that I found productive were taking the time that I had with my counselor seriously and discussing the things that I had been dealing with lately. I also took to heart her suggestions and was open and honest with her. I always told her how I was feeling, whether it be good or bad. It really helps me to have someone to talk to that truly listens.

I'm so glad that I started counseling as I don't feel like my life is out of control anymore and I give credit to both the sessions that I had with her and the effort I put forth in my own life, working toward my goals to get better. Sometimes I do get to feeling bad but I know that my counselor and I will work through it together, and that helps me through my dark days. Because of the things I have learned in counseling I will always remember to not give up and that there is a light at the end of the tunnel.

If you are considering asking about counseling please wait no longer and find out what your options are. I, myself, have been seeing Melinda Fox and she is so kind and very professional, and I always look forward to our session. I am very thankful for her and Potosi Rural Health for

helping me keep my head above water and function in the best way that I can by providing me the tools to help me along the way.

Sincerely,  
A very grateful patient

**5/10/18**

I had some health issues going on so I set up an appointment with Dr. Tindall. I was then referred to radiology to have additional testing done. I was very nervous about the test and what the possible diagnosis could be. When I went to radiology for my scheduled tests, Jared and Cassie were the techs who took wonderful care of me. They were so friendly and made me immediately feel at ease. They were both very efficient, explained what they were doing and why and answered any questions I had, before I knew it my test was finished! I am thankful for such caring staff members at WCMH who understood my concerns and made me feel at ease during a stressful time.

Robert

**5/3/18**

Nicole and Staff:

I just wanted to say thank you all for being so nice and helpful. I was hardly able to walk when I made my appointment with you but with your help in just two weeks I am able to walk now and I'm not in as much pain.

You are all such wonderful people and I am so very thankful that I was able to go to you for my Physical Therapy.

You and your staff were all very knowledgeable and helpful seeing that I got all the attention required to help me not only get moving again but to do so with very little pain. I am quite pleased to say I feel so much better and I have all of you to thank for that.

My daughter had gone there for her therapy and she encouraged me to try it for my back pain. I had been told by my doctor I had a herniated disc in my back and that maybe therapy would help me, and it did. To my immense relief in the short time I went there you were able to get me up and walking. You and your staff are so very caring, and you make sure a patient is well taken care of and given the information they will need to get better. I could not have asked for a better group of people to not only help me with my therapy but for all the encouragement I got from all of you. From the receptionist at the front desk to everyone I encountered there, everyone was super nice, friendly and encouraging.

If I ever need therapy again I most assuredly will go to Potosi Sports & Physical Therapy and I would recommend it to anyone who needs it. Fantastic group of people.

Thank you all.  
Mildred L Martin

**4/26/18**

One morning in January 2018, I awoke with excruciating pain in my left hip and ankle bone. I felt like someone was ripping the muscle out of my leg in fragments. I was nearly screaming just trying to get out of bed. Since my primary doctor was an hour and a half away, I went to the local chiropractor, who gave me some relief, but the pain still persisted. I went back 20 times within the month. I still was not able to get into to see my primary care doctor. I had begun to think I was doomed to a life of pain and confinement. Through my job, I spoke to a lady who told me about a great physical therapist whom she thought could help me and gave me her number. I immediately made an appointment to be seen. I was greeted by Nicole and taken to an exam room for an evaluation. She explained my condition sciatica, and developed a plan to correct it. After the first visit, I was SOOOO much better. I knew I had come to the right place! She was friendly, dedicated and professional. I have been going for a month now, have very little pain, none of which is excruciating, and have much better mobility. I feel there is hope for a full recovery.

I have sung her praises to everyone that will listen! Would I recommend her? Yes, definitely. Would I return if I very needed therapy again? Absolutely!!! She has definitely helped me regain my life and I feel she is a great asset to the company she works for.

