



High Fives!

The following great comments were gathered during discharge phone calls:



Physicians

"Urgent Care doctor was great. ER doctor was superb. Hospitalists, **Dr. Smith** and **Dr. Singh**, saw him in the ER, which was very helpful. They explained who they were and what the plan was. They were very informative. **Dr. Jaffal** saw him upstairs. He kept us informed about his condition and what the plan was. **Dr. Jaffal** answered all our questions and was very patient with us."

SHMG-Perdido, ED, Physicians and 4 East

"I can't tell you how impressed I was with Sacred Heart. I first went to **Dr. Katherine Price** at Perdido. She is fabulous. She recognized I was having a serious problem and that I needed to be in the hospital. She made a couple of calls, and by the time I arrived, within 10 minutes I was in a room. They immediately started my treatment. I don't know how many doctors I had come in, but every one of them was very concerned and observant of my condition. **Dr. Issa Ephantimos** was great. He kept doing tests to try to determine if there was something else going on that caused such a bad reaction. One thing I really thought was an excellent service was having my prescription delivered to my room before I left. I didn't have to worry about stopping and waiting for it to get filled."

5 West

• "**Nathan** and **Chico** were outstanding. They were so professional and patient with me. They never seemed to mind helping me, no matter how many times I needed them. I really appreciate these two especially."

• "I had the two **Ashleys** and they were both excellent, very attentive and caring."

4 East

• "**Jamie** was the best nurse I ever had. She was just real special. She took her time and treated me like a real person. She always acted like she really cared."

• "**Vera** was my nurse and she was outstanding. She gave me excellent professional care both days I had her. All of the other nurses were also excellent, as well as my doctors."

• "His nurse, **Zola**, was wonderful. She checked on him frequently, and kept us informed about what was going on. She had a great personality and they got along so well. We really enjoyed having her take care of him. All the rest of the staff were really good to us, too."

4 West/CSU

"Pleased with SHH. What could have been a bad experience turned out so positive. **Dr. Lonquist**, **Dr. Grise**, **Dr. Mamish** – everyone was so caring. **Dr. Lonquist** sat and took time to explain what had happened when he had to go back to surgery. He was so kind and understanding. We know God put us in the right place with the right doctors. **Patrick** in ICU caught the bleeding right away and called **Dr. Lonquist**. He was right there when my husband needed him. You have a beautiful, large campus. I especially like the garden between the Emergency Room and the main hospital. It is so restful to walk in that area and enjoy the flowers."

St. Louise-B & Dietary

• "Every one of the nurses and techs were so sweet and helpful. I never had to wait on anything. They were all so cheerful. The hostess who served my meals was delightful. She lit up the room when she walked in."

• "**Janet** in L&D; **Dawn** in PP; **Donna**, **Dawn** and **Debra** in Newborn Nursery – all outstanding, very supportive!"

Seton Hall

• "Everyone was great. **Carol** was outstanding. She was so caring and compassionate. She went over and above with the care she gave me."

Notes of Appreciation

• *Emily Ates posted the following on the SHHS Facebook page:*

"Today I had to go to the outpatient infusion center for IV fluids. I just want to say those nurses are amazing. So attentive, hard working and kind-hearted. **Robin**, **Bethany** and **Chris** are wonderful! So thankful for these lovely ladies."

• *A patient recognizes Dr. Kurt Morrison in the following note:*

"**Dr. Morrison** provided a great experience; he taught me a few things about the body and how it heals. He recommended me to one of the physical therapists to do some rehabilitation and strength training. He provided outstanding service and met my expectations as a patient. I would recommend him to anyone!"

• *Peggy Masoner of ECU and her husband, Darrell (also known as Grammy and Grandpa) recognize several departments for the care of their daughter and new grandson:*

"We want to say 'thank you' to all the staff of **Drs. Dobak and Duke**, **St. Louise A & B**, **Labor & Delivery**, the **Neonatologist** and the **NICU** who cared for our daughter and grandson. Our daughter was a high-risk pregnancy patient, and **Dr. Dobak** also found a problem with the baby during the pregnancy. She was a patient on **St. Louise** and also was transferred to **Shands** in Jacksonville pre-delivery. The baby was born at Sacred Heart and was transferred to **Shands** in Gainesville. After six weeks in the **NICU** there, and our daughter's recovery from her c-section, both are well and home in **Milton**."

"Saying 'thank you' seems so inadequate. We were so humbled by the awesome care our daughter and grandson received. We will forever be grateful to all the staff in those units. I hope I can pay it forward with the care I give on the **Extended Care Unit**. God bless each and every one. Thank you again."