

From a Patient's Perspective

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 led 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 ad 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 xray 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 do's 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 Swingbed 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, xrays, 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 Swingbed 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. Ourwari. 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