Sincerely,  
Donna White

**4/12/18**

My Emergency Room Experience at WCMH

My son was in basketball at the time which was the cause of our visit. His ankle had swollen up to the size of a softball. Upon arrival we didn't have to wait very long to be seen. The nurse came out to get us from the waiting room. He helped my son (Blake) back to the emergency room when he noticed he was having difficulty walking. My son was in a lot of pain when we were put into a room. The nurse took off my son's shoes and socks and when he saw my son's ankle it was apparent he was under the same impression that I was, that it looked possibly broken. While waiting the x-ray tech came in and took pictures of my son's ankle. The Tech (Michelle) was very polite and had very good bedside manners. She was also concerned about exposing my son to unnecessary amounts of radiation. She double checked with the doctor to make sure about what x-rays were needed, which other places wouldn't have given a second thought about. I was appreciative of the service that was given to us. As a parent you never want to see your child in pain. After the x-ray results came back my son was given pain medication. The doctor came in and started explaining why there was a delay on pain medication. If my son's ankle had been broken and required transfer and surgery, he didn't want to give anything that could have impeded that process. Luckily my son's ankle wasn't broken, just very badly sprained. After the explanation from the doctor, I understood and saw the care that had been given to my son. Even though I was initially aggravated I was grateful for the doctor's call on the medication and appreciated him thinking ahead for my son and not just in the moment. I was grateful for his treatment of my son and caring about whether or not surgery may have been required in his future.



Thank you for the care and great experience,  
Lisa Griffin

**4/5/18**

For as long as I can remember, we have always traveled to St. Louis for the healthcare needs of our family. I was under the misconception only large hospitals were able to provide the specialty doctors and high quality care that anyone would want and expect for their family. When my husband started working for WCMH 5 years ago, I began utilizing the Urgent Care and Emergency Room when the need arose for our family. From minor illnesses such as sore throats, earaches to more serious events like a hospitalization for pneumonia, the two broken arms from separate accidents my child sustained from well—being a child, Washington County Memorial Hospital was able to provide exceptional care, close to home, with a short wait time.

So, when I started having GI issues, there was only one choice for me. I turned to Washington County Memorial Hospital because I knew they were able to deliver the same quality care just closer to home. There are many specialty physicians who see patients at Washington County Memorial Hospital. Thankfully a GI specialist was one of the specialized physicians seeing patients at WCMH. Within a few days following my appointment with my PCP, the scheduling staff were able to schedule my appointment with Dr. Ramirez. My procedure was completed locally at the hospital without the travel to St. Louis. The whole process was smooth and efficient from registration, to discharge. It gives my family a peace of mind knowing we can get high quality healthcare close to home.

Amanda Dunn

**3/29/18**

Dear Tammy & Michelle and all Project CALM members:

Where do I begin...

Students: You all have helped so many of our Farmington R-7 students and their parents gain a better knowledge of asthma and have taught them how they can “live” their life in control.

Asthma: not letting asthma control them. Our students talk about the class we’ve had with Project CALM for months after it is over. Several of our students are now able to afford their “correct” medications since meeting you all, and for that the nurse’s at Farmington will forever be grateful.

Staff: On multiple occasions Project CALM has taught our Farmington R-7 staff (i.e. secretaries and bus drivers) to have a better understanding of Asthma and know the warning signs leading up to an asthma attack. Tammy and Michelle have come to several Wellness meetings/events to educate about asthma.



Nurse's: Every time we (the Farmington Nurses) come to you with a problem, you all have been there to help us figure out a solution (i.e. standing orders or school policy for standing orders), getting equipment to better treat our students.

We recommend other schools, parents, and staff to contact Project CALM and try to explain to them that no question is too silly. Thank you for all the long hours, hard work and for ALWAYS having a positive attitude, our students are definitely benefiting!!!

Roosevelt Elementary Nurse  
Julie W Klinkhardt, RN/BSN

### **3/16/18**

My Experience at Washington County Memorial Hospital

During the Summer of 2017 it was my privilege to be allowed to be a volunteer in the Washington County Hospital Laboratory. Mrs. Michelle Courtois was very supportive upon my inquiry about the volunteer program at the Hospital. She walked me through step by step with the procedures and requirements to become eligible to be a volunteer. After completing the prerequisites, I began volunteering in the lab.

Miss Tia and her lab colleagues were very welcoming. I observed Miss Tia for a day, so I could see the overall operations of the lab and each of the stations. Then throughout the summer I shadowed a different tech or phlebotomist each day I was there. I enjoyed watching each lady in the lab and learned so much from them. I observed from phlebotomists how to draw blood step by step; also, more importantly they showed me how to care for the patient and talk to them while they are in distress. I also enjoyed observing the lab techs. After the blood would be taken it would go to hematology and chemistry and the results would come back. I found it amazing to see the whole process unfold from drawing the blood, to testing it, and lastly getting the results.

Every lady in the lab was friendly and welcomed me into their lab family. I especially appreciated their advice for me when I am in college and pursuing a job. Because of my experience at WCMH, I am certainly pursuing a career in the medical field and more specifically in medical lab science.

Mackee Finley

### **3/12/18**

On December 19, 2017 I was seen in your ER for a ruptured varicose vein. I arrived more than a little anxious at the amount of blood I had lost and continued to lose every time the pressure bandage was removed. The friendly, calm and professional treatment I received from Dr. Mullen and the ER staff was fantastic. I can't express how much they helped to relieve my anxiety as they took care of me. Thanks so much.

James Miller

### **3/2/18**

My husband has had sleep apnea for quite some time. I knew he had it, even without testing.

He snored (something awful), held his breath at night, woke up gasping or choking often, and could not stay awake if he was sitting. He couldn't drive very far due to feeling like he would fall asleep. He couldn't stay awake in church. Sorry Pastor! I finally convinced him to have a sleep study done. He had been reluctant because he didn't want to stay the night at the sleep lab and he wasn't certain he could tolerate the c-pap machine. Fortunately our insurance allowed the sleep study to be done at home. He was able to sleep in his own bed, in his own home, with his own sleep routine for the study. A few days later we got the results that he had severe sleep apnea. Surprise! Not long after that we were able to get his c-pap and hook him up. The first night he had it in use I walked into the bedroom after he had been asleep for a while and I actually had to shine a flashlight on him to make sure he was there and sleeping. Why? Because for the first time he wasn't snoring. He said he felt great the next day. The following week he went to "deer camp" at his lease in Northern Missouri. He was able to make the drive the entire way all on his own. It had been years since he had been able to do that. He no longer falls asleep in church. You're welcome Pastor! As a healthcare provider, I can tell you that sleep apnea increases your risk for heart attack, diabetes, asthma, acid reflux and hypertension. As the spouse of a patient with sleep apnea I can tell you that sleep apnea decreases your quality of life. My husband will attest to that as well. If you have symptoms of sleep apnea please talk to your healthcare provider.

Angie DeClue

**2/15/18**

**THANK YOU TO PROJECT CALM!**

I wanted to take a moment to send you both an email thanking you and Washington County Memorial Hospital for all the time and resources that have been used bringing Project CALM to our region. I first heard of Project CALM during the Wellness Fair held at Farmington R-7 during professional development day. I signed up to go to this session as my 3 year old son had been diagnosed with asthma the month prior. In addition, I had assisted in a medical emergency with a student who had a severe asthma attack at school the previous year. I felt like I needed more information not only as an educator working with students, but now as a mother as well.

I learned more about asthma in that 30 minute presentation than I had in any of my first aid trainings combined. I was relieved that this resource was available if we ever needed it. At the time, my son's asthma was under control and being managed without complications. Over the summer, Ezra's asthma began to flare more and more. Nurse Brittany at TLC worked with Ezra on using his inhaler correctly and educating him on how to manage his asthma. I was happy to see that Project CALM was coming to Farmington again to have an informational meeting for parents and students in the community.

I attended the meeting with Ezra, who is now 4, his twin brother, and their sister who is 6. All three of my kids enjoyed the meeting. After the meeting, Anna and Isaiah, had a much better understanding of what asthma was and why Ezra needed the treatments he did. I would hear them asking Ezra questions and also checking on him when they thought his asthma was becoming an issue. Over Christmas break, they even taught their grandparents how to make sure Ezra was taking his inhaler correctly.

I have reached out to Michelle or Tammy a few times and have always been greeted with a positive supportive attitude. I am relieved knowing that when I need information about asthma or supports for Ezra that they are there to answer them.

I have referred parents, educators, as well as some medical doctors to Project CALM as a valuable resource available to parents, students, and the community. I will continue to spread the word of this organization so it can continue to help other families. I thank you not only as a school administrator, but as a grateful parent.

Travena Hostetler, Ed. D  
Assistant Principal Roosevelt Elementary  
Farmington School District

### **2/12/18**

In mid November my father in law had fallen. We had him taken by ambulance to Washington County Memorial Hospital, where it was also discovered that he had a staph infection in his left foot. As far as he could remember he had stepped on a nail some time ago. He was admitted and received wound care in the Swing bed program. Despite best efforts and preventative measures by staff his infection had continued to spread to the bone. He was transferred to Mercy in Washington, Missouri where Dr. Gildehaus had to remove his big toe to stop the infection. (He was GREAT!) He then was transferred back to the Swing bed program for 4 weeks for antibiotic therapy and wound care. While he was here on the Swing bed Program it was such a convenience for his surgeon Dr. Gildehaus to be able to come see him as well. This time period was very stressful for him and us, but the nurses, aides and doctors at Washington County Memorial Hospital were wonderful. They were always friendly, caring and willing to help. From his stay in the ER to the end of his Swing bed Program discharge they made this experience more bearable. These are amazing people who work here, and we will always be grateful for the love and care they gave to him. They are truly dedicated to their jobs. It means so much to see a friendly face and hear a caring voice in these situations. They definitely have it all!

Thank you all so much,  
The Harvey Family

### **2/5/18**

Once again I found myself in the Hospital as a patient. And as always I am so proud to call WCMH my family! From the minute I was seen in Urgent Care to the time of my discharge, Sandy was so caring and compassionate. The nurses were great and always made me feel important. Radiology and Lab were considerate of my illness when coming in to do testing. They were quick and efficient. Housekeeping was very polite. For example, I had a room full of visitors, and I told my guest to leave long enough for housekeeping to do their job and the housekeeping employee told me that they would go to another room and come back! Dietary staff was always considerate towards my wants. I had a roommate during this stay and I was so proud of the way the nurses treated her. Physical Therapy was wonderful concerning her needs and pain. Once again, I am so proud of the staff! Thank all of you for what you do!

**1/25/18**

On a rainy night in November, I received a call at close to 1 am that my son, Wyatt, had been in a wreck. It was close to my home and I went to the scene to check on him. Once I arrived and saw how badly he was injured, I knew that he needed to be at a trauma center as quickly as possible and he needed to have a CT scan to see if he was bleeding internally. I called 911 for an ambulance and knew that since it was raining a helicopter would not fly. The next decision was where to take him. We were in Iron County and the closest hospitals were all at least 45 minutes away. I knew immediately that the choice would be that he was going to Washington County Memorial Hospital. The paramedic wanted to take him to Rolla or Sullivan, but I refused because I knew what our hospital could do for him. I knew that he could be scanned to see just how serious things were) and stabilized quickly in order to get him transferred safely to the city.

We arrived at the ER and staff met us at the ambulance doors. Tabatha, RN and Garrett, LPN were the nurses and worked promptly to get him comfortable and cared for. He was sent immediately for a CT scan and x-rays and Allie from Radiology Department was so kind and worked quickly to get his scans done. Dr. Karas was phenomenal and kept us well-informed. After finding that Wyatt had a broken neck, 9 fractured vertebrae in his back, a fractured orbital (eye) socket, and a kidney laceration, the call was made to get him to St. Anthony's. We couldn't have been more pleased with our care here in our little community hospital. It didn't matter that I work here in the ER. I was treated as the concerned and frightened parent of a young man who was injured badly. The ambulance district responded right away and he received fantastic care on the trip up there.

My son is continuing to recover from his injuries and is doing very well. I am very grateful that he received care here and so proud to work with people who selflessly work to provide wonderful care with such compassion. I couldn't be more pleased to be a member of the WCMH team.

Nancy Barton, RN  
Emergency Department Nurse Manager

**1/18/18**

I am writing this letter to share our story and experience with Dr. Oruwari. My child has always been as we call it a "tornado". All of the other children would be playing on the swing set and you would find her at the top of a tree or playing in a mud puddle. She is an amazing and smart little girl, but she just always had a lot going on. We were advised by the school that we needed to take her to be evaluated by a Psychiatrist. We made an appointment with Dr. Oruwari. My husband and I said we would make the appointment and listen to what Dr. Oruwari had to say. On our first visit, we expressed that we did not want our child to be on any medication; Dr. Oruwari listened to our concerns and gave us information. Dr. Oruwari listened to us and he cared. He also gave options. Today my child is making good grades and has lots of

friends and she is a happy little girl. I want to thank Dr. Oruwari for taking time to educate us as parents and for taking care of our Daughter.

Thank you,  
Karri Cantrell

**1/11/18**

While I was at work, I began to feel chilled because of an abscess that needed immediate attention. I went to my physician and he referred me to Dr. Gildehaus. I was very nervous. I had never had an abscess that required lancing before. I was running a fever and I knew it had to be done. I went to the hospital straight from my doctor's office, I was so glad this happened on a Wednesday because Dr. Gildehaus comes to WCMH on Wednesdays. If it would have been a different day I would have had to go to Washington, which would have been difficult for me to do. I was so blessed that Washington County Memorial Hospital has Dr. Gildehaus on staff. I was treated with respect and dignity, the nurses held my hand and comforted me during this procedure. Dr. Gildehaus was gentle and explained what he was doing as he went. It took no time to lance the abscess; he then suggested I spend the night in the hospital for antibiotics and for rest. During my stay I was treated like royalty, the staff was attentive and provided me with great service. Thank you Dr. Gildehaus you made a difficult, painful situation more bearable.

Cherie Coleman



**12/8/2017**

To whom it may concern,

I have been to Washington County Memorial Hospital for the past 3 ½ to 4 years. My first visit

was a routine procedure which lead to monthly visits. Now I come in every three months. Tabby was the nurse for my first procedure and has been ever since. She truly goes above and beyond to see that every visit goes as smoothly as possible. Employees like her deserve recognition for all they do. She is one of the most valuable assets the hospital has. The whole team is second to none, but my nurse is someone I trust and respect. She has always been very helpful, cheerful and someone I look forward to seeing. During the first year of my condition, I went to St. Louis Hospital. The care there was good, but I could not wait to be back at Washington County Memorial Hospital. I know all the employees on a first name basis. The staff at Washington County Memorial Hospital creates more of a friendlier atmosphere than others. On top of everything, the staff is very professional.

Sincerely,  
William Sampson Jr

### **11/13/2017**

I received a call from my son's coach that he had been hurt at practice and needed to go to the hospital. I told them we were on our way. My husband got there first. I was going to meet them at the hospital, as I was farther away. I arrived at the hospital, but they were not there. I called my husband and he said the ambulance is on the way. I didn't understand why they had to call the ambulance, when I said we were on our way. Needless to say, I started to panic. The ER staff, especially Emily Coleman, comforted me in my time of need. Once the ambulance arrived with my son, the ER nursing staff, Chrissy Smith and Debbie Singleton, jumped into action with evaluating him and getting the appropriate tests ordered. Radiology, Chrissy Daughtery, was quick to get my son and take him for his CT scans. He was brought back and Dr. Karas came right in. Everyone was so quick and efficient, that he didn't even realize that my son already had both his CT scans done. They had the Radiologist read the scans right away. My son has a concussion. Everyone was so good to him. He had wonderful care. I am so grateful that this community has a hospital with such a caring staff. They are able to provide timely service, and do it with compassion. I am also proud to say that I am part of the WCMH team.

Mary Gamble

### **11/7/2017**

I am a Registered Nurse that worked in Case Management for the last 12 years of my career. Prior to that I was a medical surgical nurse, long term care administration and director of nursing. Patient satisfaction was very important in each of those positions. I think that when the staff do an excellent job they need to know it.

I had a colonoscopy at your facility. Your staff were excellent! I tend to be critical and do not offer that information often. From the first visit with the physician to the day of the procedure I could not find fault in anything. I was dreading the procedure and they made me feel very much at ease. I have recommended your facility to others and I will continue to do so. I prefer to have whatever test I need to have done to be done at Washington County Memorial Hospital.

You know from parking to finding where to go and registration was easy. Then it was no time I was taken to the unit. The facility was clean. The nurse was great and started my IV in one stick! She introduced me to everyone and everyone was polite and clearly explained their role. I really appreciated the disposable shorts. I always felt comfortable. The next day I received the follow up call. Just everything went better than I expected.

You should really appreciate the great staff you have.

Respectfully yours,  
Victoria E. Sundhausen

**10/31/2017**

I have to brag on your nursing staff and the doctor who saw me (Dr. Gilmore). I don't usually go to the hospital, it takes a lot for me to come in, but when I recently got injured and had to be admitted I was pleasantly surprised at how comfortable my stay was here. I had been to 2 other facilities where one I walked out AMA because I was being treated poorly there and down-talked to, here I was spoken to and treated like a person, not just another number in a bed. The nursing staff was so sweet and caring and were always checking to make sure I was taken care of and my pain was well managed. They always explained what they were doing and took my questions and concerns seriously. My doctor was awesome and took excellent care of me and took the time to talk to me as well and treated me with respect, something I did not get at either of the two other facilities I had been too. I would recommend this hospital to anyone and if I had the choice to go anywhere, I would choose you guys again for the great service you provided and caring nature of your staff.

Thank you,  
Jason Massa

**10/31/2017**

I want to express my appreciation for having Washington County Memorial Hospital. I have used it for a sleep study and was very impressed with the help as well as the facility. Previously, I have had blood work drawn and was admitted to the ER for a dislocated shoulder. I received excellent care during this time as well as in Urgent Care. I am so pleased we have this facility.

Sincerely,  
Genelle Cole

**10/18/2017**

I had moved to Farmington, but I still come to WCMH for my mammograms because I know I will receive prompt friendly service. I am always pleased with the care I receive from calling to schedule my exam all the way up to receiving a follow-up call after my mammogram is read by the Radiologist. The staff always tries to accommodate me when scheduling my appointment



and will work with me to find the best time and day. My appointment is usually on time so I'm not waiting too long. The radiology techs are always friendly, professional, and send out reminders when I am due for my yearly checkup. I will continue to schedule my mammogram at Washington County Memorial Hospital because of the excellent service.

Sincerely,  
Bev Mapes

### **10/3/2017**

Last year, the week before Thanksgiving my aunt was transferred to WCMH from Georgian Gardens Nursing Facility for various health issues. From the moment I walked through the entrance, Tammy Thebeau look up, called me by my name and told me she would be right with me. She was assisting another patient but momentarily sent me in to see my aunt, where my parents were also waiting. The ER evaluation was quick, thorough and again, familiar faces everywhere, asking if we needed anything, checking on my aunt and just friendly smiles. When the two CNA's came to take my aunt to a room, they were both young ladies that I knew and also knew were trustworthy with my loved one. They gently transported her my elderly aunt to her room where they carefully placed her in bed, right outside the nurse's station. Again, nearly every face I saw was one I recognized. As we waited for further evaluations and tests to be ran, we saw one familiar face after another- some from Administration, some from IT, another from housekeeping, two special friends from Radiology, and many nurses just seeing us in the hallway, stopping to check in on my aunt and ask us if we needed anything. The nurses who were on duty were extremely patient, gentle and always answered any questions we had without hesitation. During one evening visit, Sarah Gibson was working with some nursing students from MAC. As I got ready to head home, my aunt didn't want to be alone. Sarah assured me that some of the students would remain with her and make sure she was ok. When I left, two sweet students were helping her drink, talking with her and holding her hand. During the next week, we were able to call at any time of the day or night and talk with staff on duty and they would update us on my aunt's health. I cannot say enough about the excellent treatment my family received from WCMH and the staff there. It is so nice to know that the people caring of our loved one are ones we know personally, and we know why they will treat our family like theirs.

I was actually born at WCMH in 1966, and we have always used our little hospital when needed. Many may criticize, many may complain, but I'm thankful for this landmark, that has been the saving grace for so many lives over the decades. I realize that the services provided there may be limited, and many times only evaluations may be made, but the staff there knows their jobs and when a transfer to a large hospital is necessary, that's what occurs. I hope and pray our community hospital is always a mainstay in our county. I commend so many with hometown roots who have furthered their education and who have come back to WCMH to serve and practice their trade.

Thank you to so many, in all areas of WCMH, who provided us with exemplary service and loving care to my aunt. We appreciated it more than you know!

Special Thanks to:

Tammy Theabeau Sarah Gibson Kathy Thomas Dr. Secor  
Dr. Mullen Nicki Boyer Bryne Nicholson Nichole Robart  
Amber Coleman Lindsay Reynolds Cassie Battreal Michelle Courtois  
Kami Bennet

Sincerely,  
Jana Portell

### **9/15/2017**

My experience with Potosi Sports & Physical Therapy has been rewarding during and after my therapy. I have had 2 knee replacement surgeries, and an injury to my neck. The therapists there are qualified, very professional and helpful in not only the sessions you have I person but also the instructions they give you to take home with you. They print out the pictures and instructions on the exercises so when you are not with them and at home it makes it easy to understand. The office staff members are so kind and polite. They help schedule your appointment for when it is convenient for you. I have been to physical therapy for several visits and I have never been disappointed with the service I have gotten there. With the help and knowledge from the therapist on staff and the instructions sent home I have recovered well from my surgeries and injury.

Give them a try if you need physical therapy, I do not think you will be disappointed.

Erma Harrelson

### **9/13/2017**

I would like to say that I was very impressed with Washington County Memorial Hospital. They were super nice and had a very quick response anytime they were needed. Best bedside manner I have seen in a very long time, from any hospital and trust me I have spent a lot of time in many hospitals. Teresa and I stayed the night with mom Sunday night at the hospital and the staff was so helpful. They offered us blankets, pillows, extra recliners, food and drinks every time they entered the room. Thank you Washington County Memorial Hospital from the Horton family.

Sandy Davis

### **8/30/2017**

I was riding my horse and the saddle turned sending me to the ground with quite a bit of force. I had immediate pain in my side and hip. I went home thinking that if I could just lie down I could manage the discomfort at home. After a bit, I realized that I need to have some x-rays just to make sure that nothing was broken. I went to WCMH emergency room and was greeted by a very caring and concerned staff. I was quickly wheeled to an exam room and the nurse Lisa Long was assigned to me. Lisa did a very thorough assessment of my injuries and reported to the physician. Dr. Hutchinson came in and did another thorough assessment of my injuries and

ordered some radiology tests. I was quickly wheeled to x-ray to have images made. The radiology department was quick and very thoughtful of the pain I had while taking the images. Thankfully, there were only a few cracked ribs but nothing more serious. I was discharged and my nurse Lisa educated me on the dos and don'ts of my injuries. The education I received from Lisa was by far the most education I have very received when visiting an ER in my life. I knew more about what was going on and what to expect in the upcoming days and was very pleased with this knowledge. Thanks WCMH for having such a great ED physician, nurse and staff available for me when I needed them.

Chris Wells

### **8/24/2017**

To All:

I was working at home on an elevated surface when I lost my footing and fell to the ground. Knowing this was a substantial injury, I loaded up and headed an hour north to Washington County Memorial Hospital to have my shoulder evaluated by the emergency department. I was greeted by a very kind a caring staff in the ED. The staff listened to my concerns and the physician quickly evaluated me. The radiology team did an amazing job when taking my x-rays, they knew I hurt when I had to move my shoulder so they took their images quickly to keep my pain and discomfort to a minimum. I was assessed and treated and on my way home in only a couple of hours and to be honest I figured going to the ER would be an all-day event but at WCMH it wasn't. I was very pleased with the quickness and caring staff of the emergency department and would recommend them for anyone.

John Chitwood

### **8/16/2017**

I would like to share the wonderful experience my husband and family have had with Washington County Memorial Hospital. My husband has been here on the Swing bed program for 10 days now and every single department has been wonderful. He was brought in by Washington County Ambulance district, who were great as well to the ER where he received all different kinds of testing, CAT scan, x-rays, blood and urine work. All this testing was for the doctor to already have an idea of what was wrong and how to get him feeling better which was very helpful. The communication in this hospital is one of the best parts about it, no one has been short tempered or rude to us. We have never felt unwanted or "in the way" as we have at other facilities. I believe people should utilize more services closer to home, including the Swing bed program that I would recommend to anyone! Once again thank you for "first class" treatment!

Sincerely,  
Mrs. Howel

**7/26/2017**

I Tracy Sullivan would love to put in a good word for Dr. Oruwari. I personally have been seeing Dr. O for 5 years and I have been very impressed with Dr. O's bedside manner and expertise. I've seen quite a few psychiatrists over the years, but Dr. O is my ultimate favorite and I would definitely recommend him to anyone. I have lived in Arnold for 5 years and chose to drive the distance because Dr. O is so worth it. I have never been this happy and balanced out, due to the fact that Dr. O is the only doctor that has worked with me on keeping my meds correct. I've only had a few roller coaster rides with depression and I want to commend and send a thank you very much to Dr.O for that.

Sincerely,

Tracy Sullivan

**6/15/2017**

"You saved my wife"

Jesse Suggs woke up one morning in April and his wife, Sue, was not in bed. Sue had woke up having trouble breathing and knew she needed to get to Washington County Memorial Hospital quickly. Mr. Suggs figured out where his wife was and quickly headed to WCMH to be by her side.

Mrs. Suggs has no memory of anything past walking to the front of the emergency room. "I am so grateful for our hospital, the doctors, nurses, and everyone else who took such good care of me." Mrs. Suggs had a bad infection that was not improving and her neck had swollen to the point that she was having trouble breathing.

Mr. and Mrs. Suggs do not believe that Sue would still be alive if it were not for Washington County Memorial Hospital. Mr. Suggs held back emotion as he said, "You saved my wife." He went on to tell the story of a nurse who held Sue's hand and reassured them.

Mrs. Suggs is back home and doing well now and wants to make sure all of the staff know how much she appreciates them.

Mr. and Mrs. Suggs are grateful to everyone that helped to save her life....Washington County Memorial Hospital is grateful that we were there in your time of need.

**6/8/2017**

Bigger is not always better. I learned this in my recent stay at Washington County Memorial Hospital. I have been in and out of hospitals a lot in the past six months. The quality of care I received at WCMH was super. The staff was friendly, caring, and genuine. It's not like watching workers and coworkers, it's like watching a family. They all work so well together. I am a very large man and special needs are required and were given to make me more comfortable. WCMH met all those needs and went above and beyond. The food was restaurant quality and the rooms were cleaned daily. If they had a swimming pool it would be like staying in a five star

hotel. So before you run off to the big name hospitals and have to be far away from your friends and family remember WCMH for all your needs. I give them 5 stars on all aspects of my stay. If I have to go back in the hospital, I'll go back to WCMH.

Timothy Rongey